

East Ayrshire Council
Comhairle Shiorrachd Inbhir Àir an Ear

Rapid Rehousing Transition Plan

April 2019

Introduction

The Homelessness and Rough Sleeping Action Group (HARSAG) was formed in October 2017 to produce short and long term solutions to eradicate homelessness and rough sleeping.

The group has made rapid rehousing a cornerstone of its recommendations:

“rapid rehousing is about taking a housing led approach for rehousing people that have experienced homelessness, making sure they reach a settled housing option as quickly as possible rather than staying in temporary accommodation for too long”.

East Ayrshire Council recognises that the health and wellbeing needs of those experiencing homelessness are equally important as the housing needs. These needs can be more effectively addressed from the stability of settled accommodation.

As part of the development of the Local Housing Strategy 2019 – 2023, East Ayrshire Council is working alongside Community Planning Partners to produce this 5-year Rapid Rehousing Transition Plan.

East Ayrshire Council operates a Common Housing Register, known as Single East Ayrshire Register for Community Housing (SEARCH). The Council works with local Registered Social Landlords (RSLs) Atrium Homes, Cunninghame Housing Association, Irvine Housing Association and Shire Housing Association. The SEARCH landlords let their homes following the same process, the same set of rules and from the same pool of applicants.

The Rapid Rehousing Transition Plan has been developed following consultation with the RSL partners who were asked to consider the scope and remit of their services and set out what they are able to contribute towards the Rapid Rehousing Transition Plan.

Contribution Statements from the following current partners have informed early intervention and prevention pathways, the means of increasing available housing stock, supported accommodation requirements, a Housing First approach and additional support needs:

- East Ayrshire Health and Social Care Partnership
 - Community Health and Care including Addiction and Mental Health Services
 - Children’s Health, Care and Justice Services
- Vibrant Communities
- Centrestage Communities
- East Ayrshire Women’s Aid
- EACHa (East Ayrshire Churches Homelessness Action)
- NHS Ayrshire and Arran: HMP Kilmarnock
- Blue Triangle Housing Association Ltd.

Strategic Context

Housing Scotland Act 1987

Part II of the Housing (Scotland) Act 1987 (as amended) sets out the powers and duties of local authorities in dealing with applications from people seeking help on the grounds that they are homeless or threatened with homelessness.

Housing Scotland Act 2001

Building on the 1987 Act, the 2001 Act states that every local authority must have a homelessness strategy, conduct an assessment of homelessness in the area and provide free advice to any person in the local authority's area.

Homelessness etc. (Scotland) Act 2003

The Homelessness etc. (Scotland) Act 2003 amended the priority need categories and gave Scottish Ministers the power to abolish the priority need test (2012 target) and make amendments to the intentionality and local connection distinctions.

The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014

This order was introduced as part of the Homelessness etc. (Scotland) Act 2003 and effectively prevents the use of bed and breakfast accommodation for families with children or pregnant women, except in specific circumstances.

Housing (Scotland) Act 2006

This Act seeks to improve the condition of privately owned homes and to raise the standard of properties in the private rented sector (PRS).

Housing (Scotland) Act 2010

Placed a duty on local authorities to assess the housing support needs of unintentionally homeless households or those threatened with homelessness where they believe the household to be in need of a prescribed housing support service and the associated provision of support.

Local Government Finance (Unoccupied Properties etc.) (Scotland) Act 2012

Encourages empty property owners to bring their properties back into use. It allows local authorities to both remove the discount on certain types of unoccupied homes and increase the level of council tax payable on these properties. The new powers came into effect in April 2013 and it is up to individual local authorities to decide if a council tax increase is appropriate in their area.

Private Housing (Tenancies) (Scotland) Act 2016

Introduced the new 'private residential tenancy'. Its purpose is to improve security, stability and predictability for tenants and provide safeguards for landlords, lenders and investors.

Scottish Social Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012 and amongst other things, sets out the standards and outcomes that homeless people can expect from social landlords in terms of access to help and advice, the quality of

temporary accommodation, and continuing support to help homeless people access and keep a home.

The Children and Young People (Scotland) Act 2015

This act, implemented in April 2015, expands the Corporate Parenting role to include Housing Services amongst other agencies. It amended the definition of Care Leaver and expanded Corporate Parenting responsibilities to young people until they turn 26 years old. This has resulted in the consideration of additional factors when dealing with young care leavers and reiterates the necessity of a multi-agency approach in relation to supporting this vulnerable group.

Local Policy Context

East Ayrshire Community Plan 2015-30

The East Ayrshire Community Plan 2015-30 sets out the overall vision for the local area as follows:

“East Ayrshire is a place with strong, safe and vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services which are sustainable, accessible and meet people’s needs.”

The plan identifies three key themes and is implemented through delivery plans from each of the three areas. These themes are Wellbeing, Economy and Skills and Safer Communities.

Local Outcomes Improvement Plan 2018-2021

The new East Ayrshire Local Outcomes Improvement Plan 2018-2021 (LOIP) replaced the previous Single Outcome Agreement 2015-18, with effect from 1 April 2018.

The Local Outcomes Improvement Plan 2018-2021 underpins the Community Plan, providing a robust performance management framework against which the Council will assess performance as a partnership and demonstrate progress towards the achievement of local outcomes in our communities.

East Ayrshire Local Housing Strategy 2019 – 2023

The production of a 5-year Rapid Rehousing Transition Plan will inform the Local Housing Strategy in relation to the Council's future direction in managing homelessness and temporary accommodation.

Strategic Housing Investment Plan (SHIP)

Strategic Housing Investment Plans set out strategic investment priorities for affordable housing over a 5-year period to achieve the outcomes set out in the local housing strategy.

Health and Social Care Partnership Strategic Plan 2018 – 2021

The Public Bodies (Joint Working) (Scotland) Act 2014 was granted Royal Assent on 1 April 2014. This Act sets out the legislative framework for the integration of health

and social care with a view to improving the quality and consistency of these services across Scotland.

The East Ayrshire Health and Social Care Partnership Strategic Plan 2018-21 sets out how the Health and Social Care Partnership plan to deliver services for both current need and also the needs of people in the future.

East Ayrshire Housing Contribution Statement

The Housing Contribution Statement (HCS) provides information on how the housing sector can help achieve the outcomes detailed in the Health and Social Care Partnership Strategic Plan 2018-21. The HCS is the bridge between the LHS and the Strategic Plan.

East Ayrshire Common Allocations Policy

The allocations policy sets out the rules the Council and other partner RSL's follow when allocating empty homes to people in East Ayrshire. It details the process of selecting people from the housing list, offering them a home, and if accepted, entering into a legal agreement with them.

Housing Asset Management Framework

The Housing Asset Management Framework (HAMF) provides a framework for managing the Council's housing stock to ensure that they contribute efficiently and effectively to the achievement of the Council's aims and objectives, both now and in the future, whilst ensuring that we retain vibrant communities with good quality homes.

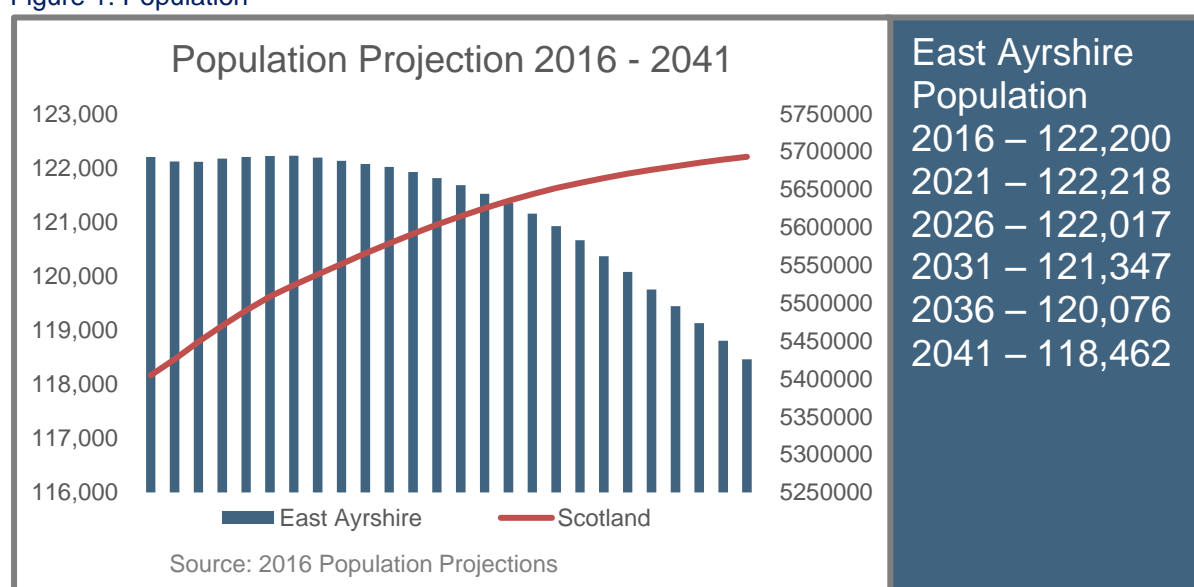
Local Housing Market and Homelessness Context

Population and Household Projections

On 30 June 2017, the population of East Ayrshire was 121,940. This is a decrease of 0.2% from 122,200 in 2016. Over the same period, the population of Scotland increased by 0.4%. Between 2016 and 2026, the population of East Ayrshire is projected to decrease from 122,200 to 122,017. This is a decrease of 0.1%, which compares to a projected increase of 3.2% for Scotland as a whole.

The most up to date population projections run from 2016 to 2041.

Figure 1: Population



These projections indicate a slight decrease of 0.1% in the population of East Ayrshire from 2016 – 2041. This is not the case across Scotland as a whole, where the population is expected to increase by 3.2% over the same period.

In 2017, the number of households in East Ayrshire was 54,873. This is a 0.2% increase from 54,748 households in 2016. In comparison, the number of households in Scotland overall increased by 0.7%. Between 2016 and 2026, the number of households in East Ayrshire is projected to increase from 54,748 to 56,196. This is a 2.6% increase, which compares to a projected increase of 6.4% for Scotland as a whole.

There is variability by Housing Market Area (HMA) with projected falls in household population in Cumnock and Doon Valley.

Households are getting smaller, and there is a projected decrease in family and larger households. The proportion of older households is increasing and working households decreasing. These trends are particularly acute in Cumnock and Doon Valley where the only type of households increasing are aged over 60, but

particularly aged over 75 years. Kilmarnock and Loudoun HMA is the only area where there is a small increase in working age households.

Over recent years there has been net loss of population from East Ayrshire. Although there has been an increase in children and the older working age population, there has been a decrease in those aged 16-29 years.

Tenure

The majority of dwellings are owner-occupied in East Ayrshire, as in Scotland overall. However, proportionately fewer dwellings in East Ayrshire are in the private rented sector (just 10.5%, compared with 15% across Scotland) while 28% are rented from social landlords, compared with 23% of dwellings across Scotland.

Figure 2: Tenure

Stock Numbers	East Ayrshire
Owner-Occupied	33,932
Rented Privately	6,027
Rented from Housing Association	3,416
Rented from Local Authority	12,724
Vacant private dwellings	1,390
Total dwellings	57,489

Source: East Ayrshire HNDA (2018)

Similar to the situation across Scotland as a whole, the number of owner occupiers has reduced. In East Ayrshire the percentage of owner occupiers has reduced from 43% in 2005 to 31% in 2015.

Housing pressure varies significantly across East Ayrshire with generally higher pressure in the Kilmarnock and Loudoun HMA, and much lower housing pressure elsewhere in East Ayrshire. There is relatively high demand across all housing tenures in the Kilmarnock and Loudoun HMA.

Within East Ayrshire there is a low value, low demand market in the south, with higher demand in the north where the market is catering more for the needs of commuters to Glasgow that have moved into East Ayrshire, rather than local households on moderate incomes for families, or older people wishing to downsize in the private market.

East Ayrshire experiences lower housing and homelessness pressure than in many other parts of Scotland.

Private rent levels are relatively low and aligned to the Local Housing Allowance (LHA), and there is little differential between private rents, social rents and the LHA.

Comparing all local prices across tenure to local income, there are affordability issues in East Ayrshire driven by low incomes. This is exacerbated by lack of access to mortgages due to low levels of savings. Any pressure in prices is to the north of East Ayrshire, driven by the Glasgow market area.

Housing Provision

The current Housing Supply Target represents an annual number of homes to be delivered in each of the years of the Local Housing Strategy (LHS) 2013-2018 and has been set at 100.

As part of the development of the LHS 2019-2023 and the Local Development Plan 2, the information contained within the Housing Needs and Demand Assessment 2018 will be used to develop a new housing supply target. This will be disaggregated to HMA level and tenure.

The Affordable Housing Supply Programme (AHSP) is split across the Council and its Registered Social Landlord (RSL) partners for development; 44:56 Council to RSL, in accordance with good practice.

The Council's programme assumes an average of 62 new homes being developed per year from 2019-24, although this figure does not include the additional 239 starts for 2018-19, or the carry forward of 33 for 2015-18. When added, the average increases to 117. The Council's partner RSLs' programme assumes an average of 105 new homes being developed per year from 2019-24. When 2018-19 starts and the 2015-18 carry forward is added, the average increase to 146.

Figure 3: Affordable Housing Starts 2015-18

Projected affordable housing starts 2019-24	2019/20	2020/21	2021/22	2022/23	2023/24	Total
Number of Starts (indicative)	199	223	163	183	68	836
Source: East Ayrshire Strategic Housing Investment Plan (SHIP) 2019-24						

Figure 4: Affordable Housing Starts 2015-18

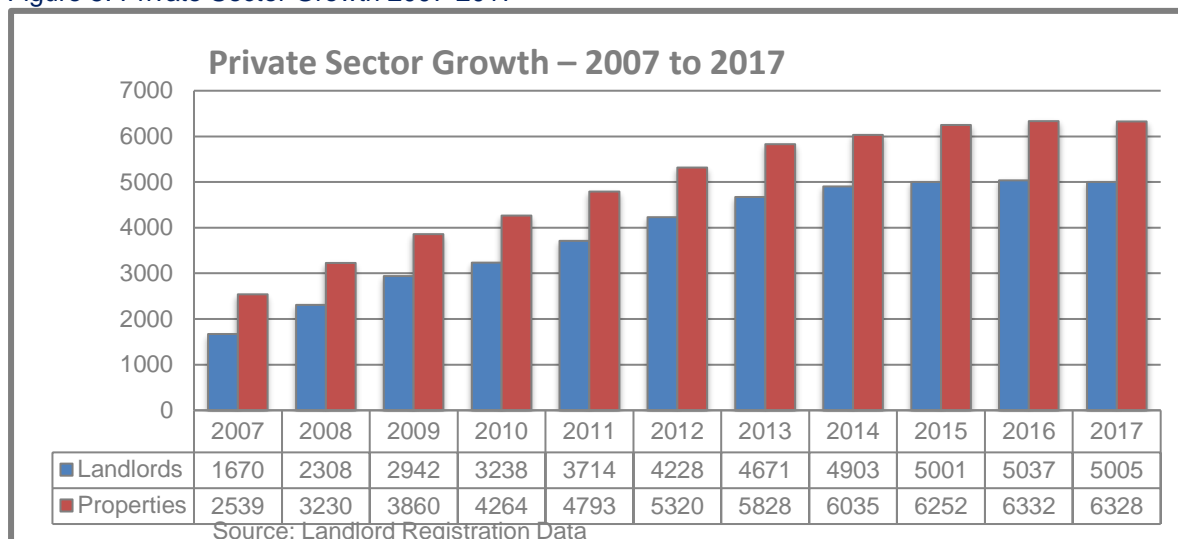
Projected affordable housing starts 2015-19	2015-18 (carry forward)	2018/19 (current year)	Total
Number of Starts (indicative)	109	366	475
Source: East Ayrshire Strategic Housing Investment Plan (SHIP) 2019-24			

Supplementary Guidance on affordable housing was approved by Scottish Ministers and was published in February 2017. The adopted East Ayrshire Local Development Plan (LDP) introduces an Affordable Housing Policy, Policy RES 3: Affordable Housing which requires the provision of affordable housing on those sites specifically identified and reserved for such purposes on the LDP maps on all sites of 30 or more houses proposed in the Kilmaronock and Loudoun sub housing market area. Within such developments, 25% of houses will require to be affordable in nature. In addition, on all sites of 30 or more houses proposed in the Doon Valley sub housing market area, within such developments, 15% of houses will require to be affordable in nature.

Private Rented Sector

Over the last ten years the number of private landlords in East Ayrshire has increased from 1670 to 5005 and similarly the number of properties has increased from 2539 to 6328.

Figure 5: Private Sector Growth 2007-2017



The HNDA 2018 shows that recent growth in the private rented sector has been below the average rate of growth across Scotland, but similar to local authorities starting from a similar number of private renting sector registrations. In relation to HMA, there is a higher percentage of private rented sector properties in Kilmarnock (11%), than both Cumnock (10%) and Doon Valley (7%).

Further analysis of concentration of privately rented properties through the East Ayrshire Council landlord register shows that 72% of these are in Kilmarnock with 22% in Cumnock and only 6% in Doon Valley.

Figure 6: PRS across Ward area

Ward area	Number	% of PRS dwellings	% of all dwellings
Annick	558	8.8	10.0
Kilmarnock North	509	8.1	10.0
Kilmarnock West & Crosshouse	1,385	22.0	14.0
Kilmarnock East & Hurlford	807	12.8	12.0
Kilmarnock South	461	7.3	9.0
Irvine Valley	805	12.8	12.0
Kilmarnock	4,524	71.7	67.0
Ballochmyle	710	11.3	12.0
Cumnock & New Cumnock	682	10.8	12.0
Cumnock	1,393	22.1	24.0
Doon Valley	389	6.2	9.0
East Ayrshire Council	6,306	100.0	100.0

Source: EAC Landlord PRS registration data

This suggests that there is the potential for developing the private rented sector in the more remote areas of East Ayrshire.

The introduction of the Private Housing (Tenancies) (Scotland) Act 2016 has provided greater security, stability and predictability for tenants. The forthcoming guidance in relation to minimum energy efficiency standards with the sector should also make the tenure a more attractive proposition and alleviate fears potential tenants may have.

Deposit Guarantee Scheme

The Deposit Guarantee Scheme (DIGS) was established in June 2004 and is managed on behalf of East Ayrshire Council by the Community Housing Advocacy Project (CHAP).

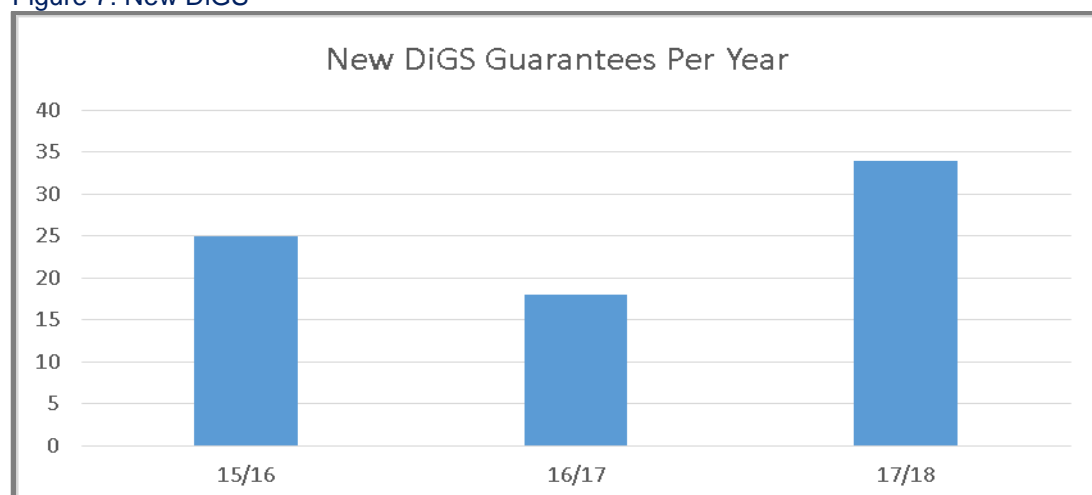
The scheme provides the guarantee of a rent deposit which is payable to the landlord at the end of the tenancy if any loss or damage is incurred. The deposit enables those who are on a low income, and thus unable to raise a deposit on their own, to access the private sector.

The following services and assistance are available to customers:

- Online benefits and housing cost check;
- Utility, internet and telephone provider comparisons;
- Budgeting and income maximisation;
- Referral to other agencies: Universal Credit Support Team, Vibrant Communities, Citizens Advice Bureau;
- Assisting clients to report repairs/issues to landlords;
- Acting as a mediator between the customer and the landlord.

Over the period of the last Local Housing Strategy (2013-18) the Deposit Guarantee Scheme has helped house 244 people. The number of new deposits guaranteed in 2017/18 was at its highest since the scheme commenced, with a steady decrease in the number of refused applications.

Figure 7: New DiGS



Source: DiGS data

The following table provides details of the reasons for application refusals since 2015. In 2017/18 the highest reason was lost contact with the applicant. This may be due to the applicant finding an alternative housing solution. The number of applicants receiving unsatisfactory references from previous landlords indicates that there is scope to review the scheme criteria the contract and scheme eligibility to maximise opportunity to all and expand the use of the private rented sector.

Figure 8: Refusal Reasons

Refusal Reason	2015/16	2016/17	2017/18
Lost contact	82	35	35
Unsatisfactory references	23	46	32
No longer requires DiGS assistance	26	30	24
Raised own deposit	7	15	12
Other	1	7	12
Not forwarding reference details	0	29	10
Allocated EAC tenancy	13	10	8
Signed lease	2	7	7
Allocated other LA housing	0	3	2
Earnings too high	0	0	1
Total	154	182	143

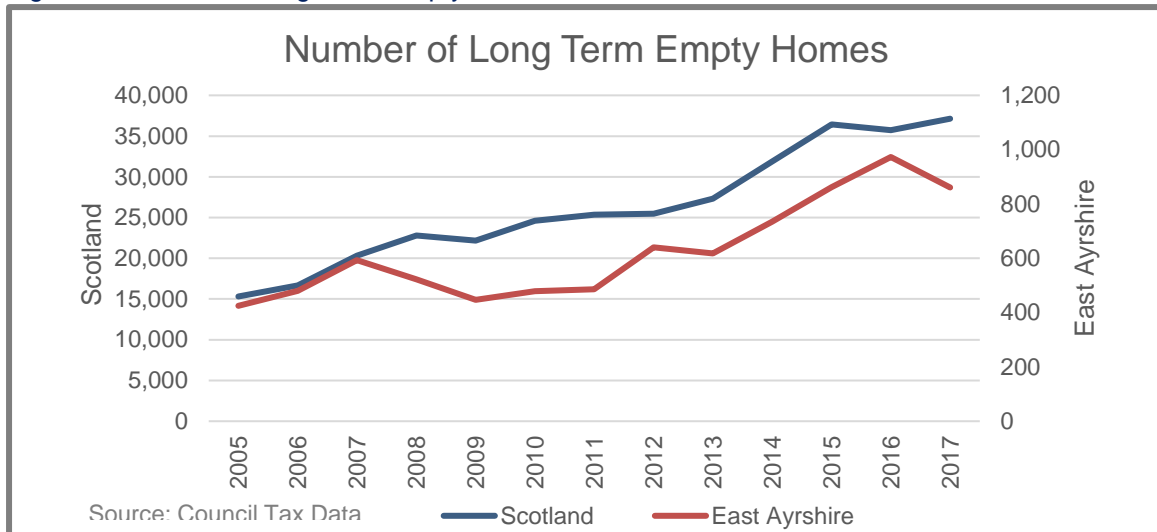
Source: DiGS data

Empty Homes

In order to meet housing need and demand, local authorities must make the best use of all housing stock at their disposal. This includes long term vacant properties.

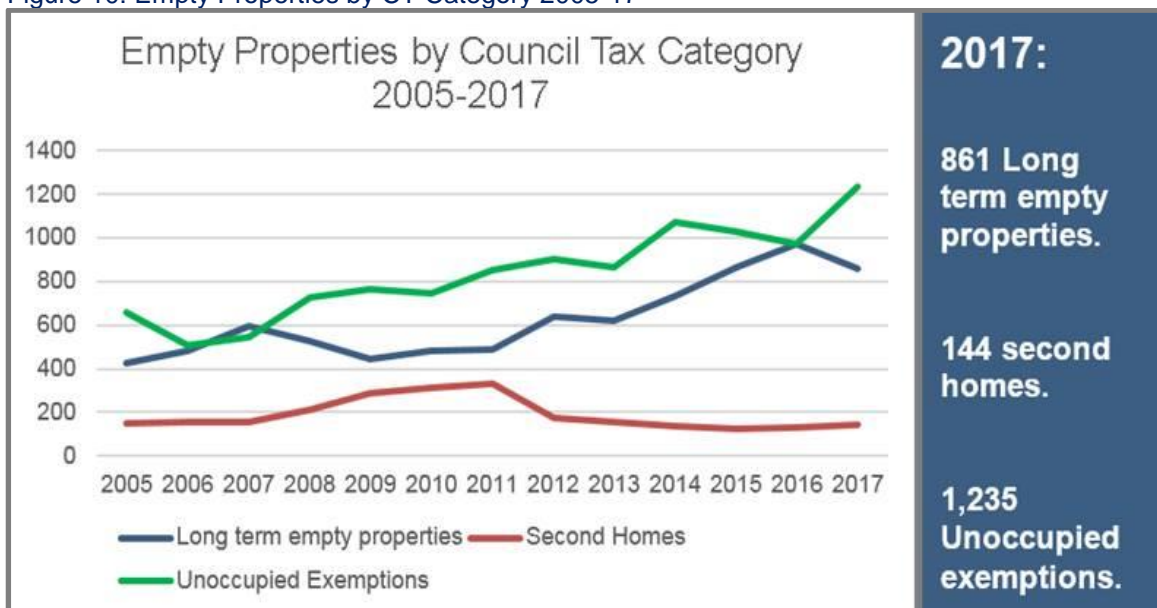
Council tax data shows that in 2017 there were 861 long term empty properties in East Ayrshire. This is over a 100% increase from the number of empty homes in 2005. The data also shows a general rise over the last ten years, indicating an area that requires intervention from the local authority.

Figure 9: Number of Long Term Empty Homes



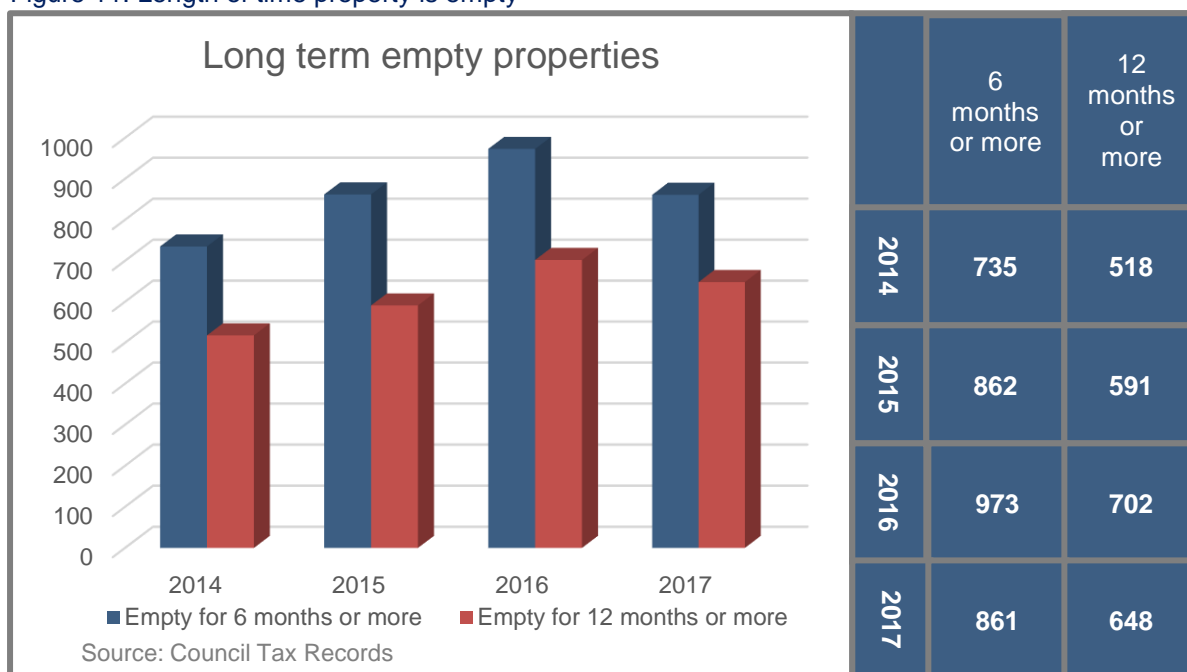
The number of long term empty properties has increased between 2005 and 2017, although there was a dip between 2007 and 2009, potentially due to the economic downturn. Since 2009 the number of empty properties has increased significantly.

Figure 10: Empty Properties by CT Category 2005-17



Further analysis of Council Tax data indicates how long the properties have been empty. Over 75% of the 972 empty properties have been empty for more than a year.

Figure 11: Length of time property is empty

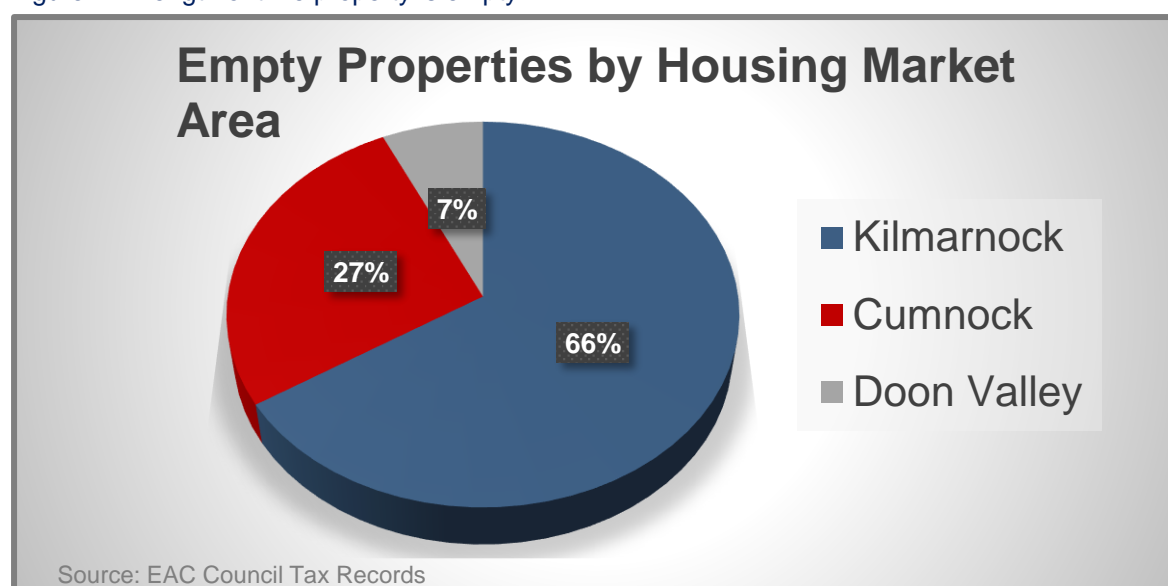


The number of homes empty for both 6 months and more, and 12 months and more has increased from 2014 to 2016, but has reduced between 2016 and 2017.

The increase in the number of long term empty properties between 2014 and 2016 is a clear indication that part of the private sector stock was not being used to its full potential.

Looking at empty properties by housing market area, Kilmarnock has the highest number of empty properties, with around two thirds of all the empty properties.

Figure 12: Length of time property is empty



An Empty Homes Officer was appointed in 2017 to help bring privately-owned empty homes back into use. Advice and assistance is provided in the following areas:

- Interest Free Loans through the Empty Homes Loan Fund Application
- Property buy-back scheme
- Matchmaker scheme
- Advice and assistance on becoming a Private Landlord and provision of ongoing support
- VAT Discounts
- Renovation Overview
- Safety and Security
- Energy Efficiency
- Selling Options

Upon identification of long term vacant properties, the Empty Homes Officer will seek to engage with the property owner regarding its future use and offer the range of financial and practical assistance available. At the present time there are 124 active cases and 37 properties have been brought back to use.

Empty Home Loan Application

Further to the introduction of Scottish Government's Empty Homes Loan Fund, East Ayrshire Council was successful in securing £250,000 of funding in order to bring 25 units back into use.

The funding is intended to assist owners to bring their property up to a lettable standard by providing an interest free loan if the property is let at a market rent for 5 years, or sold at an affordable level. One loan has been processed to date.

Empty Homes Database

East Ayrshire Council hold an internal database of long term empty properties. The Empty Homes Officer uses this to engage with property owners and establish ways in which empty properties can be brought back into the overall housing supply.

Empty Homes Buy Backs

East Ayrshire Council will in some instances consider purchasing ex-local authority properties, in the first instance the priority to purchase will be based on:-

- Achieving full ownership within a block;
- Obtaining a property in demand;
- Obtaining a property that adds value to housing stock;
- Where the property helps meet a specific need i.e. wheelchair accessible or adapted.

From 2013/14 to 2016/17 the Council has bought back 15 ex-local authority properties.

Matchmaker Scheme

East Ayrshire Council operate a matchmaker scheme. This is a free service which aims to match empty home owners who are selling their property, with people who are looking to buy an empty home in the area. The Empty Homes Officer can pass potential purchaser details onto the owner and the two parties can then take forward discussions about the sale of the property, either directly or through their agents.

To date, 7 home owners and 36 purchasers are registered on the scheme with one sale completed.

Compulsory Purchase Order (CPO)

East Ayrshire Council acknowledges that the use of CPO powers is a power that the Council would utilise as a last resort and in instances where the use of CPO powers look likely, the owner will be offered the option of a voluntary sale.

In any instances where a CPO is being considered, East Ayrshire Council will assess the public benefit in its proposals and the impact on the people affected. Where appropriate, the wider community, and key partner agencies will be engaged as part of the process.

East Ayrshire Housing Options

The Scottish Government defines Housing Options as:

“A process which starts with housing advice when someone approaches a local authority with a housing problem. This means looking at an individual’s options and choices in the widest sense. This approach features early intervention and explores all possible tenure options, including council housing, RSL’s and the private rented sector”.

The advice can also cover personal circumstances which may not necessarily be housing related, such as debt advice, mediation and mental health issues. Rather than only accepting a homelessness application, local authority homelessness services will work together with other services such as employability, mental health, money advice and family mediation services etc. to assist the individuals with issues from an early stage in the hope of avoiding a housing crisis.”

The highest number of housing option activities carried out in East Ayrshire is the provision of financial assistance which makes up 21% of all housing options activities. The percentage of financial assistance activities is significantly higher than the Scottish average of only 7% but the percentage of general housing advice activities (19%) is lower than the Scottish average of 38%.

Figure 13 : Housing Options Activities

Housing Options activities by Local Authority, during 1 April 2017 to 31 March 2018 (percent)		
	Scotland	East Ayrshire
Mediation / outreach	1%	1%
Financial assistance / advice	7%	21%
Rent / repairs / referrals/	6%	16%
Help to remain in accommodation	2%	5%
Mortgage / home ownership advice	0%	7%
Tenancy / social care support / adaptations to property	2%	6%
Referral to other agencies	4%	6%
Client informed of rights under homelessness legislation	27%	15%
General Housing advice	38%	19%
Help to move property	7%	4%
Other	6%	0%
Source: Prevent1 statistics in Scotland 1 April 2017 to 31 March 2018		

Housing Options Outcomes

A higher percentage of people in East Ayrshire, 38%, successfully remained in their current accommodation compared to the national figure of 22%. Over this period of time 6% of cases resulted in contact being lost or outcomes being unknown.

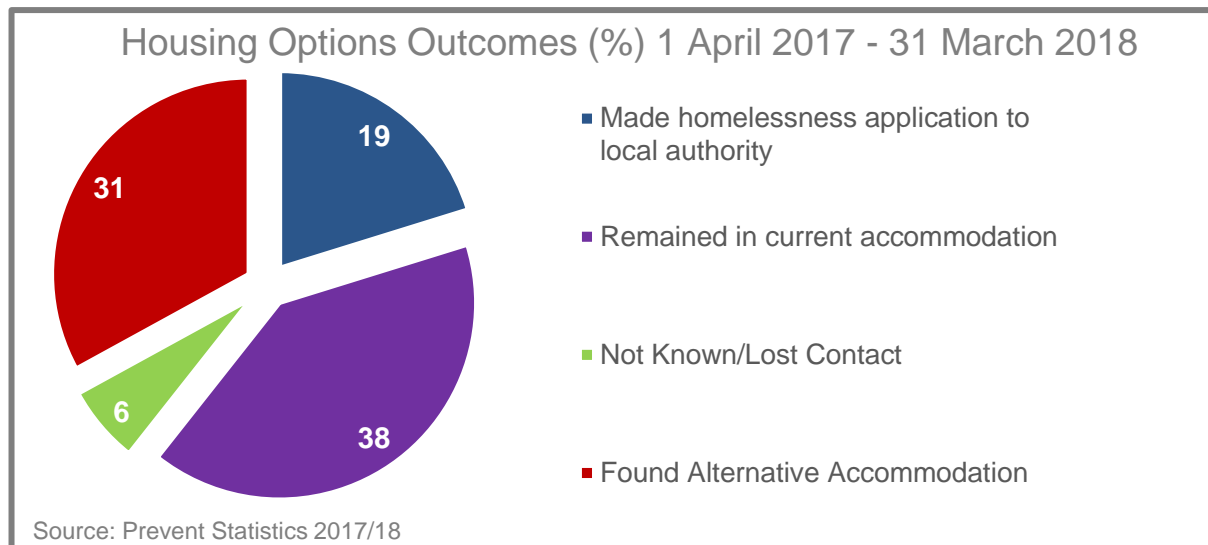
Figure 14: Housing Options Outcomes

	LA / RSL Tenancy	PRS Tenancy	Other	Moved-in with friend/ relative	Lost Contact/ Not known	Remained in current accommodation	Made homelessness application to local authority
Scotland	4%	3%	5%	2%	19%	22%	45%
East Ayrshire	13%	13%	0%	6%	6%	38%	19%

Source: Prevent Statistics 2017/18

The data showing outcomes also suggests that around a third of homeless approaches found alternative accommodation.

Figure 15: Housing Options Outcomes



In comparison to the rest of Scotland, East Ayrshire Council has one of the highest number of outcomes of people finding alternative accommodation and one of the lowest amount of outcomes resulting in homeless applications.

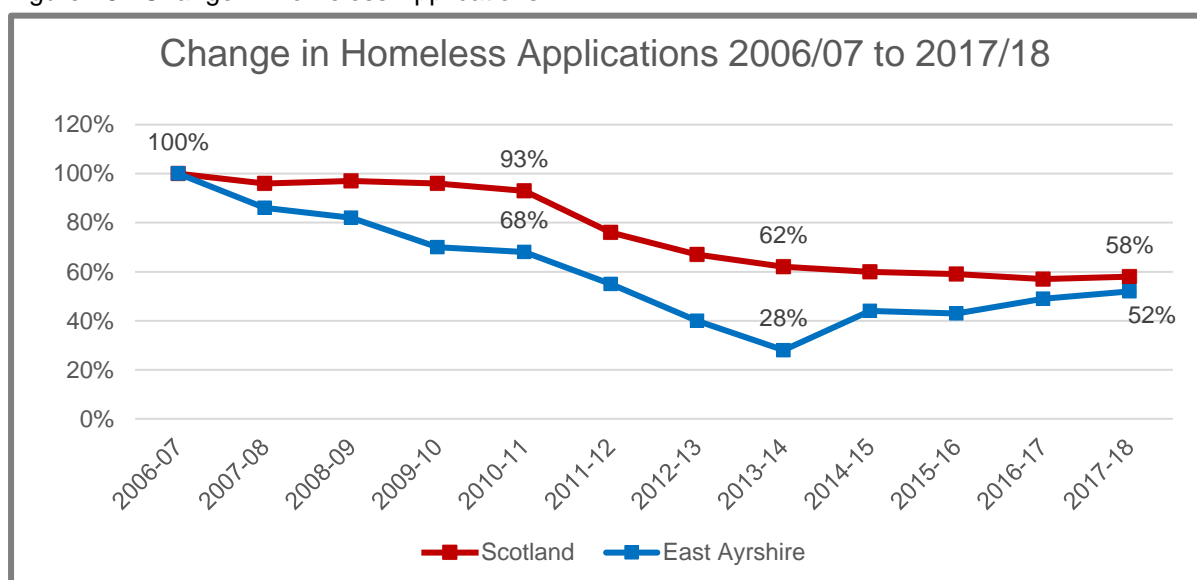
In 2017/18, of the 623 households approaching the Council for homeless assistance, 116 (18.6%) of the total applications received were families with children. The majority of family applications were received from lone parents at 94 (81%); the remaining 22 were from couples with children (19%).

Homelessness Context

Homeless Applications

The number of homeless applications reduced significantly over the period between 2006-2007 and 2013-2014, before a more recent increase in applications. The number of applications is currently 52% of the level in 2006-2007.

Figure 16 : Change in Homeless Applications



Source: HL1

Rapid rehousing specifically considers only homeless unintentional decisions. Those threatened with homelessness or intentionally homeless are not within the scope of rapid rehousing.

Household Type

The age of homeless applicants in East Ayrshire is similar to that across Scotland, with slightly higher presentations from the 18 to 25 year-old age group in East Ayrshire.

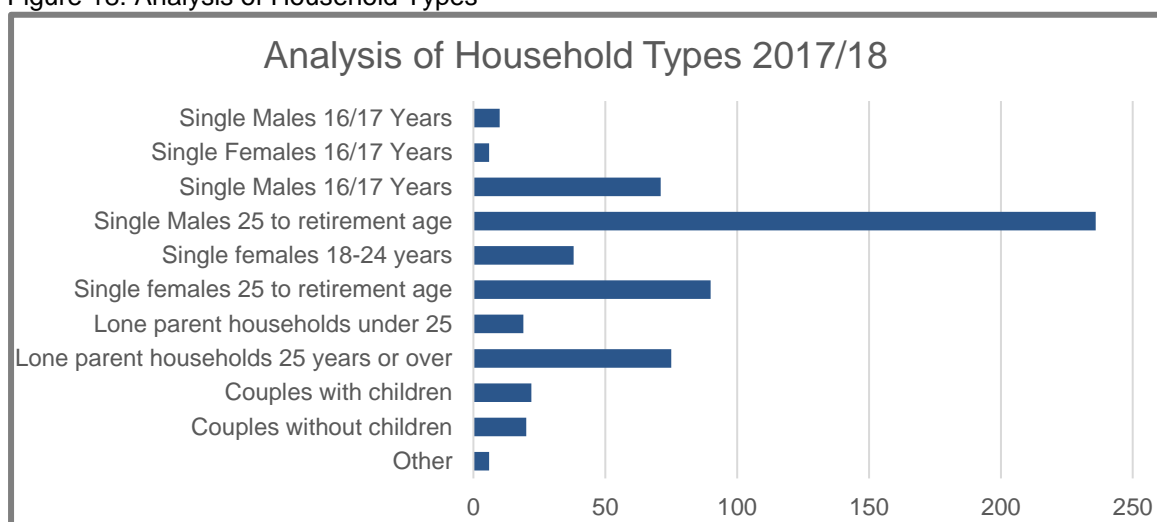
Figure 17: Age of Homeless Applicants

	16 - 17	18 - 25	26 - 59	60+
East Ayrshire	2%	27%	68%	3%
Scotland	4%	22%	70%	4%

Source: HL1

People aged 16 to 25 made up 29% of homeless applications in 2017/18, despite this age group only making up 11% of the population in East Ayrshire. This suggests that resources may be required to meet the needs of this age group and prevent such a high percentage presenting as homeless.

Figure 18: Analysis of Household Types

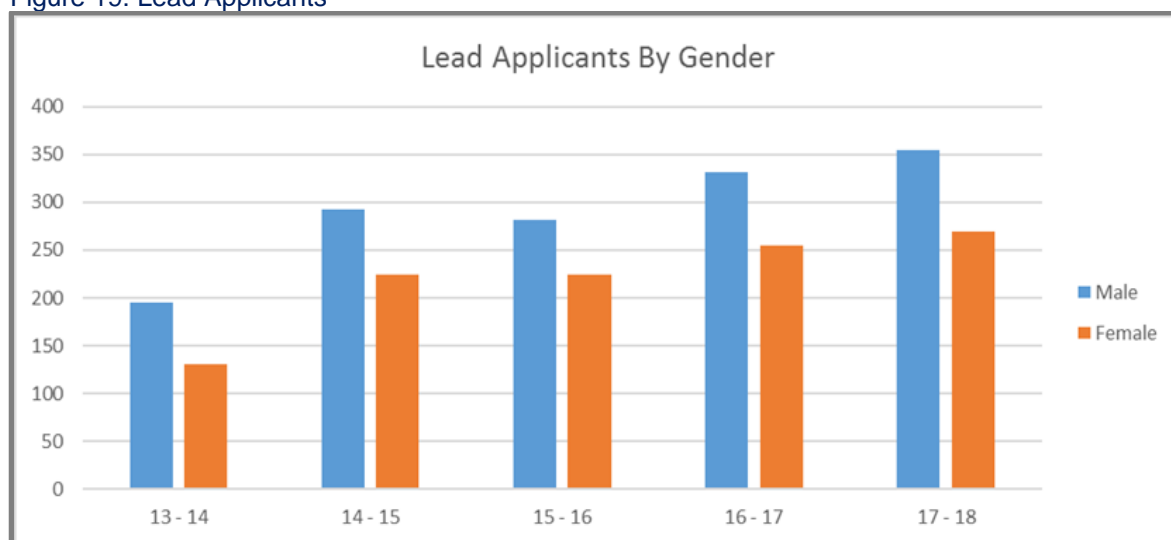


Source: HL1

Further breakdown of homeless households show that the highest number of homeless applicants come from single males aged 25 to retirement age. This is the case across Scotland as a whole. Single females of the same age make up the second largest group of homeless applicants. In East Ayrshire the male to female ratio is about 57:43 for 2017/18; nationally it was approximately 55:45.

Closer analysis shows the increase in applications from both genders, with a more significant increase in males.

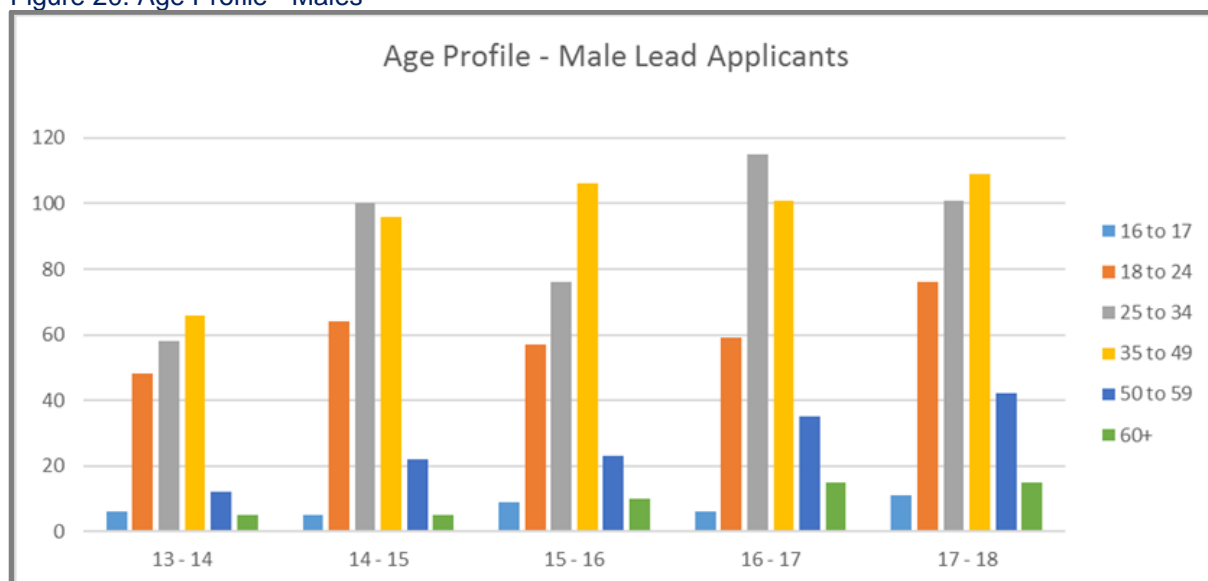
Figure 19: Lead Applicants



Source: HL1

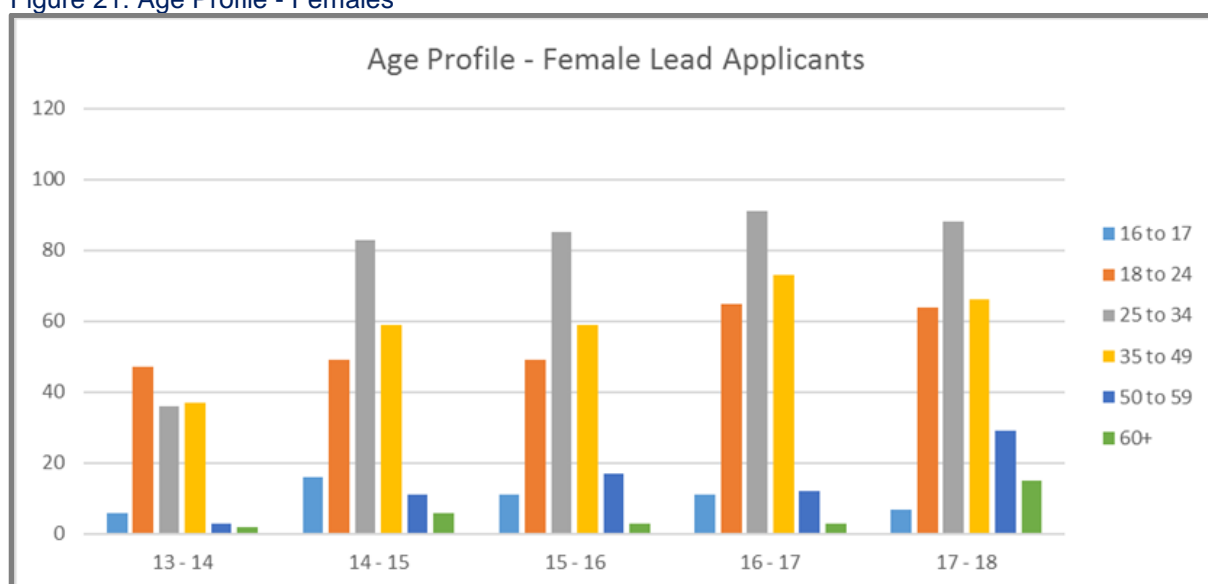
The following charts show that consistently since 2013, the highest number of homeless applications for both males and females are aged 25 to 50. This will inform prevention strategies within the Plan.

Figure 20: Age Profile - Males



Source: HL1

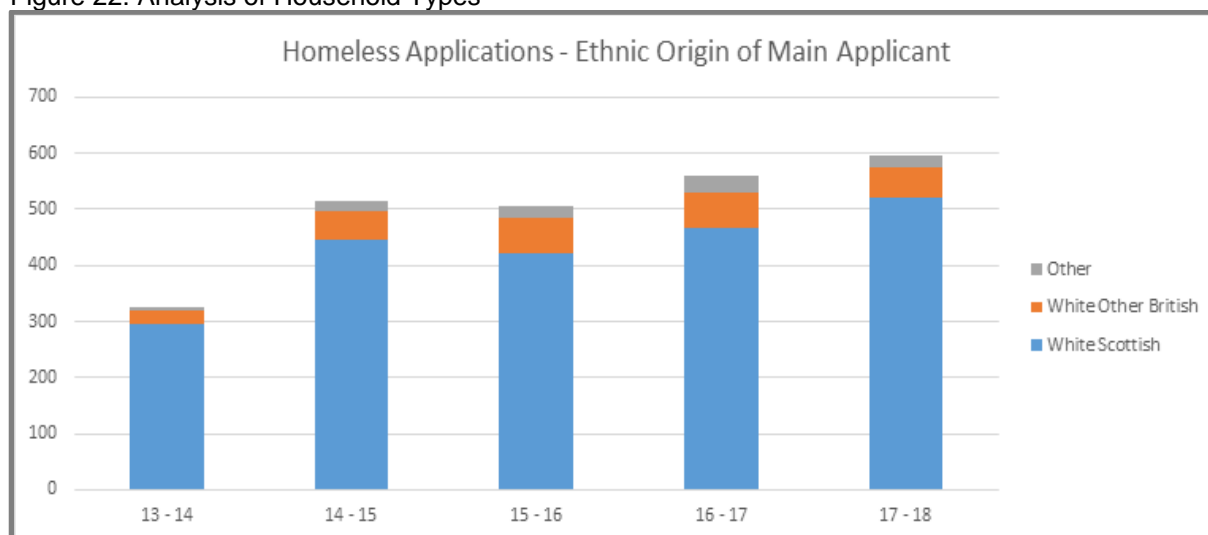
Figure 21: Age Profile - Females



Source: HL1

The majority of applications in East Ayrshire in 2017/18 were from 524 applicants who identify as White Scottish followed by 58 as White Other British. There is no trend since 2013 in the number of applications received from other ethnic groups.

Figure 22: Analysis of Household Types

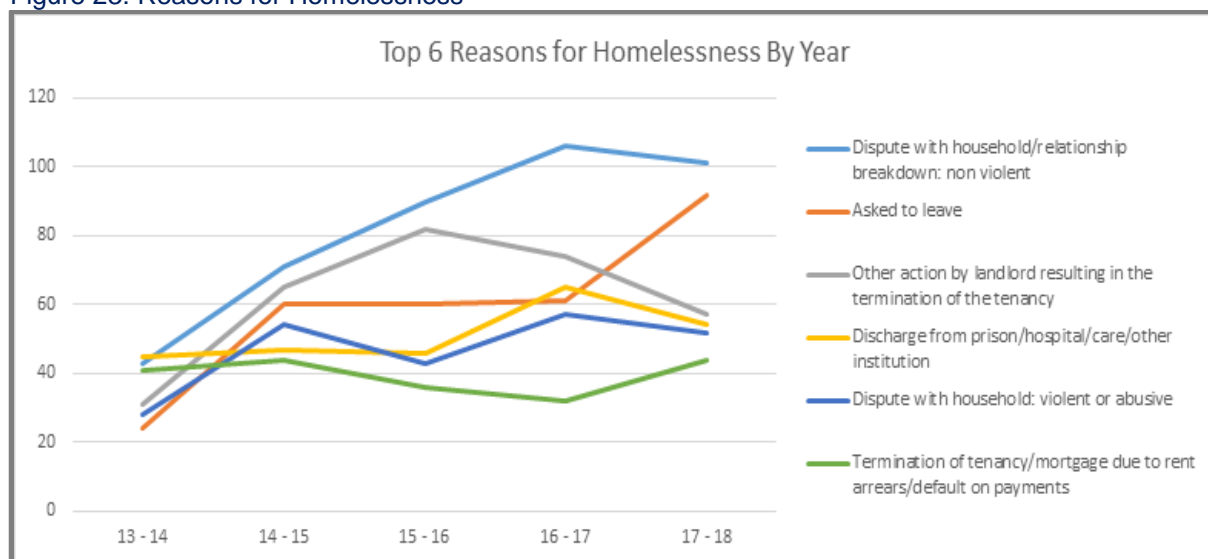


Source: HL1

Reasons for Homelessness

The main reason for homelessness in East Ayrshire in 2017/18 was disputes within the household / relationship breakdown (non-violent), with this accounting for 133 presentations (22%). This has consistently been the most common reason for the last five years as seen in Figure 17.

Figure 23: Reasons for Homelessness



Source: HL1

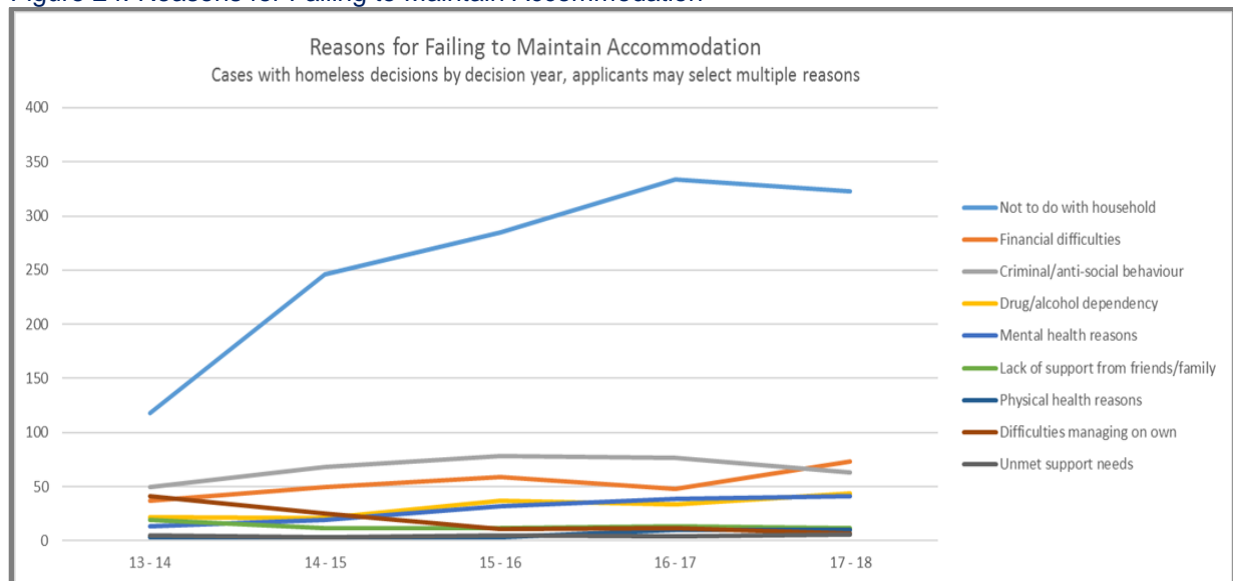
The other main reasons stated by applicants were:

- 17% of applicants were asked to leave their previous accommodation
- Disputes within the household (violent or abusive) accounted for 13% of applications
- 11% were made homeless by their previous landlord terminating the tenancy for reasons other than rent arrears or default on payment

- 9% was due to termination of tenancy/mortgage due to rent arrears/default on payments

Since 2016/17 there has been an increase in people failing to maintain their accommodation due to financial difficulties and due to drug/alcohol dependency and/or mental health issues. This informs the requirement for prevention and intervention initiatives to provide support for individuals who are experiencing financial and health and wellbeing challenges.

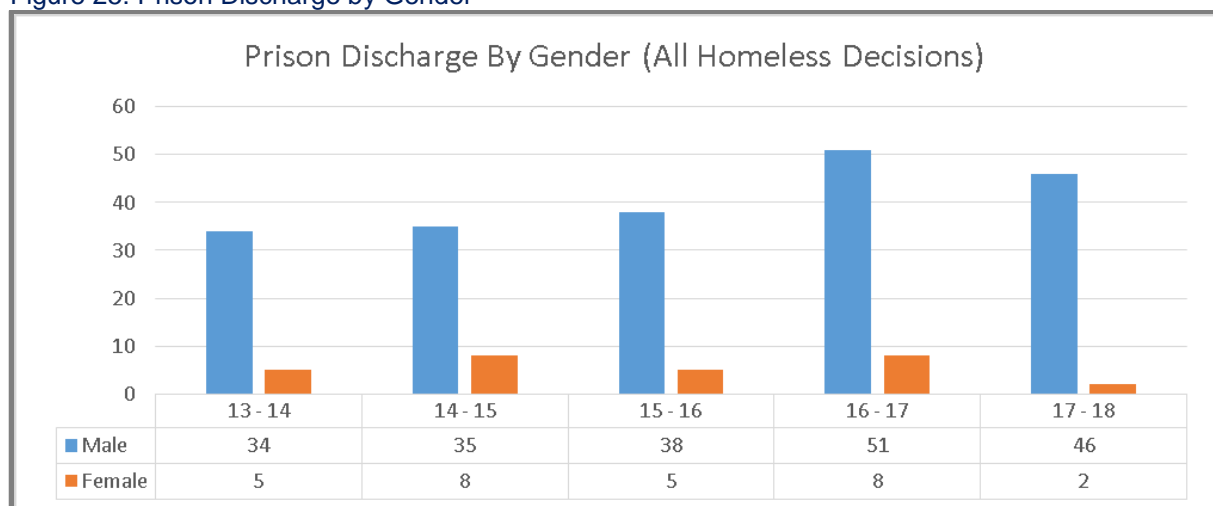
Figure 24: Reasons for Failing to Maintain Accommodation



Source: HL1

Over the period 2017/18, 10% of all homeless applications came from individuals being discharged from prison. This has reduced slightly from 13% in 2016/17.

Figure 25: Prison Discharge by Gender



Source: HL1

Considerably more males are presenting to Housing Options following liberation than females which indicates targeted support towards this group.

We operate a homeless prevention mediation service for all customers presenting to Housing Options in East Ayrshire following a relationship breakdown (non-violent) or being asked to leave the home.

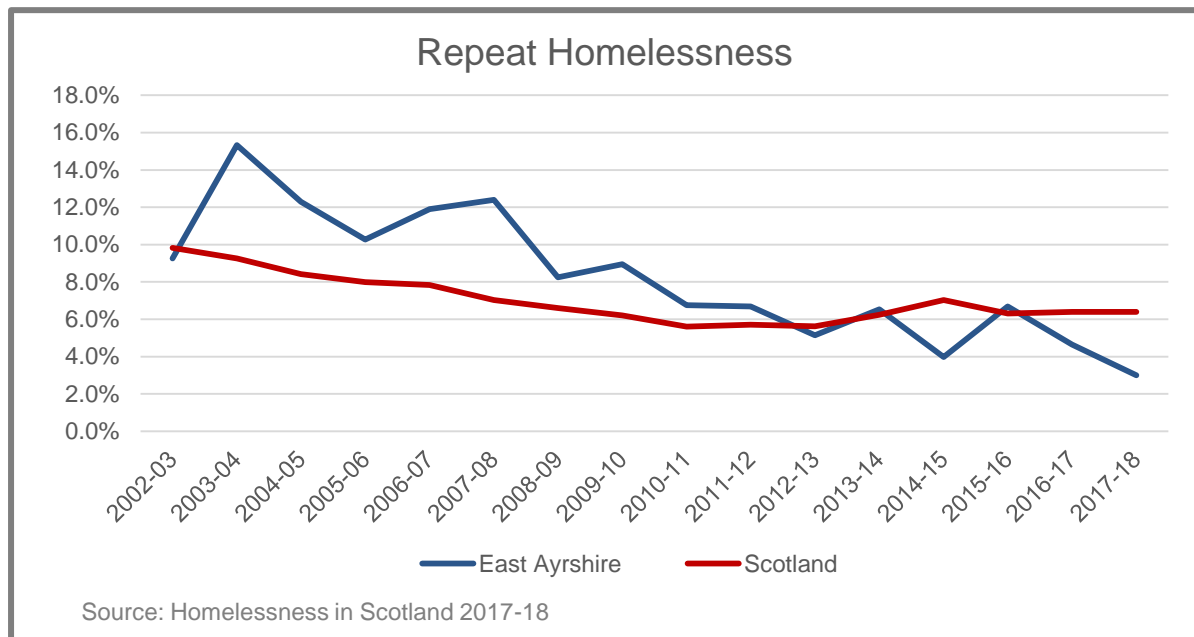
Mediation helps to encourage either resolution of differences within the household to enable individuals to either remain at home or move home in a safe, planned way.

The service will be continue to be promoted to provide support and advice with the aim of preventing homelessness.

Repeat Homelessness

A repeat homelessness application is where a previous application from the household had been closed less than 12 months before the current assessment. In the current financial climate, repeat homelessness can be a drain on resources which are already scarce.

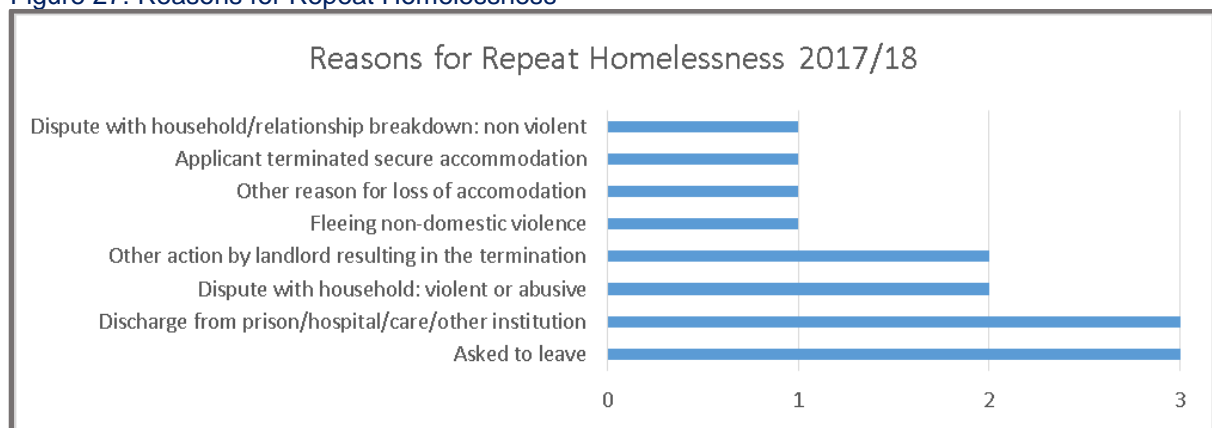
Figure 26: Repeat Homelessness



The percentage of repeat homelessness cases as a percentage of all cases fell from 9.3% to 3% over the period 2002-03 to 2017-18. This decline is also reflected in Scotland overall.

From April 2017 to March 2018 in East Ayrshire Council 2.8% of approaches (14 cases) were repeat approaches compared to a Scottish average of 6.4%.

Figure 27: Reasons for Repeat Homelessness



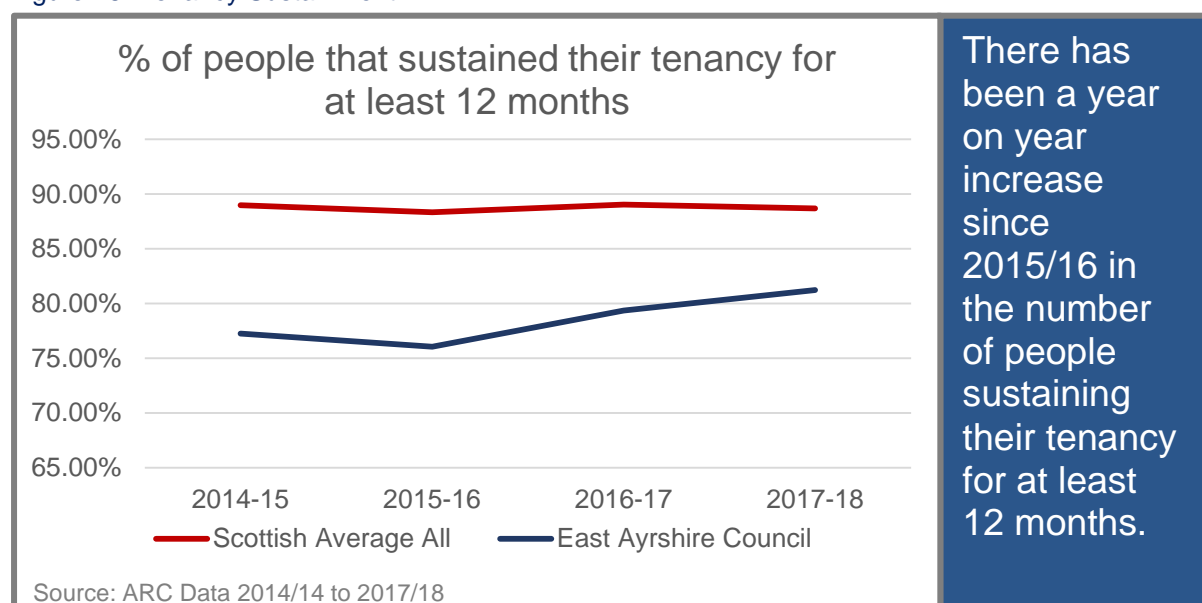
Source: HL1

The main reasons for repeat homelessness are asked to leave and discharge from prison which provides evidence for further investigation into preventative measures to sustain relationships in the home and promote positive housing outcomes.

Tenancy Sustainment

The percentage of people sustaining their tenancy in East Ayrshire has improved over the last three years, bringing the figure increasingly closer to that of the Scottish average.

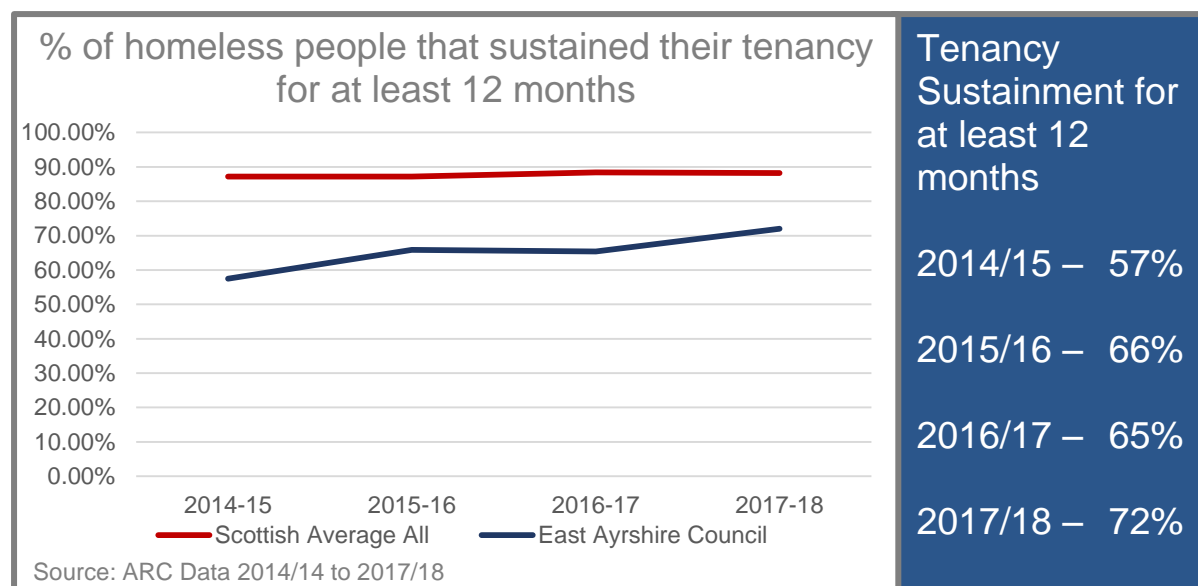
Figure 28: Tenancy Sustainment



Despite this increase the 2017/18 figure of 81.23% still sits below the national average of 88.70%.

The figure for homeless people sustaining their tenancy is slightly lower, with 72% of homeless people sustaining their tenancy for more than 12 months. This, again, is an improvement from the 2015/16 figure.

Figure 29: Homeless Tenancy Sustainment



Housing Officers conduct a New Tenant Visit and 3-monthly Tenancy Health Checks during the first year of the tenancy, to ensure that they are settling into their new tenancy, build a relationship and to provide practical advice and assistance.

In order to further improve tenancy sustainment, the Tenancy Start Matrix tool was introduced in 2018. It contains a range of questions which are weighted to identify support needs or the level of risk the Council has attached to the tenancy failing. Where there is assessed to be a risk of tenancy failure, practical support is offered to the tenant and referrals made to other agencies, as required.

Initial finding from the matrix are positive, but the full impact will be assessed when the 2018/19 annual charter performance returns in relation to tenancy sustainment can be benchmarked against previous data.

There are a number of health problems which are more prevalent amongst homeless people than the wider population (this is discussed in more detail later in the Plan).

Increased tenancy sustainment reduces homelessness presentations and the number of people potentially susceptible to increased risk of health and wellbeing problems.

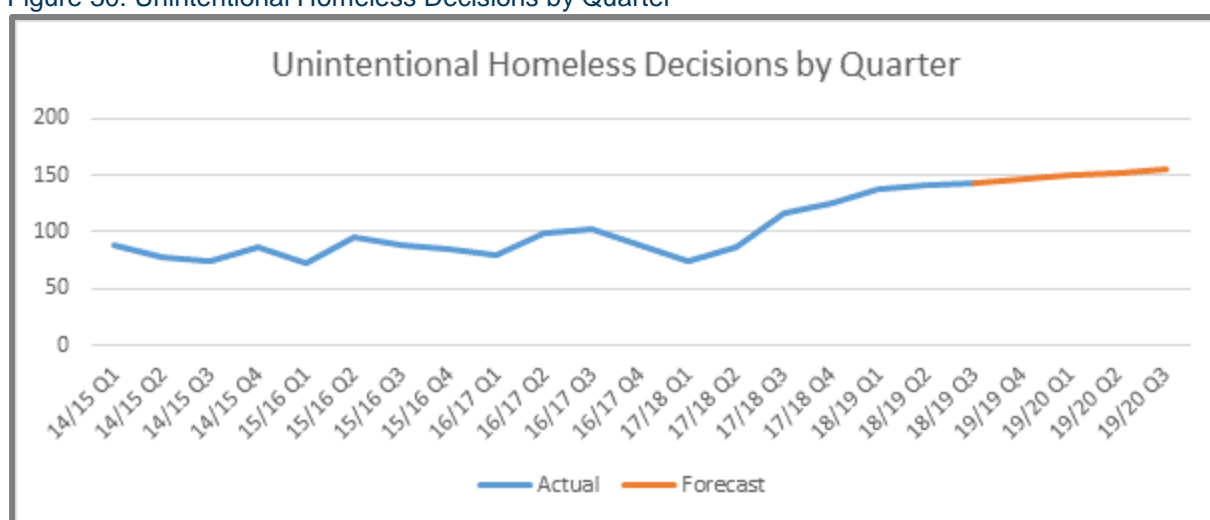
Losing a home through eviction or any other means is a stressful and traumatic experience for everyone involved and the mental health implications of this can be reduced by continuing to increase the level of tenancy sustainment.

Further investigation and analysis into why tenancies are failing would provide information on where further resources should be invested in order to improve tenancy sustainment further.

Unintentional Homeless Decisions and Projected Demand

Unintentional homeless decisions saw a small upward trend between 2014/15 and 2017/18 Q2. There was a step change in 2017/18 Q3 which coincides with the full roll-out of Universal Credit in East Ayrshire. Since then the number of unintentional homeless decisions have remained relatively stable, at the higher level, with a small upward trend.

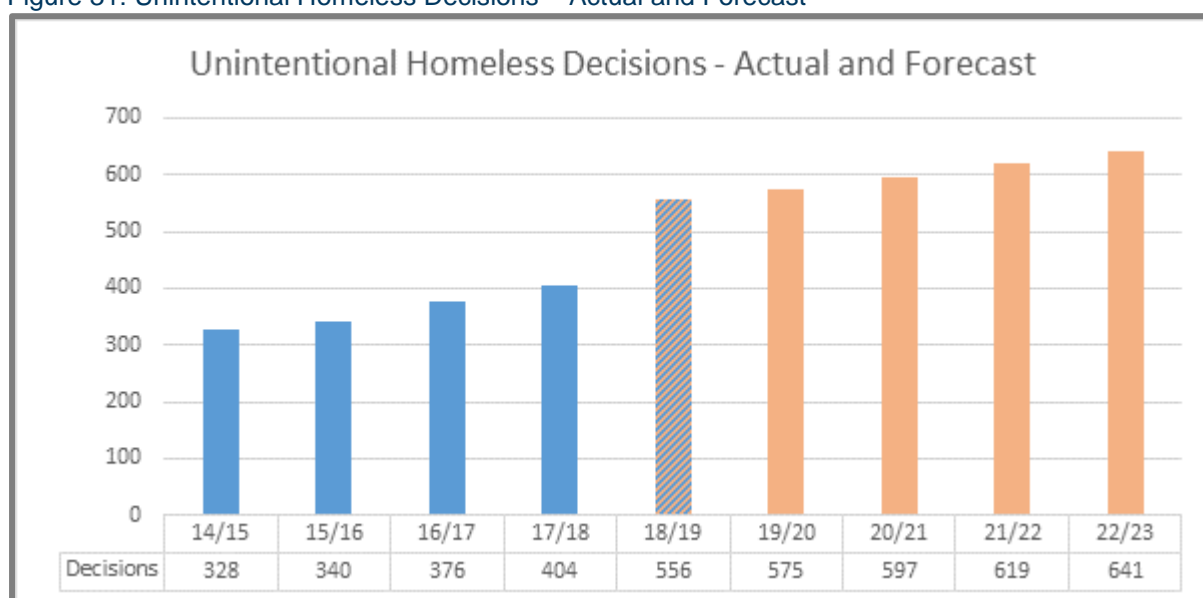
Figure 30: Unintentional Homeless Decisions by Quarter



Source: HL1

Future demand based on the actual decisions in year to November 2018 provides the following, showing an increase in unintentional homeless decisions:

Figure 31: Unintentional Homeless Decisions – Actual and Forecast



Source: HL1

A projection of 575 new cases a year is used within the Rapid Rehousing Toolkit.

There were 404 new assessments in 2017/18 where East Ayrshire had a duty to find settled accommodation. For the cases closed during 2017/18 the average length of case was 166 days.

The proportion of homeless cases with severe and multiple disadvantage is expected to be around 3.9% which is lower than the Scottish average of 6.6%. In 2017/18 there were 334 people assessed as homeless (or threatened with homelessness) who identified at least one support need.

In 2017/18, in East Ayrshire, 65 people reported that they had slept rough at least once in the three months prior to their homeless application and 35 people had slept rough the night before their application.

Rapid Rehousing Baseline Position

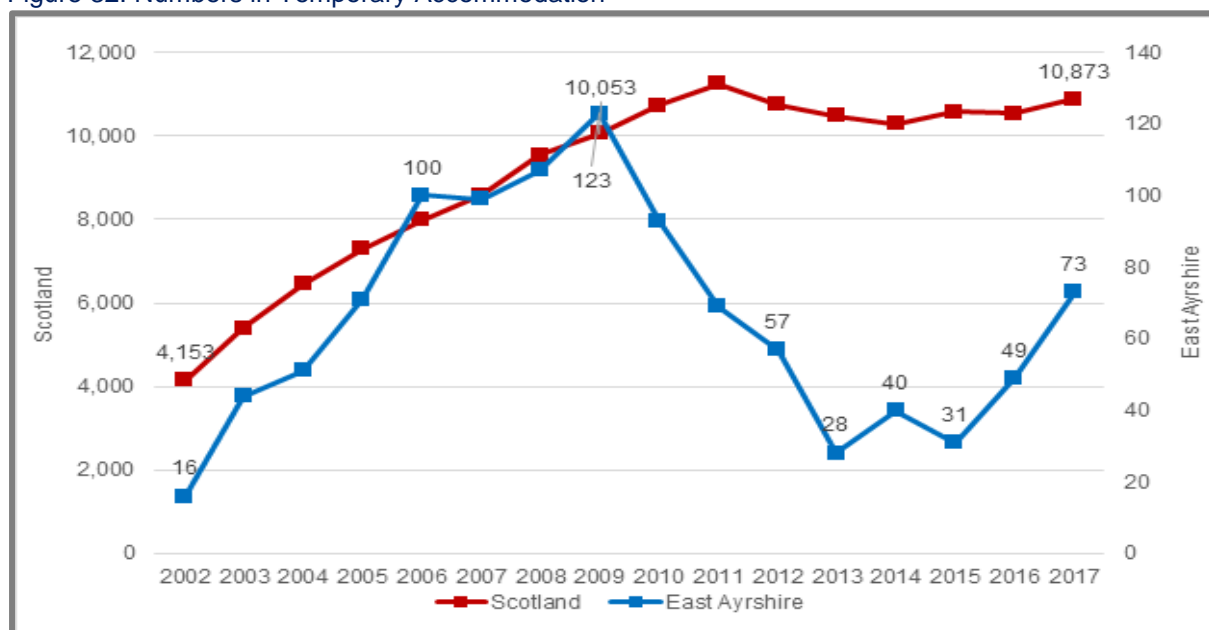
Current Temporary Accommodation for Homeless Households

As at 31 March 2018, East Ayrshire Council utilised 90 units of temporary accommodation; 20 units within one hostel and 70 units of dispersed furnished accommodation from existing housing stock. This has increased to 75 units as at December 2018. East Ayrshire has not used bed and breakfast temporary accommodation since 2009.

Recent trends from the Housing Need and Demand Assessment suggest the need for 11 additional units a year up to 2022. The supply of temporary accommodation is subject to regular review and reassessment is in line with demand to minimise the cost of temporary accommodation and to ensure mainstream housing stock is provided in required locations.

The number of homeless households staying in temporary accommodation in East Ayrshire peaked in 2009 at 123. Following this, and potentially as a result of East Ayrshire Council working towards the 2012 homelessness targets and introducing the housing options approach, the numbers decreased until 2013 but there has been an increase in the numbers in temporary accommodation in East Ayrshire in recent years. This followed the same trend in temporary accommodation use across Scotland, although there has been a marked upturn in temporary accommodation use between 2015 and 2017 in East Ayrshire. Between 2016 and 2017, the figure increased from 49 to 73 households in temporary accommodation.

Figure 32: Numbers in Temporary Accommodation

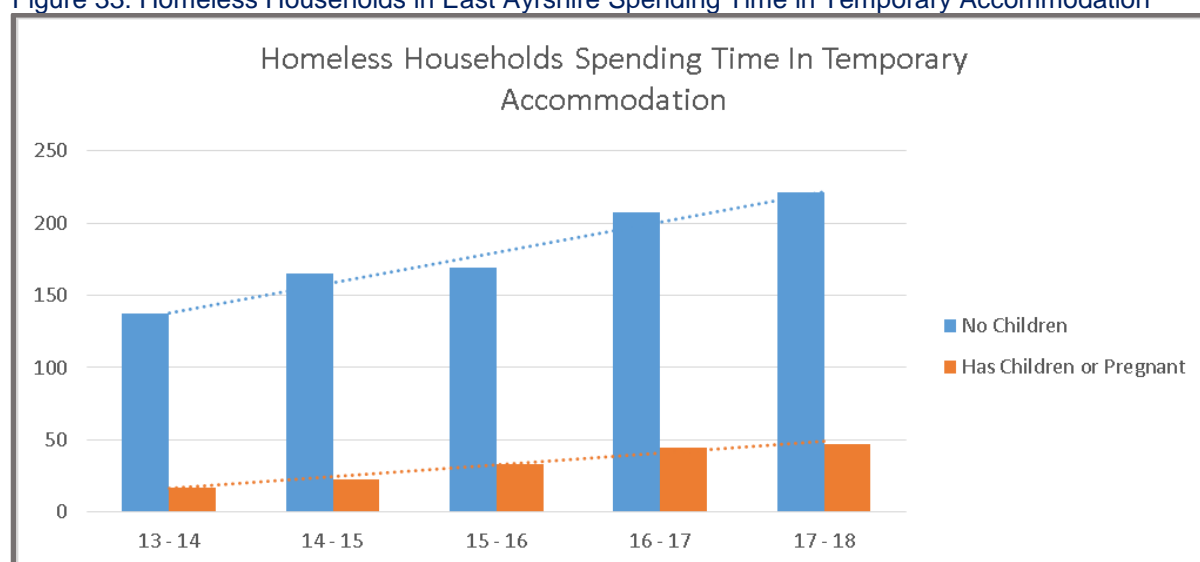


Source: HL2

The number of homeless households without children accessing temporary accommodation has fluctuated since 2013 and as at 31 March 2018 there were 221 households. Since April 2013, there has been an increase to 55 families in 2017/18 with children or pregnant women housed in temporary accommodation.

As at 31 March 2018 there were 25 children and 15 households with children or pregnant women in temporary accommodation.

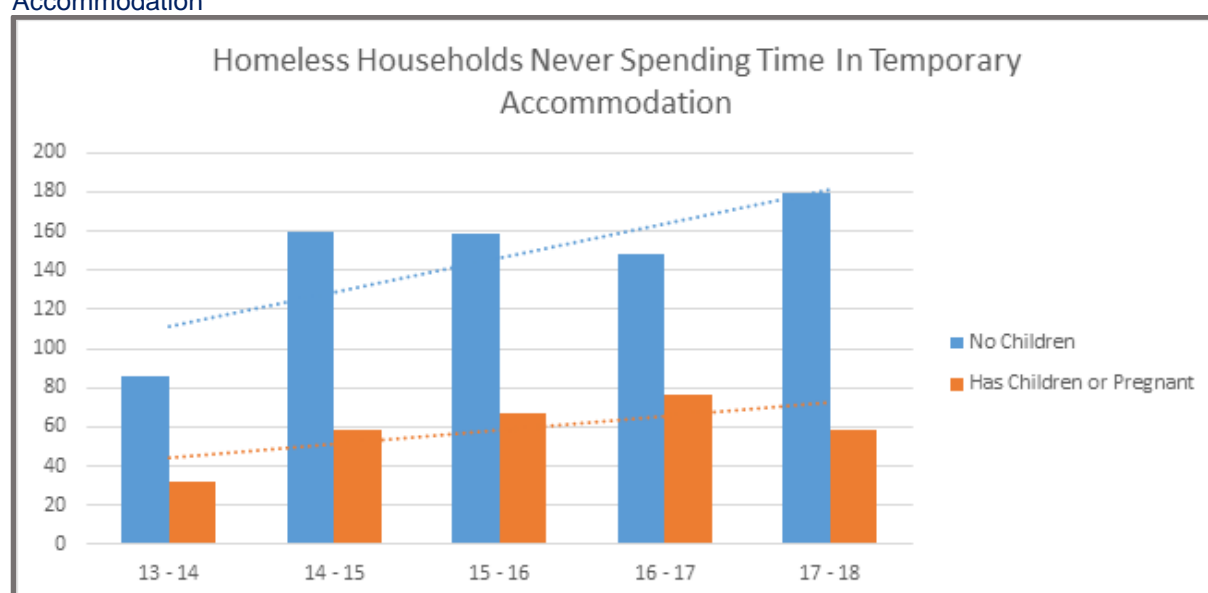
Figure 33: Homeless Households in East Ayrshire Spending Time in Temporary Accommodation



Source:HL2

From April 2013, the number of homeless households without children not accessing temporary accommodation has fluctuated and in 2017/18 there were 179 households. The number of families with children or households with pregnant women not spending time in temporary accommodation in 2017/18 was 58.

Figure 34: Homeless Households in East Ayrshire Never Spending Time in Temporary Accommodation



Source:HL2

The vision and recommendations as part of the 5-year Plan involve a number of actions to reduce the number of households with children presenting to Housing Options and entering temporary accommodation and are set out in the Action Plan.

Temporary Accommodation Provision

St Andrews Court, Kilmarnock

This is a local authority owned, purpose built hostel, comprising 20 non self-contained units (configured as single or double rooms) for single adults and couples with shared bathroom facilities, two shared kitchens and dining areas and communal lounge area.

The accommodation is open 24 hours a day, 7 days a week and the Council's Helpline at the Risk Management Centre directs out-of-hours homeless presentations to the premises.

Support is provided on-site by Hostel Support Workers.

There were 20 households (maximum capacity) within St Andrews Court on 31 March 2017 with 156 households entering the hostel between 1st April 2017 and 31st March 2018. The total number of households who have left the accommodation between 1st April 2017 and 31st March 2018 was 159.

The average length of hostel stay in 2017/18 was 46 days which is relatively low compared to the Scottish average of 57 days and average weekly charge including all rent and service charges of £343.00.

Temporary Furnished Accommodation

The portfolio of temporary accommodation is dispersed throughout the local authority, within communities with access to local services and amenities.

The accommodation varies in house type and size and range from bedsits and 1-bedroom properties (35% of total) and 2 (47% of total) and 3-bedroom (18% of total) properties to meet a range of household compositions.

48% of temporary furnished accommodation is within the Kilmarnock area; 28% within Irvine valley and Ballochmyle and the remaining 24% in Cumnock and Doon Valley.

There were 42 households within temporary furnished accommodation on 31 March 2017 with 248 households entering the temporary furnished accommodation between 1st April 2017 and 31st March 2018. 241 households left the accommodation between 1st April 2017 and 31st March 2018.

The average length of temporary furnished accommodation stay in 2017/18 was 63 days which is relatively low compared to the Scottish average of 147 days and average weekly charge including all rent and service charge of £185.00.

Blue Triangle Housing Association

Blue Triangle currently provide 10 temporary accommodation spaces for 16-24 year-olds (6 spaces within Bank Street project and 4 mainstream privately-owned properties within the locality of Kilmarnock) with support provided by 4.5 full-time equivalent support workers providing 156 hours of support per week, plus 1 full-time equivalent project manager 35 hours per week, in collaboration with East Ayrshire Council.

Blue Triangle have access to further supports in the wider organisation and has created a skills based programme to develop confidence and independence in young people.

They have a proven track record in Housing Support Services and collaboration with a range of key partners towards the achievement of person centred outcomes for young people.

The Service Level Agreement (SLA) for the provision of Housing Support Services, in Bank Street and the 4 Satellite Flats, and associated monitoring arrangements are managed by East Ayrshire Housing Services (Housing Options).

There were 6 young people within Blue Triangle accommodation on 31 March 2017 with 11 young people entering the accommodation between 1st April 2017 and 31st March 2018. 12 young people who left the accommodation between 1st April 2017 and 31st March 2018.

The average length of stay in 2017/18 was 160.25 days.

East Ayrshire Women's Aid

East Ayrshire Women's Aid have one 8-space self-contained refuge in the north of East Ayrshire and a family space/house in the Doon Valley. The East Ayrshire Refuge is a bespoke, new build property providing self-contained accommodation, along with common areas and break-out rooms constructed by a partner RSL and managed by East Ayrshire Women's Aid.

The Doon Valley refuge replaced a communal 8-space refuge in Auchinleck after a long period of under-occupancy. That under-occupancy was attributed to various factors including its location and the challenges of the rurality of the south of the authority.

Consultation with staff from East Ayrshire Women's Aid indicates the view that the current level of refuge provision is adequate for the current level of need. However, the service would like to extend the range of additional security options offered, such as door security, panic alarms, mobile phones etc. There are also additional support needs identified among women with substance misuse issues.

In the future, an increase in demand for advice and in-home support services is anticipated in the short term, with longer term reductions due to the expected reductions in the number of younger households

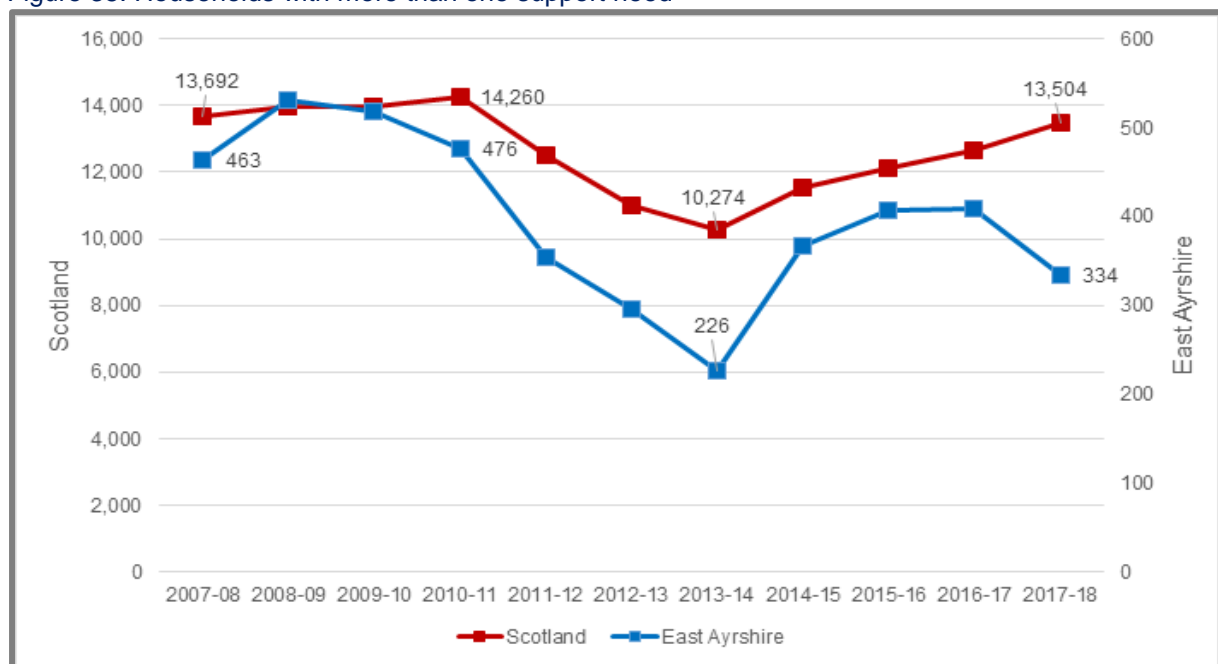
Temporary Accommodation Vision

Time spent in temporary accommodation in East Ayrshire is significantly lower than the Scottish average. In 2017/18, the average number of days spent in temporary accommodation across all placements was 80 compared to a Scottish average of 171 days. As previously stated, there are low levels of repeat homelessness alongside increasing tenancy sustainment.

In the last three years there is also evidence of an increasing number of vulnerable homeless applicants, a similar trend as observed in Scotland overall.

Homeless households with one or more identified support need, 2007 to 2018:

Figure 35: Households with more than one support need



Source: Homelessness in Scotland: 2017/18, East Ayrshire and Scotland; Scottish Government (Annual Homelessness Tables)

Despite this recent increase in applications and increased levels of vulnerability, the outcome for East Ayrshire homeless applicants in 2017/18 was more commonly a permanent tenancy, with 57% of homeless applicants in East Ayrshire having the outcome of a local authority tenancy, 13% moving into an RSL tenancy and 6.5% to a private rented tenancy (compared with 41%, 23% and 5% respectively in Scotland overall).

The vision and recommendations as part of the 5-year Plan involve a number of actions which will remove the requirement to increase the portfolio of temporary accommodation, set out in the Action Plan and include:

- Increase the number of social housing lets by East Ayrshire Council and SEARCH partners to all homeless households by increasing the allocations quota, subject to demand;

- Set a target of a maximum of 60 days spent in temporary accommodation (excluding young people in supported accommodation or customers subject to MAPPA restrictions) prior to obtaining a settled housing outcome;
- Review of St Andrews Court accommodation and support service via a Critical friend exercise;
- Implementation of a Housing First approach;
- Improve accessibility to all housing tenures and support services via the introduction of an online Self Diagnostic Housing Options Toolkit;
- Comprehensive analysis of long term empty properties in the private sector to bring homes back to use;
- Review of the Rent Deposit Scheme criteria;
- Consideration of a Social Letting Agency.

The rapid rehousing vision has considered the portfolio of temporary accommodation and its location to inform the future temporary accommodation requirement, its future use and investment.

The current level of temporary accommodation within St Andrews Court hostel and temporary furnished accommodation will be retained despite the anticipated increase in demand by HNDA.

The Housing Options Team have traditionally matched the supply of temporary accommodation to changing demand. Recently this included additional provision to meet the step change in presentations and demand seen towards the end of 2017.

The HNDA, which was produced prior to this step change, predicted an upward trend of around 11 units per year. Projections produced for the RRTP Transition Tool (Section 1b – Rehousing) suggest a small upward trend in homeless presentations, a proportion of which will go on to require temporary accommodation.

Within the Plan, it is proposed to limit temporary accommodation to current numbers. To do so, any increased pressure on demand will be addressed through the range of actions and initiatives proposed by the Plan. Initially, a key tool will be increased quotas for lets to the Homeless Group as outlined in the next section. As other initiatives progress, they will further reduce numbers by helping to alleviate or prevent homelessness.

The current level of service provision meets current and anticipated future demand over the lifetime of this Plan and will be subject to annual review within the RRTP.

The annual review of the temporary accommodation portfolio will:

- Ensure value for money for homeless applicants, East Ayrshire Council and other temporary accommodation providers;
- Ensure sustainability of the current provision;
- Ensure quality of accommodation;
- Evidence any future reduction of temporary accommodation by supporting the development of actions within the RRTP.

Housing Support and Prevention Strategies

Housing Services' vision is to adopt a psychologically-informed approach to hostel and supported accommodation and moving forward the vision is about service redesign and being a *Fairer, Kinder, Connected* East Ayrshire.

The fairer, kinder and connected themes are embedded across the Rapid Rehousing Transition Plan and have shaped the key actions in this Plan. These are based on the principles of early intervention and prevention and on reducing future demand on professionally-led services. The Plan is closely aligned with the strategic priorities on social isolation and loneliness, reducing poverty and homelessness and building connected communities.

In response to the Transformation Strategy and Best Value Assurance report, Housing Services will take the opportunity to establish a "front door" approach. This asset-based approach will serve to reduce demand in housing and homelessness. The neighbourhood coach approach will enable Housing Services to realise three key innovations, as noted below, all of which redefine and reimagine the traditional relationship between social landlord and tenant.

First, the approach seeks to shift the emphasis to the customer's strengths and potential, rather than defining their relationship with East Ayrshire solely in terms of need and weakness. The neighbourhood coach role is to focus on the positives in people, build trusting long-term relationships and equip people for success. This requires effort from both sides, unlike a typical service provision relationship.

Second, the neighbourhood coach seeks to connect customers to all local services and assets that might help them thrive and grow.

Third, the core belief is that with the right home and the right relationship, everyone can achieve more. The new coaching approach aims to bring this partnership alive for every individual and community.

Issues for Consideration

- Taking an inclusive and collective 'trauma informed' approach to preventative work and provide support for individuals who are experiencing challenges in their life.
- Adopt centralised approaches for homelessness support services with our key partners to include:
 - Development of a common outcome monitoring framework. Work to a strength/asset-based approach.
 - Review how support relationships can follow service users into the community for a significant period after leaving services rather than breaking relationship and asking service users to form new ones.
 - The development of peer mentoring services with flexibility of linking back to core support services if the individual falls into crisis, preventing homelessness.

- Develop a community resilience-based approach to supporting service users in their own community, helping engage and empower people in their community, helping connect them to people and places.

Increasing Homeless Lets to Meet Projected Demand

Demand on services is significantly greater in the Kilmarnock and Loudoun HMA and specifically in and around the town of Kilmarnock.

The following table shows the unintentional homeless decisions for 2017/18 by housing market area as determined by the applicant's last settled address:

Figure 36: Cases by HMA

Housing Market Area	Cases	%
Kilmarnock & Loudoun	268	66%
Cumnock	55	14%
Doon Valley	11	3%
Other Authority	54	13%
Not Specified	16	4%

Source: HL1

Presentations from Cumnock and Doon Valley were lower due to the availability of stock in the area.

Within the Kilmarnock and Loudoun area, the town of Kilmarnock accounted for 199 cases, or 49.3% of all unintentional homeless decisions for the year. This pressure is also reflected in the places where homeless households wish to be rehoused. Kilmarnock and the surrounding towns are the most popular choices.

The HL1 returns for 2017/18 report the outcomes for 460 unintentional homeless cases. Of these, East Ayrshire Council housed 260 households (57%), registered social landlords housed 60 households (13%) and the private sector housed 30 households (6.5%). The remaining 110 cases (23.5%) were resolved by other means, such as returning to the family home or moving in with other households.

Based on the ARC returns for 2017/18, these figures represent approximately 22% of all lets by East Ayrshire Council (33% excluding transfer), and 16% of registered social landlords lets (21% excluding transfer). These figures are authority-wide and obscure the higher demand within Kilmarnock and adjacent towns. Proportionally, more lets are made here than in the rest of the authority.

East Ayrshire Council's own re-let statistics for 2017/18 demonstrate this pressure. The table below shows new lets by town and list. The town of Kilmarnock currently accounts for 56% (147 of 263) of the Council's homeless lets. Please note that the relets are measured at a different point in the cycle meaning numbers differ from HL1 case closures.

Figure 37: Lets by Town and Group

Town	Statutory Homeless		Transfer List		Waiting List		Other	Total
Kilmarnock	147	38.8%	136	35.9%	91	24.0%	5	379
Newmilns	17	26.6%	13	20.3%	34	53.1%	0	64
Galston	16	33.3%	11	22.9%	21	43.8%	0	48
Darvel	16	36.4%	5	11.4%	23	52.3%	0	44
Hurlford	12	27.9%	11	25.6%	20	46.5%	0	43
Cumnock	11	12.9%	33	38.8%	41	48.2%	0	85
Auchinleck	10	12.8%	19	24.4%	49	62.8%	0	78
Other	34	7.8%	142	32.7%	258	59.4%	0	434
Total	263	22.4%	370	31.5%	537	45.7%	5	1175

Source: Orchard Housing Management System

The Rapid Rehousing Toolkit suggests that we have a gap of 194 applicants a year between the current supply, backlog and new demand.

Analysis suggests this is due to increased pressures, and not any specific factor. Whilst the Q3 2017/18 increase in overall numbers coincides with the introduction of full service Universal Credit, the underlying reasons for becoming homeless do not point to corresponding reasons such as increased tenancy terminations due to rent arrears.

It is therefore assumed that the applicants making up the 194 shortfall will have similar reasons for becoming homeless as people do just now, and that their housing needs will continue to be met in a similar way. This assumption will be regularly reviewed to ensure new groups are not emerging who may benefit from more targeted help or prevention.

The rehousing outcomes for the 414 unintentional homeless cases closed during 2017/18 were noted earlier. Applying these proportions to the additional 194 applicants would see 47 applicants resolve the situation by other means, East Ayrshire Council making an additional 114 lets to homeless, registered social landlords making an additional 20, and private sector taking an additional 13 lets.

The levels of stock turnover mean that the Council and RSLs could meet this demand through increased homeless quotas. It is also anticipated that use of the private sector can be expanded to meet the relatively smaller number of additional lets.

As homelessness is not distributed evenly across the authority this would see higher quotas in pressured areas such as the town of Kilmarnock, and standard quotas applying elsewhere.

For the Council, this could mean a Kilmarnock quota designed to meet an outturn of 56% of lets to homeless.

This assumes the additional 114 households the Council rehouse want to live in similar places as current applicants. Around 64 would therefore choose Kilmarnock.

Instead of 147 lets to the homeless group we would have had to make 211 in 2017/18. There were 379 lets in Kilmarnock during the year, meaning an outturn of 55.7% of lets to homeless. The offer quota itself may be slightly higher to allow for refusals.

Please note that this calculation makes no assumptions on the outcomes of initiatives aimed at reducing or preventing homelessness.

The initial quota proposals provide the flexibility to meet “year zero” demand, and to increase or decrease quotas in response to local pressures and successful Plan outcomes. The percentage of lets to the Homeless Group will be regularly reviewed to ensure they remain appropriate to the needs of the homeless households and the RRTP.

Health and Homelessness

There are a wide range of health problems which are more prevalent amongst homeless people than the wider population. These include chronic conditions as well as anxiety, stress, self-harm, other mental health problems and infectious diseases. A significant minority of homeless people are dependent on drugs or alcohol often alongside mental health problems and other multiple needs.

Various studies and research papers show that homeless people experience poorer physical and mental health than the general population. The most frequently expressed health needs of homeless people are drug dependence, alcohol dependence and mental ill health.

Homeless charity Streetwork released data stating that those sleeping rough in Scotland have an expected life expectancy of only 39 years, eight years less than those south of the Border, where surveys indicate a life-expectancy of 47.

Poor health is not only a consequence of homelessness but can often be an underlying cause.

The Scottish Government commissioned a study, ‘Health and Homeless in Scotland’, the findings of which were published in June 2018, which links homelessness and health datasets for the first time at a national level, to explore the relationship between homelessness and health in Scotland. The study involved 435,853 people from households assessed as homeless or threatened with homelessness between June 2001 and November 2016. These people formed the Ever Homeless Cohort (EHC) group.

In order to enable comparison, there were two control groups formed. Each person in the EHC was matched through age and sex to a non-homeless individual from the 20% least deprived areas of Scotland, and a non-homeless individual from the 20% most deprived areas in Scotland. These made up the two control groups, the least deprived cohort (LDC) and the most deprived cohort (MDC). Each group had the same age-sex distribution and same number of people.

Within East Ayrshire, there were 4,171 EHC assessments in the study between 4th June 2001 and 7th November 2016 out of a total of 9,430 assessed as homeless.

East Ayrshire has one of the highest proportions of people in the EHC with evidence of drug alcohol and/or mental health issues and is consistent with the Drug-related Hospital Statistics for NHS Ayrshire and Arran.

Despite the relatively low number of 404 new assessments in 2017/18 where East Ayrshire had a duty to find settled accommodation, the high number within the EHC suggests the need for intensive support and/or a Housing First approach.

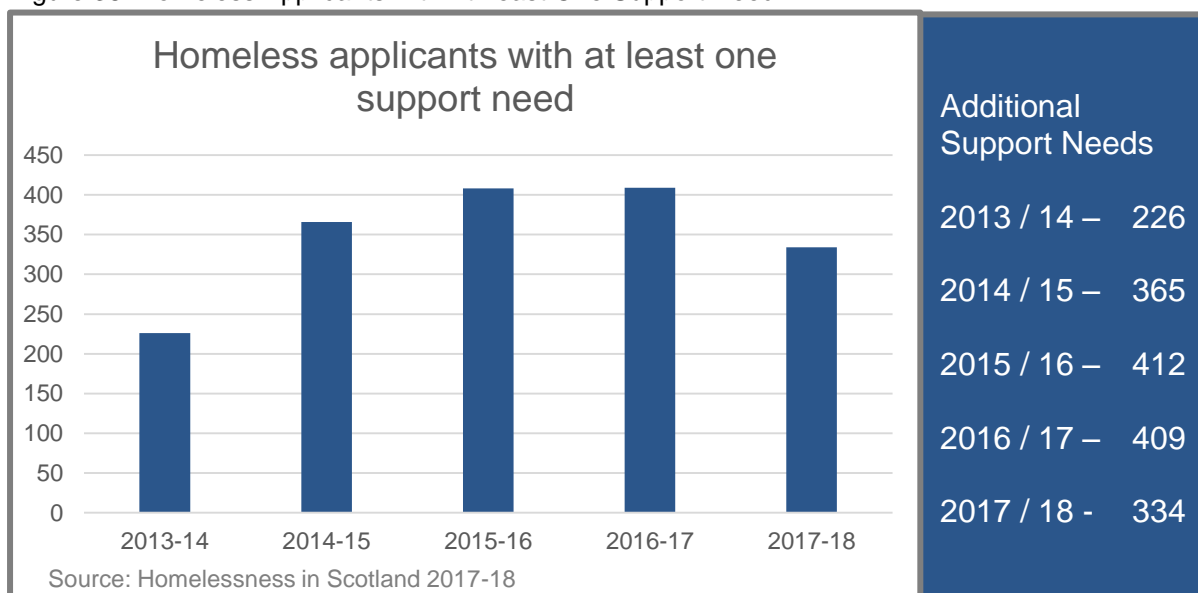
The East Ayrshire Health and Social Care Partnership's 'Annual Performance Report 2017/18', recognises that alcohol-related hospital stays continue to exceed target at 744 per 100,000 people and hospital stays for drug-related diagnoses have not reduced and stand at 317 per 100,000 of the population.

These findings re-enforce the relationship between homelessness and health and strongly suggest that it is important to address, not just the housing needs of those experiencing homelessness, but also their health, wellbeing and support needs.

The number of homeless applicants in East Ayrshire with at least one support need has increased significantly since 2013/14. This number dropped in 2017/18 by 75 cases.

Despite this encouraging decrease, the high number of applicants with multiple support needs enforces the evidence that in order to deal with homelessness, a joint up multi agency approach is advantageous.

Figure 38: Homeless Applicants with At Least One Support Need

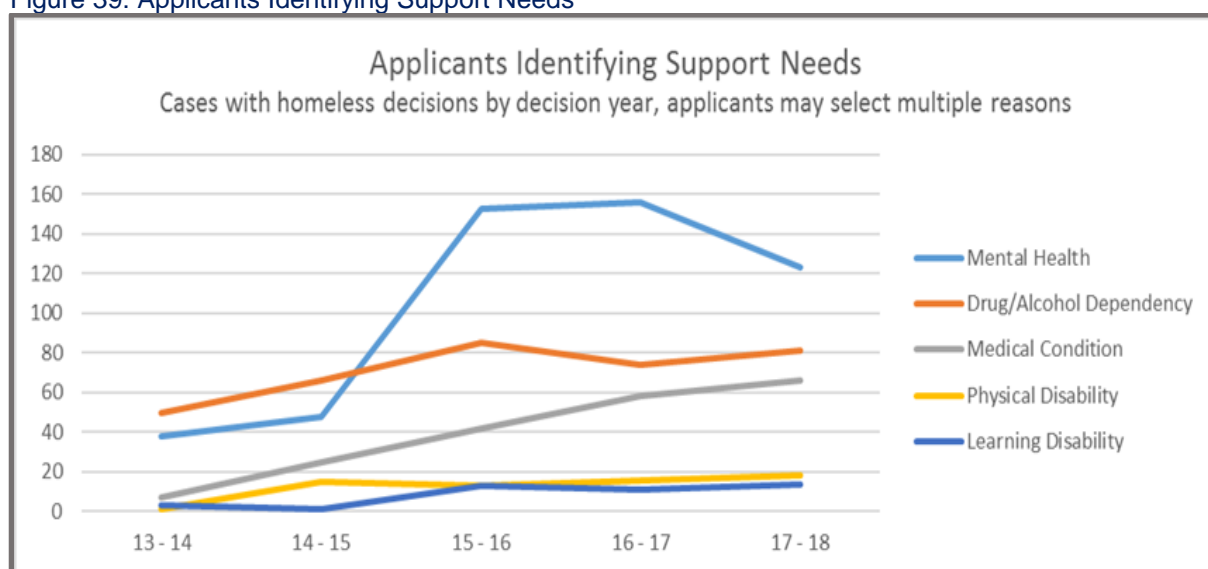


In 2016/17, of the 586 households approaching the Council for homeless assistance, 140 (23.9%) of the total applications received were families with children. The majority of applications were received from Lone parents 110 (78.57%), the remaining 30 were from couples with children (21.43%).

The adverse impacts of homelessness on children's health is also widely publicised. Children without settled homes are more likely to suffer from chronic disease, hunger and malnutrition. They may also present with significant psychosocial development issues. As at 31 March 2018 there were 25 children in temporary accommodation.

In 2014/15, there was been a marked increase in homeless applicants stating they require support with their mental health, decreasing since 2016. In 2017/18 there are upwards trends within the support required to assist those applicants with drug/alcohol dependency, medical conditions, physical disability and learning disability.

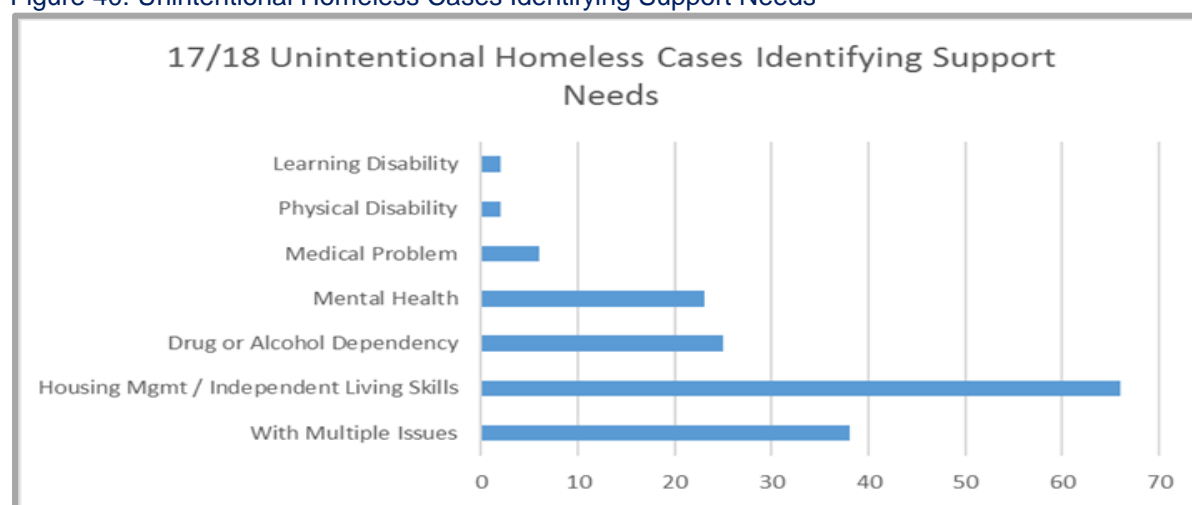
Figure 39: Applicants Identifying Support Needs



Source: HL1

During 2017/18, 17% of unintentionally homeless applicants (69 households) indicated support needs on their application. The chart below demonstrates that over half of the households indicated multiple support needs. Almost all of these households indicated a need for greater support in relation to housing management and independent living skills.

Figure 40: Unintentional Homeless Cases Identifying Support Needs



Source: HL1

The proportion of homeless cases with severe and multiple disadvantage is expected to be around 3.9% which is lower than the Scottish average of 6.6%. In 2017/18 there were 334 people assessed as homeless (or threatened with homelessness) who identified at least one support need.

Current Support Provision

Within East Ayrshire, homeless applicants have access to a Health and Homelessness Nurse (HHN), who is based within the Community Mental Health Team. The nurse supports re-integration to mainstream health services during the applicant's period of homelessness and their transition to settled accommodation.

An assessment of physical and mental health is initially undertaken. Needs are then identified and referrals are made to the appropriate services to provide short term support. Referrals can be made to addiction or alcohol services, counselling, Community Mental Health team, Advocacy, Social Work and Housing Options, if the person has not already presented.

The HHN conducts visits to St Andrews Court Hostel and temporary furnished accommodation properties, as well as attending the EACHa Community and Friends drop-in events.

To estimate support needs, in December 2018 Housing Options conducted a case review for all those in hostel, temporary furnished and Blue Triangle Housing Association accommodation. Those not living in temporary accommodation were assumed to have no or low needs, except where they were in prison or identified as under MAPPA restrictions. The following support needs for open cases were identified:

Figure 41: Households with more than one support need

Support Needs	Estimated Numbers	Percentage
No/low	74	42.5%
Medium	55	31.6%
SMD / complex	45	25.9%
Residential / supported	0	0.0%

Source: Housing Options Support Plans/Matrixes

Support is also provided for closed cases. Applying these proportions to the 2017/18 closed cases suggests 172 households had no/low needs, 128 with medium needs, and 104 households had SMD / complex support needs in addition to the open cases. These cases would benefit from more intensive support provision, suggesting a Housing First approach would be beneficial.

Housing Support

A range of support services are available for tenants that require some support to maintain their tenancy and people can be referred or self-refer to the Housing Support Service, delivered by the Council's Vibrant Communities department, as a

tool to prevent homelessness. Housing Support aims to prevent tenants from losing their tenancies and alleviate homelessness by helping them to develop the skills they need to manage their own home.

People who have become homeless or find themselves in risk of becoming homeless are provided with support from Temporary Accommodation Support Officers.

The support equips people with the basic life and social skills and coping mechanisms they will need to sustain their tenancy, engage with other services and move towards living independently. Support is centred on the needs and goals of the individual and is based on a Personal Support Plan setting out goals, tasks and timescales.

Support can include signing up to a tenancy; accessing furniture and household goods; benefit maximisation, budgeting and debt advice; keeping a clean and tidy home; healthy eating and cooking on a budget; improving relationships with family and neighbours; accessing training and employment opportunities and engaging with specialist services. The Temporary Accommodation Support Team collaborate with a number of services and agencies to provide person-centred, tailored support.

This support helps people to stabilise and improve their lifestyles and empowers them to anticipate, manage and reduce personal crises.

When rehoused into permanent accommodation, their support needs will continue to be met by the Housing Support Officer responsible for the area in which they are housed, following a period of transition.

The benefits of integrated working between Housing Services and the Health and Social Care Partnership in terms of delivering and enabling services that support people to live independent lives and achieve their full potential, are widely recognised amongst partners across East Ayrshire. It is essential that the key strategic documents across both Housing Services (Local Housing Strategy) and the Health and Social Care Partnership (Health and Social Care Partnership Strategic Plan 2018-2021) are aligned.

The Housing Contribution Statement (HCS) supports this alignment and provides information on how the housing sector can help achieve the outcomes detailed in the HSCP Strategic Plan. The HCS is effectively the bridge between the LHS and the Strategic Plan.

Complex Support

Prison Discharge

East Ayrshire Council currently works in partnership with Ayr Housing Aid to accommodate prisoners on release from incarceration from HMP Kilmarnock and HMP Barlinnie. There are instances where this works well and from November 2017 to June 2018, homeless presentations were prevented in 131 cases by ensuring rent

entitlement was in place or housing information and advice on tenancy sustainment was provided.

The Prison Housing Advice Service report (November 2017 to June 2018), from the Ayr Housing Aid Service, shows that the majority of individuals that use their service were local authority tenants (39%). This highlights the importance of Housing Services working with partners to ensure that support and accommodation is available for prisoners on release. This is further re-enforced by the fact that 45% of service users expressed that they needed advice on housing options/housing information and advice.

During the same period, 56 prisoners from East Ayrshire were homeless upon liberation Kilmarnock; 42 from HMP Kilmarnock and 12 from HMP Barlinnie. A number of these cases were in homeless accommodation prior to coming into custody. In these cases, Ayr Housing Aid's Prison Housing Advisors provided housing advice and assistance prior to liberation date to allow East Ayrshire Council to arrange temporary accommodation upon release date. In addition to this service, there is scope to investigate the feasibility of conducting telephone housing options interviews with East Ayrshire Housing Options Officers prior to liberation to mitigate a homeless situation and facilitate a planned transition back into the community.

The report also highlights the role of the Health and Social Partnership in that, over a third (35.08%) of new service users stated they had mental health issues and 22.29% had physical health issues when entering prison.

There are a number of challenges for partners to overcome. These include:

- Loss of settled accommodation upon sentencing;
- Demand for temporary accommodation upon liberation;
- Prisoners neglecting to submit a housing application and therefore not being on the SEARCH waiting list prior to release;
- Prisoners not attending pre-arranged interview on release and presenting at a later date or not at all.

In addition to collaborative working with Ayr Housing Aid, East Ayrshire Council work with other third sector organisations, in relation to the SHORE Standards, to improve the preparation and support for those in, and leaving, custody.

HMP Kilmarnock is a privately-operated prison located in East Ayrshire which is run by Serco on behalf of the Scottish Prison Service. The prison holds 500 men at any time, with approximately 70% of these from an East, North or South Ayrshire address. An assessment of the needs of men upon admission to HMP Kilmarnock suggests that the top three presenting issues are drugs, alcohol and housing.

Meeting the SHORE Standards requires a cohesive, committed and joined up approach, from all stakeholders to ensure positive outcomes for prisoners, enable reintegration into the community and reduce the risk of re-offending.

Catalyst at Centrestage Communities

Catalyst deliver relationship-based throughcare within HMP Kilmarnock then post liberation for as long as required to break the cycle of reoffending and drop-ins sessions in Kilmarnock town centre.

They employ an outreach worker, qualified in drug and alcohol counselling, to provide one-to-one support for St Andrews Court hostel residents with addiction issues. The outreach worker also provides support with:

- introduce residents to recovery meetings
- refer resident to specialist support agencies
- routes into employment
- health and wellbeing
- benefit support

East Ayrshire Churches Homelessness Action (EACHa)

EACHa is a charity that was set up to help relieve hardship or distress experienced by people who are homeless or at risk of becoming homeless within East Ayrshire.

Support is provided in the following ways:

- provide hygiene or “wellbeing” packs for everyone who becomes homeless
- Toy packs for each homeless child
- Christmas gift scheme for under privileged children
- Community Friends – a befriending project to support those experiencing homelessness
- Food for Christmas dinners for homeless hostel residents
- Thrice weekly drop in for the homeless and potentially homeless
- Arrange cooking sessions and other social and recreational group activities at drop in sessions.

Youth Homelessness

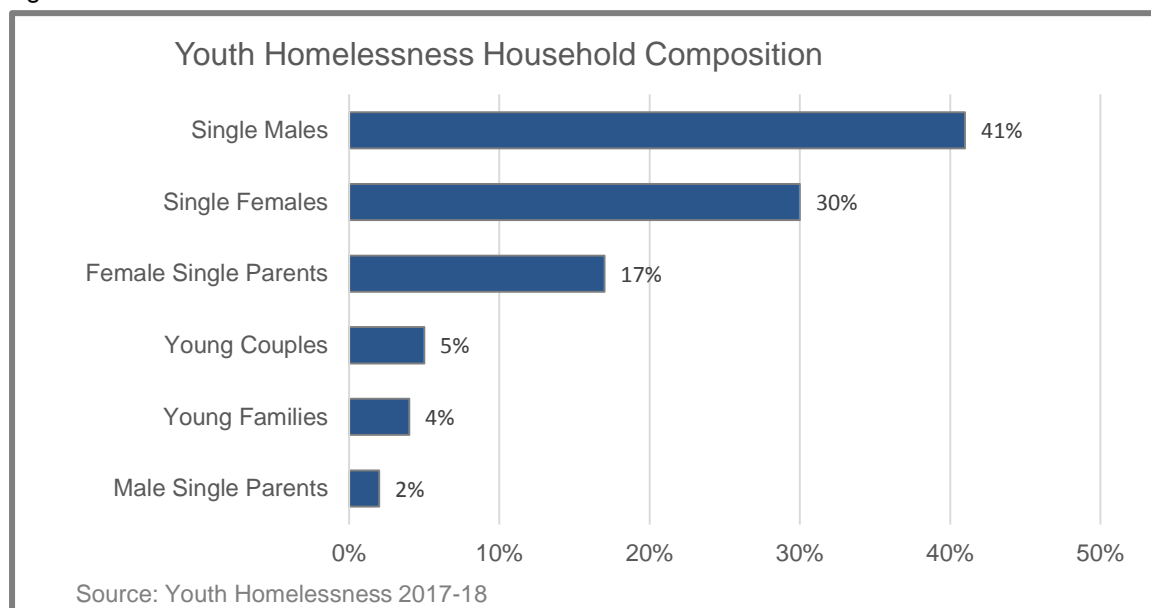
For the purpose of analysis ‘youth homelessness’ is defined as:

- Cases where the main applicant was aged 24 or under at the time of application, and
- The case was subsequently assessed as either homeless or potentially homeless

There has been an increase of 13% in youth homelessness from 2016/17 to 2017/18, and prior to this, an increase of 1% from 2015/16 to 2016/17. Over Scotland as a whole, youth homelessness has decreased over the period 2016/17 to 2017/18 by 8%.

Despite this, the rate of youth homelessness in East Ayrshire (per 1000) is 10.4 which is still lower than the Scottish average of 11.7. This relates to 128 presentations out of a population of 12,321 16-24 year olds.

Figure 42: Youth Homelessness



Over 70% of young people presenting as homeless in Scotland, do so as a single person. Single person males make up 41% of the presentations and 30% of the presentations are from single person females.

Care Leavers

The housing needs of care leavers can be complex and must be addressed before they leave care to avoid a homeless situation. Support is critical to enable young people leaving care to sustain and maintain their tenancy.

Young people who move on from a care setting before they are ready to do so will naturally struggle with the responsibilities of managing a tenancy. Young people in East Ayrshire are encouraged to remain in a positive care setting until eighteen or beyond in line with the Staying Put approach, (Staying Put Scotland and Housing Options Protocol for Care Leavers, Scottish Government, 2013) and the Children and Young People (Scotland) Act 2014.

All young people transitioning from a care setting have an allocated lead professional in Children and Families. Many young people also have an intensive support worker to assist them with the practical, social and emotional issues involved in moving on to a more independent living environment. The level of support provided is determined by the needs, vulnerability and preferences of each young person. Young people leaving care are entitled to support with accommodation needs from their Council. The primary responsibility for securing accommodation for care leavers rests with East Ayrshire Housing Services, however, it is essential that a Council-wide corporate parenting approach is adopted.

To ensure a managed and fully supported transition to independent living, young people leaving care are considered for re-housing on the Strategic Needs Group within the Common Allocation Policy. Working with colleagues from the Health and Social Care Partnership, accommodation is identified which will provide the best possible opportunity for the young person. This takes account of existing support networks, augmented by a tailored package of support to develop the skills required to set up and sustain a tenancy at a pace which recognises the progress, attainments and abilities of the young person.

Care leavers, who subsequently become homeless will be particularly vulnerable and in need of support. Between the years 2014-2017, there was one case of a young person leaving care and presenting as homeless and seven instances where young people leaving care presented as homeless after the breakdown of their initial housing destination.

Figure 43: Number of Care Leavers

	2014-2015	2015-2016	2016-2017
All Young People Leaving Care	38	37	38
Presented as homeless on leaving care	0	1	0
Presented as homeless after breakdown of initial housing destination	2	3	2
Accommodation accessed at time of presentation	2 with friends/relatives	4 at St Andrews Court Hostel	1 - Furnished Flat 1 – Blue Triangle Housing Association
Source: East Ayrshire HNDA 2018			

There are robust procedures in place between the Health and Social Care Partnership and Housing Services to ensure the early identification of housing needs amongst care leavers

A joint Housing Options Protocol for Care Leavers between Housing Services, SEARCH partners and the HSCP is currently being developed to ensure the provision of appropriate housing options advice and assistance to young people leaving care in order to prevent the young person becoming homeless, ensure the transition to suitable, sustainable accommodation for those young people making the move into independent living via the Strategic Needs Group and to assist care leavers who are ready to move on to permanent independent accommodation.

Whatriggs Supported Accommodation Unit

Whatriggs Supported Accommodation Unit is a bespoke development in a town centre location designed to meet the needs of care experienced young people.

Three flats are made available as shared tenancies for up to six young people with the fourth flat providing office accommodation. Blue Triangle Housing Association (BTHA) provide intense support and assistance to young people in the properties to assist them to develop the necessary practical skills and emotional stability to move on to more independent living.

Blue Triangle Housing Association work to a Psychologically Informed Environment (PIE) model. This model takes into account the psychological needs, emotional needs and past experiences of young people.

The young people provide input into the physical environment such as choosing the colour scheme and items for their accommodation which gives a feeling of investment, comfort and ownership of the space.

Vibrant Communities contribute to the transitional housing support through the provision of an individualised befriending service, supported leisure activities, supported community events, art workgroups, supported networking opportunities and providing a consistent and reliable pathway to community engagement.

A named Housing Officer is allocated to the young people to work alongside them and build a positive relationship which will benefit the young people when they move on from Whatriggs and into permanent accommodation.

Young people in East Ayrshire deserve to grow up in good quality housing that gives them the best opportunities to achieve positive outcomes over the course of their lives.

Young people transitioning from supported accommodation into their own tenancy should be given the right training and support to ensure they are in the best position to thrive in their own tenancy.

Over the course of the RRTP, Housing Services, along with other partner agencies will drive forward the delivery of housing and related services to young people in East Ayrshire, building on existing provision.

The following Housing for Young People Action Plan will feed directly into the implementation of the RRTP:

Figure 44: Housing for Young People – Action Plan

Action	Milestone	Lead Officer
Work with partners to improve our understanding of the housing aspirations of young people in East Ayrshire	Ongoing	Local Housing Strategy Officer
Reduce levels of youth Homelessness	Number of presentations reduced	Housing Options Team Manager
Explore what steps can be taken to encourage young people to consider private rented sector accommodation	Ongoing	Private Sector Advice Team Manager
Work with colleagues in education to tailor a housing awareness raising session in local secondary schools	Number of sessions held	Housing Options / Education
Monitor the effects of welfare reform on young people and develop and implement actions to mitigate this	Ongoing	Welfare Reform Team Manager
Implement a Housing Operational Procedure for Looked after Children & Young People	Procedure Produced	Housing Register Manager / Children's Health, Care and Community Justice Service Manager

Domestic Abuse

East Ayrshire Women's Aid

East Ayrshire Women's Aid provide a pathway of flexible and responsive services based on an understanding of the impact of domestic abuse upon women and

children developed over many years. Domestic abuse remains a major cause of homelessness amongst women in Scotland.

East Ayrshire Women's Aid provide person-centred assistance to support women and children to avoid homelessness, to remain in their own homes or to access alternative accommodation from a range of housing providers. This includes provision of temporary refuge accommodation; safety planning; domestic abuse alarms; support to access legal protection; advocacy; support with money and benefits; support to women facing destitution and support for women with additional needs.

As well as the specialist services provided to women, children and young people affected by domestic abuse, East Ayrshire Women's Aid operate an open-door policy and welcome women and children from all sections of society. A variety of communication methods are used to ensure that women, children and young people can fully engage with the service and achieve the best possible outcomes for them.

Many women in touch with Women's Aid face other difficulties as well as their experiences of domestic abuse. Some experience mental health difficulties or addictions, others may have disabilities or particular problems with money and benefits. The organisation works with other services and agencies to ensure women get all additional support they need.

The East Ayrshire Violence Against Women Partnership

The East Ayrshire Violence Against Women Partnership (EAVAWP) was formed in 2010 to bring together individuals and organisations who can provide a comprehensive partnership response to violence against women.

The EAVAWP representatives comprises of a wide range of public and independent organisations including; East Ayrshire Council (Housing, Social Work, Education and Early Years) NHS Ayrshire and Arran, Police Scotland, Scottish Fire and Rescue Service, Scottish Reporters, Procurator Fiscal Office, Kilmarnock Prison, Ayrshire College, Community Justice Ayrshire, Victim Support, East Ayrshire Women's Aid, East Ayrshire Rape Counselling and Resource Centre, Break the Silence, Kilmarnock CVO and ASSIST.

The EAVAWP works with partners on campaigns to raise awareness of domestic abuse and support the development of a coordinated response from communities and service providers. This makes it more likely that families affected by domestic abuse get the help they need at the earliest opportunity. East Ayrshire Women's Aid coordinate and deliver the East Ayrshire Violence Against Women Partnership multi-agency learning and development calendar.

All partners are committed to reducing the instances of all incidents of domestic abuse, deal with offenders of domestic abuse and continuing to strengthen the multi-agency approach to support victims and their families.

East Ayrshire Council's Domestic Abuse Policy

The policy was developed taking account of The Istanbul Convention, the Domestic Abuse (Scotland) Act 2018 and the recommendations contained in Equally Safe – Scotland's Strategy for Preventing and Eradicating Violence against Women and Girls and sets out the Council's commitment to assist anyone in East Ayrshire who is experiencing domestic abuse. The policy aims to:

- ensure confidential, non-judgemental and sympathetic handling of situations arising from domestic abuse;
- assist and support anyone requesting help in addressing problems arising from domestic abuse during and out of hours by providing accurate and appropriate advice about their safety, their housing options and their legal rights and responsibilities;
- improve the safety of residents affected by domestic abuse, and preventing further incidents by encouraging earlier reporting and responding rapidly;
- ensure that the support provided is equally available to everyone, regardless of gender, race, religion, language, age or sexual orientation.

Where domestic abuse occurs in a Council tenancy, East Ayrshire Council is committed to support survivors/victims and their dependants to remain in their own home or provide support to move home and will continue to work with East Ayrshire Women's Aid to reduce the numbers of women and children accessing emergency temporary accommodation, ensuring a quick transition into settled accommodation, where necessary.

Housing First

Housing Services are fully committed to delivering a Housing First model in East Ayrshire and taking a strategic and collaborative trauma-informed approach which includes prevention measures, accessible housing options advice, substantial investment in the increase of housing supply, robust partnership working and resourced, wrap-around housing support.

Housing First is a housing, health and wellbeing intervention which requires a significant upfront and recurring financial investment to deliver a sustainable programme.

As well as financial investment, commitment is required from Community Planning Partners to ensure a reactive service which meets the needs of those with multiple complex needs, with a view to making Housing First the mainstream response to homelessness to people with those needs.

An implementation plan for a Housing First model is contained within the Action Plan with the collaboration of key partners at its core.

The 5-year Action Plan contains the following areas for development and implementation:

- Identify single points of contact within HSCP i.e. Community Health and Care including Addiction and Mental Health Services and Children's Health, Care and Justice Services;
- Creation of a multi-agency group with representation from Housing Options, Housing Area Teams, HSCP, NHS, Police Scotland, Anti-social Behaviour Team, third sector agencies;
- Research post to investigate relationship between health and homelessness (pan-Ayrshire project);
- Recruitment of Mental Health Officer/Staff Nurse to work in liaison with Health and Homelessness Nurse;
- Define criteria for Housing First tenants, for example, individuals with a history of failed tenancies, multiple homeless presentations, time spent in prison/ in care of local authority, giving consideration to those with childhood trauma, experience of domestic abuse, mental ill health and addictions;
- Implement a Housing First approach in Year 2 with the introduction of 5 tenancies;
- Review of Housing First and potential expansion of 5 tenancies per year to a total of 20, subject to outcomes in previous year.
- Monitoring and reporting of Housing First tenancies:
 - Number of tenancies;
 - Average time before moving into tenancy;
 - Number of tenancies sustained;
 - Number of tenancies ended as a result of abandonment/eviction;
 - Reasons for tenancies ended as a result of planned move/relocation and still receiving support.

Partner Contribution Statements

Partners were asked to consider the scope and remit of their services and support currently provided to those who are homeless or at risk of becoming homeless and set out what they are able to contribute towards the Rapid Rehousing Transition Plan in relation to:

- prevention;
- support homeless households;
- providing settled homes with support; and
- meeting the particular needs of priority groups.

A summary of the Contributions Statements is detailed below:

Prevention

Partner	Commitments / Actions
East Ayrshire Health and Social Care Partnership - Mental Health Services Including Alcohol, Drugs and Learning Disability	Plan to develop a direct referral/point of access for people at risk of becoming homeless to provide wraparound support to help the person sustain their tenancy. This will be facilitated by the current Health and Homelessness Nurse, however consideration may be given to enhancing this resource to ensure equity of provision across the three East Ayrshire localities.
East Ayrshire Women's Aid	<p>Continue to contribute to homelessness prevention in East Ayrshire by providing person-centred assistance to support women and children to avoid homelessness, to remain in their own homes or to access alternative accommodation from a range of housing providers. This includes provision of temporary refuge accommodation, safety planning, domestic abuse alarms, support to access legal protection, advocacy, support with money and benefits, support to women facing destitution and support for women with additional needs.</p> <p>Continue to raise awareness of domestic abuse, support the development of a coordinated response from communities and service providers and coordinate and deliver the East Ayrshire Violence Against Women Partnership multi-agency learning and development calendar.</p>
Vibrant Communities	Continue to offer housing support to assist tenancy sustainment. This support may include budgeting, income maximisation, grant applications, life skills development and referral to specialist agencies, for example mental health, addictions and community resources. Support will also be provided for people with rent arrears.
Centrestage Communities	Continue to provide a range of individual and group services to any adult requiring support currently delivered

	<p>at a range of locations across East Ayrshire. Wider activities provide positive recreational and volunteering opportunities, building positive social networks.</p> <p>Continue to provide links to housing supports within HMP Kilmarnock, working in partnership with Ayr Housing Aid to reduce housing-related issues for prisoners whilst in custody.</p> <p>Services include:</p> <ul style="list-style-type: none"> • pickups from prison (HMP Kilmarnock) on liberation • arranging and attending appointments for housing, benefits, addictions services • advocating on behalf of individuals with low confidence, learning impairments and low levels of communication skills • mentoring and ongoing support with addictions and life skills • continuous liaison with homeless teams and homeless support workers • support clients with decision-making, including budgeting and spending • liaising with housing providers • Family and Friends Hub <p>Plan to expand service within HMP Kilmarnock in 2019 to meet the demand for the service.</p> <p>Continue to provide support through Catalyst:</p> <ul style="list-style-type: none"> • intensive mentoring and emotional support to assist with positive life choices and identifying skills • self-care • activities to promote positive mental health and physical wellbeing <p>Continue to provide support to care experienced young people and those with learning and/or physical disabilities through Connect teams.</p> <p>Continue to deliver practical advice, support and activities to women and girls through Heart & Soul base in Cumnock.</p>
EACHa (East Ayrshire Churches Homelessness Action)	<p>Continue to host drop-ins for homeless clients and for those at risk of homelessness and offer food, clothing, friendship, art therapy and relaxation within a safe environment with access to advice from representatives from Housing Options, Housing Support, NHS, Citizens Advice Bureau and DWP.</p>
NHS Ayrshire and Arran, HMP Kilmarnock	<p>Current early identification at reception and routine clinics in HMP Kilmarnock resulting in onward referral to housing providers for those at risk of homelessness upon liberation and assessment of social circumstances/history to incorporate housing status.</p> <p>To develop and update existing assessment documentation and referral pathway.</p>

External Support Provider	<p>Continue to support peer mentors to share their experiences and raise awareness of homelessness to young people.</p> <p>Continue to support service user involvement with service user talks in schools to raise awareness of homelessness and identify risk factors for pupils in schools.</p> <p>Currently working with young people to develop a strategy which will operate in a strength and asset-based approach to empowering young people and enabling self-reliance.</p> <p>Continue to provide a Psychologically Informed Environment (PIE) across all supported accommodation.</p>
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Support Homeless Households

Partner	Commitments / Actions
East Ayrshire Health and Social Care Partnership - Mental Health Services Including Alcohol, Drugs and Learning Disability	<p>Currently signpost customers via the Health and Homelessness Nurse service and continuing open referral system for NHS Addiction Services.</p> <p>Ensure services make the best use of community assets and provide support during periods of increased stress.</p> <p>Develop liaison meetings with key partners.</p>
East Ayrshire Women's Aid	<p>Current support provided in crisis and the longer term and within refuge accommodation. Follow-on, office-based and outreach services enables women, children and young people experiencing domestic abuse to secure and/or sustain safe accommodation.</p> <p>Continue to support families to access refuge accommodation elsewhere through the network of Women's Aid groups in the UK. By assessing and reviewing risk, safety planning and supporting women to deal with all the emotional and practical problems associated with homelessness as a result of domestic abuse, repeat homelessness can be avoided.</p>
Vibrant Communities	<p>Continue to support the tenancy viewing process and provide Housing Support from the point of sign up and transition to settled accommodation.</p> <p>Current promotion of free swimming sessions and reduced gym rates for customers within temporary accommodation.</p>
Centrestage Communities	<p>Continue to provide advice in relation to the following:</p> <ul style="list-style-type: none"> • energy, bills and budgeting • positive community links for individuals to reduce social isolation • signposting for provision of furniture, clothing and additional support • liaise closely with housing providers in relation to clients

	<ul style="list-style-type: none"> • provide a daily drop-in encouraging wider social and recreational activities • promote positive destinations, i.e. further education, volunteering opportunities, training and employment • provision of food and travel expenses in crisis situations • group sessions covering addictions, parenting skills, cooking on a budget, health and wellbeing and positive mental health
EACHa (East Ayrshire Churches Homelessness Action)	Continue to offer clothing and household items and the opportunity to socialise. A parcel of food for Christmas is provided to homeless households, and a Christmas gift for all children in temporary accommodation.
NHS Ayrshire and Arran, HMP Kilmarnock	Continue to make referral to Health and Homelessness Nurse where health needs have been identified. Future plan to develop robust referral pathways.
External Support Provider	Currently adopt a Social Networking and Relationship approach to reducing homelessness amongst young people. Develop tiers of social networks, focussing on community resilience and working from a strength-based approach to empower young people by working with partner agencies using befriending and mentoring services. Able to provide additional PIE training for partners.

Providing Settled Homes with Support

Partner	Commitments / Actions
East Ayrshire Health and Social Care Partnership - Mental Health Services Including Alcohol, Drugs and Learning Disability	Expand signposting via the Health and Homelessness Nurse service and ongoing support to empower the individual manage their health and wellbeing.
East Ayrshire Women's Aid	Continue to provide follow-on support to help families settle into a new home in a new area, regardless of whether they have been rehoused from refuge accommodation. Support is provided to maintain safe tenancy sustainment: property viewing, accessing furniture, decorating and moving in, assistance with benefits, enrolling children in new schools, accessing community resources etc. Provide support families who continue to be affected by domestic abuse after leaving an abusive partner and are settled in their new home. This includes individual needs-led, safety and support planning: personal safety,

	<p>accommodation, legal and financial issues, empowerment and self-esteem, health and wellbeing, support networks. Continue to offer group programmes, family support sessions, holiday activities and outings for women, children and young people to help them move on from their experiences of domestic abuse.</p>
Vibrant Communities	<p>Continue to offer support to maintain tenancies in the following areas:</p> <ul style="list-style-type: none"> • life skills, budgeting, house and garden maintenance • income maximisation support • utilities • referral or introduction to specialist services where required , for example adult literacy, family and youth support, health and wellbeing programmes • connect residents to a range of community supports, promoting a fairer, kinder and connected East Ayrshire
Centrestage Communities	<p>Continue to provide advice in relation to the following:</p> <ul style="list-style-type: none"> • Signpost individual to organisations for furniture and clothing provision • Provide income maximisation advice with detailed budgeting plans including fuel poverty and energy assistance • Reduce social isolation across all areas through Catalyst drop-in service, offering creative activities and focus groups • Provide practical emotional support and referrals for specialist support if required • Support from our Family and Friends Hub at HMP Kilmarnock • Support with life skills, cooking on a budget, advice on utilities, shopping and parenting skills • Regular community-based addictions support
EACHa (East Ayrshire Churches Homelessness Action)	<p>Continued support to settled households through drop-in sessions and the same services offered to homeless households.</p>
Community Justice Ayrshire	<p>HMP Kilmarnock is a privately operated prison located in East Ayrshire which is run by Serco on behalf of the Scottish Prison Service. The prison holds 500 men at any time, with approximately 70% of these from an East, North or South Ayrshire address. An assessment of the needs of men upon admission to HMP Kilmarnock suggests that the top three presenting issues are drugs, alcohol and housing. Additional support services would complement the existing housing support and may lead to better outcomes for those most vulnerable.</p>

External Support Provider	Plan to provide support to RSL partners to help with tenancy sustainment and homelessness prevention.
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Meeting the Particular Needs of Priority Groups

Partner	Commitments / Actions
East Ayrshire Health and Social Care Partnership - Mental Health Services Including Alcohol, Drugs and Learning Disability	<p>Plan to collaborate with Housing Services and other stakeholders to introduce targeted supports to ensure those with multiple/complex needs are addressed promptly to prevent the risk of becoming homeless.</p> <p>Development of a multi-agency group for Housing First and development of local action plan.</p>
East Ayrshire Women's Aid	<p>Continue to provide a collaborative and person-centred approach to support planning to make sure that women, children and young people's individual needs are consistently met.</p> <p>Provide specialist services to women, children and young people affected by domestic abuse by operating an open-door policy and welcome women and children from all sections of society. A variety of communication methods are used to ensure that women, children and young people can fully engage with the service and achieve the best possible outcomes for them.</p> <p>Provide support to women experiencing mental health difficulties or addiction and those who may have disabilities or particular problems with finances and benefits.</p> <p>East Ayrshire Women's Aid fundraise to support families facing hardship and distribute donations of toiletries, clothes, toys and food and can offer refuge accommodation to women with no recourse to public funds.</p> <p>Temporary refuge accommodation which is accessible to people with physical disabilities can be provided.</p> <p>Continue to actively seek the views of service users on a regular basis through service and activity evaluations, comments, refuge house meetings and 'Have Your Say' events.</p>
Vibrant Communities	Vibrant Communities works with all sectors of the community including children and young people, adults and older people and the wider community to develop sustainable communities and reduce inequalities through prevention and early intervention services.
Centrestage Communities	<p>Centrestage provides positive places where people can access supports to reduce stress, depression, anxiety, self-harm and mental health challenges.</p> <p>Catalyst delivers relationship-based throughcare within HMP Kilmarnock then post liberation for as long as required to break the cycle of reoffending.</p>

	<p>Participants are able to access daily a full range of supports, helping to break the cycle of debt, homelessness, addictions and mental health challenges, whilst being able to participate in a wide range of social, recreational, artistic and creative activities. Plan to expand service within HMP Kilmarnock in 2019 to meet demand on service.</p> <p>Continue to facilitate recovery sessions across East Ayrshire and provide advocacy services to people with autism, dyslexia, dyspraxia, ADHD, poor literacy and learning difficulties.</p>
EACHa (East Ayrshire Churches Homelessness Action)	<p>EACHa have produced an Action Plan, based on the views of their service users, identifying a series of recommendations and focussed on the needs of specific groups: those experiencing severe poverty; those with mental and physical health issues; those living with addictions; those in transitional stages, e.g. leaving prison or hospital, young people leaving care, homeless people moving to a settled tenancy.</p>
NHS Ayrshire and Arran, HMP Kilmarnock	<p>Continue to provide relevant health information with consent to Housing Services in HMP Kilmarnock to ensure that priority groups are identified/supported appropriately to facilitate a smooth transition back into the community.</p>
External support provider	<p>Develop a strategy that will operate in a strength and asset-based approach to empowering young people.</p> <p>Subject to funding, able to deliver various services to support the needs of specific client groups:</p> <ul style="list-style-type: none"> • Peer Education Programme to empower service users to research and learn about key topic areas they identify and creating informed views on subjects. • Peer Mentoring programme where service users are trained as mentors to provide support to service users when intensive support has reduced. If they fall back into challenges they could be re-engaged back into services. • My New Home is a tenancy sustainment programme for young people and care leavers which we can deliver for service users on a module basis within the community. This includes working from a community resilience and connecting people to local resources throughout the programme.

Housing Services will continue to work together with partners to achieve the commitments and actions contained within the Contribution Statements and the RRTP. The statements will be evaluated and monitored regularly to ensure outcomes achieve the aims of early intervention and prevention, increased tenancy sustainment and the prevention of homelessness.

Community Planning Partners offer a range of skills, experience and commitment to achieving this vision, however, successful implementation of this plan will require significant additional funding provision.

This innovative approach to rapid rehousing is developed based on the core principles of collaborative partnership working and empowering our communities.

This will improve outcomes for the people that we serve in East Ayrshire, ensuring people are at the heart of everything we do.

East Ayrshire Rapid Rehousing Plan

The Action Plan below sets out the key actions and timescales which partners have identified to achieve the 5-year vision for rapid rehousing with an aim to increase focus on early intervention and prevention, reduce homeless presentations and applications, ensure a settled housing options is reached as quickly as possible, reducing any time spent in temporary accommodation.

The targets within the Plan and associated indicators and baseline figures will enable measurement of progress and achievement against ambitions and will also provide a focus for operational activity across all Community Planning Partners.

This Plan also links to a number of strategic plans, as referenced in the Local Policy Context. Central to the approach is the recognition that partnership working is key to the achievement of ambitions. This approach is well established locally with all partners in East Ayrshire sharing a commitment to collaborative service delivery that meets the needs of communities.

Wherever possible, as a partnership, seeking to develop common, streamlined processes and procedures, which will deliver greater efficiencies, reduce duplication of activity and, most importantly, improve outcomes for homeless households, particularly vulnerable groups including young people, those experiencing domestic abuse and those leaving prison.

In order to focus on early intervention and prevention and Housing Options to improve tenancy sustainment to a target of 85% by the end of Year 5 and prevent homelessness, a number of actions have been identified and are detailed within the 5-year Plan.

Housing Services are committed to tackling inequalities wherever they exist. Specifically within this Plan, inequalities will be tackled through the commitment to ensuring that those most vulnerable in communities, for example people with multiple and/or complex needs, care experienced young people, those leaving prison and victims of domestic abuse are protected and supported.

Partners will drive forward the actions identified in the Rapid Rehousing Transition Plan to ensure the delivery of agreed local outcomes and Housing Services are committed to working together to achieve these ambitions.

Year 1 2019/20:

Priority Action	What actions are underway/planned?	Target date	Responsibility	Indicators	Current Baseline (source)	2024 Target	Resources required
1: Increase the number of social housing lets to homeless households	Increase EAC Allocations Policy quota to Homeless Group within Kilmarnock and adjacent towns to 55% (+/- 10%) as evidenced by Rapid Rehousing Toolkit	June 2019	Housing Services	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Up to 65% in line with local requirements	Existing resources
				Reduced length of stay in temporary accommodation (HL2)	61 days	60 days	Existing resources
	Increase EAC Allocations Policy quota to Homeless Group to 30% (+/- 10%) within Irvine Valley & Ballochmyle and Cumnock & Doon Valley, subject to demand	June 2019	Housing Services	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Up to 40% in line with local requirements	Existing resources
				Reduced length of stay in temporary accommodation (HL2)	61 days	60 days	Existing resources
	Cunninghame HA and Atrium Homes to amend letting plans to match EAC changes	June 2019	Cunninghame HA and Atrium Homes	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Match EAC changes	Existing resources

2: Self Diagnostic Housing Options Toolkit	Consider feasibility of online Housing Options toolkit and improved online housing and support resources	March 2020	Housing Services, Customer Services	Unintentional homeless decisions (HL1)	404	641	Existing resources
3: Temporary Accommodation	Retain St Andrews Court hostel and temporary furnished accommodation despite anticipated increase in demand by HNDA	March 2020	Housing Options	Reduced length of stay in temporary accommodation (HL2)	75 units	75 units	Existing resources
	Maximum length of time spent in temporary accommodation of 60 days	March 2020	Housing Options	Reduced length of stay in temporary accommodation (HL2)	61 days	60 days	Existing resources
	Reduce length of stays in Blue Triangle	March 2020	Housing Options, Blue Triangle Housing Association	Reduced length of stay in temporary accommodation (HL2)	164.5 days	100 days	Existing resources
4: Housing Options Prevention	Housing Options Officer Outreach to maximise accessibility of service and customer experience within Cumnock & Doon Valley, Woodlands View Hospital, HMP Kilmarnock	March 2020	Housing Options	Reduced homeless presentations		Existing resources through Best Value Service review	
	Implementation of an education programme within secondary schools on housing and homelessness	March 2020	Housing Options, Education	Reduced homeless presentations		Existing resources	
	Develop an enhanced referral pathway for customers with multiple/complex needs	March 2020	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations		SG funding	

	Promotion of mediation services to minimise homelessness as a result of relationship breakdown	March 2020	Housing Services, mediation service	Reduced homeless presentations	Existing resources
	Comprehensive review of Health and Homelessness Service to ensure early intervention and prevention	March 2020	Housing Options, HSCP	Reduced homeless presentations	Existing resources
	Review Hospital Discharge Protocol	March 2020	Housing Options, HSCP	Reduced homeless presentations	Existing resources
	Implementation of Joint Housing Options Protocol for Care Leavers	March 2020	Housing Options, SEARCH Partners, HSCP	Reduced homeless presentations	Existing resources
	Comprehensive review of domestic abuse cases to ensure early intervention	March 2020	Housing Options, Women's Aid	Reduced homeless presentations	Existing resources
5: Housing First	Create a multi-agency development and implementation group for Housing First	March 2020	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations	Existing resources
	Identify single point of contacts within HSCP	March 2020	HSCP	Reduced homeless presentations	Existing resources
	Research post to investigate relationship between health and homelessness (pan-Ayrshire project)	March 2020	Housing Services (EAC), NAC, SAC, HSCP, Community Planning Partners	Reduced homeless presentations	SG funding
	Recruitment of Mental Health Officer	March 2020	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation	SG funding
6: New Build Implementation	70% of vacancies occurring as a result of Transfer allocations to new	Ongoing through SHIP	Housing Services and RSLs	Historical analysis based on Kilmarnock new builds from 2015 show that today's standard	Existing resources

	build properties to go to the Homeless Group			quotas would result in approximately 18 – 25 lets to the resultant void from the Transfer Group. A 70% quota would have resulted in 44 vacancies. This represents an additional 19 – 22 lets. Up to Year 3 of the SHIP, 600 general needs units expect to be delivered by EAC and partners. It is estimated that this approach will release up to an additional 192 Homeless lets.	
7: SHORE Standards	Create a multi-agency development and implementation group for SHORE Standards	March 2020	Housing Services, RSLs, SHORE Stakeholders via HMP Kilmarlock	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
	Develop SHORE Standards Protocol	March 2020	Housing Services, RSLs, SHORE Stakeholders via HMP Kilmarlock	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
	Target a specific group of prisoners for outreach work within HMP Kilmarlock as identified by Ayr Housing Aid and Centrestage Communities as in need of intensive support	March 2020	Housing Options, Ayr Housing Aid, HMP Kilmarlock	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
	Fully explore feasibility of conducting telephone Housing Options interviews at HMP Kilmarlock	March 2020	Housing Options, Ayr Housing Aid, HMP Kilmarlock	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
8: Neighbourhood Coaches	Continue to expand role of Neighbourhood Coach in line with new approach, incorporating FACE corporate values, through completion of	March 2020	Housing Services	Reduced homeless presentations	Existing resources

	Neighbourhood Coach qualification for 50 officers.				
9: Tenancy Sustainment	Comprehensive analysis of tenancy failures, abandonments and evictions with links to Housing Support Service and Neighbourhood Coach approach	March 2020	Service improvement Lead, Housing Services	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
	Comprehensive review of New Tenant Settling In Visit and Tenancy Health Check documentation for households from Homeless and Waiting Groups	March 2020	Service improvement Lead, Housing Services	Reduced homeless presentations	Existing resources
	Comprehensive review of tenancy sustainment of care experienced young people from Strategic Needs Group	March 2020	Service improvement Lead, Housing Services, HSCP	Reduced homeless presentations	Existing resources
	Comprehensive review of tenancy sustainment of young people housed via Blue Triangle supported temporary accommodation	March 2020	Blue Triangle Housing Association, Housing Options	Reduced homeless presentations	Existing resources
10: Housing Support Software Package	Procure package, for example Better Futures	March 2020	Housing Services	Reduced length of stay in temporary accommodation	SG funding
11. Empty Homes	Comprehensive analysis of empty homes in Kilmarnock HMA	March 2020	Empty Homes Officer, Private Sector Liaison Unit	Reduced homeless presentations	Existing resources
	Identification of properties suitable for private let	March 2020	Empty Homes Officer, Private Sector Liaison Unit	Reduced homeless presentations	Existing resources

12. Deposit Guarantee Scheme	Review of criteria for DIGS scheme	March 2020	Housing Options, Private Sector Liaison Unit, DIGS	Reduced length of stay in temporary accommodation	Existing resources
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Year 2 2020/21:

Priority Action	What actions are underway/planned?	Target date	Responsibility	Indicators	Baseline (source)	2024 Target	Resources required
1: Review number of social housing re-lets to homeless households	Review of percentage of lets to Homeless Group throughout local authority and analysis of repeat homelessness and tenancy sustainment	April 2020	Housing Services	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Up to 65% in line with local requirements	Existing resources
	Cunninghame HA and Atrium Homes to amend letting plans to match EAC changes	April 2020	Cunninghame HA and Atrium Homes	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Match EAC changes	Existing resources
2: Self Diagnostic Housing Options Toolkit	Implementation of online Housing Options toolkit, subject to feasibility study in Year 1	March 2021	Housing Services, Customer Services	Unintentional homeless decisions (HL1)	404	641	Existing resources
3: Temporary Accommodation	Review time spent in temporary accommodation	March 2021	Housing Options	Reduced length of stay in temporary accommodation (HL2)	61 days	60 days	Existing resources
	Review level of and location of temporary furnished accommodation aligned to current demand	March 2021	Housing Options	Reduced length of stay in temporary accommodation (HL2)	61 days	60 days	Existing resources

	Review of Blue Triangle Bank Street supported accommodation	March 2021	Housing Options, Blue Triangle Housing Association	Reduced length of stay in temporary accommodation (HL2)	61 days	60 days	Existing resources
4:Housing Options Prevention	Review of Year 1 actions	March 2021	Housing Options, HSCP, Community Safety Glasgow, Women's Aid	Reduced homeless presentations		Existing resources	
5: Housing First	Implement a Housing First approach with the introduction of 5 tenancies	March 2021	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations		SG funding	
				Reduced length of stay in temporary accommodation			
	Recruit Intensive Housing Support Officer	March 2021	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations		Existing resources	
				Reduced length of stay in temporary accommodation			
	Install enhanced decoration and furnishings in 5 properties	March 2021	Housing Services	Reduced homeless presentations		SG funding	
				Reduced length of stay in temporary accommodation			
	Research post to investigate relationship between health and homelessness (pan-Ayrshire project)	March 2021	Housing Services (EAC), NAC, SAC, HSCP, Community Planning Partners	Reduced homeless presentations		SG funding	
				Reduced length of stay in temporary accommodation			
	Post of Mental Health Officer	March 2021	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations		SG funding	
				Reduced length of stay in temporary accommodation			
	Track progress of HF tenancies: <ul style="list-style-type: none"> Number of tenancies Average time for an offer of housing 	March 2021	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations		Existing resources	
				Reduced length of stay in temporary accommodation			
				Number of households reassessed as homeless within same year			

	<ul style="list-style-type: none"> • Average time before moving in • Number of tenancies sustained • Reasons for tenancies ended as a result of planned move/relocation and still receiving support 			Number of lost contact cases	
6: New Build Implementation	Monitor allocation of 70% of vacancies occurring as a result of Transfer allocations to new build properties to go to the Homeless Group	Ongoing through SHIP	Housing Services and RSLs	Increased lets to Homeless Group	Existing resources
7: SHORE Standards	Progress implementation	March 2021	Housing Services, RSLs, SHORE Stakeholders via HMP Kilmarnock	Reduced homeless presentations Reduced length of stay in temporary accommodation	SG funding
	Appointment of one full-time Housing Options Officer in HMP Kilmarnock	March 2021	Housing Services, RSLs, SHORE Stakeholders via HMP Kilmarnock	Reduced homeless presentations Reduced length of stay in temporary accommodation	SG funding
8: Social Letting Agency	Consider feasibility of a social letting agency in East Ayrshire, considering demand, financial implications, resources, IT and rent accounting	March 2021	Housing Services, Private Sector Liaison Unit	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
9: Scottish Welfare Fund	Feasibility of same day decisions for SWF and DHPs.	March 2021	Housing Services, Revenue and Benefits	Reduced length of stay in temporary accommodation	Existing resources
10: Housing Support Software Package	Continuation of package, for example Better Futures	March 2021	Housing Services	Reduced length of stay in temporary accommodation	SG funding

11: Review Contribution Statements	Review of statements and progress	March 2021	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
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Year 3 2021/22:

Priority Action	What actions are underway/planned?	Target date	Responsibility	Indicators	Baseline (source)	2024 Target	Resources required
1: Review number of social housing re-lets to homeless households	Review of percentage of lets to Homeless Group throughout local authority and analysis of repeat homelessness and tenancy sustainment	April 2021	Housing Services	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Up to 65% in line with local requirements	Existing resources
	Cunninghame HA and Atrium Homes to amend letting plans to match EAC changes	April 2021	Cunninghame HA and Atrium Homes	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Match EAC changes	Existing resources
2: Housing First	Review of Housing First and potential expansion, subject to outcomes in Year 2	March 2022	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation			SG funding
	Intensive Housing Support Officer	March 2022	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation			Existing resources
	Install enhanced decoration and furnishings in 5 properties	March 2022	Housing Services	Reduced homeless presentations Reduced length of stay in temporary accommodation			SG funding
	Research post to investigate relationship between health	March 2022	Housing Services (EAC), NAC, SAC, HSCP,	Reduced homeless presentations			SG funding

	and homelessness (pan-Ayrshire project)		Community Planning Partners	Reduced length of stay in temporary accommodation	
	Post of Mental Health Officer	March 2022	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation	SG funding
	Track progress of HF tenancies: <ul style="list-style-type: none"> • Number of tenancies • Average time for an offer of housing • Average time before moving in • Number of tenancies sustained • Reasons for tenancies ended as a result of planned move/relocation and still receiving support 	March 2022	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation Number of households reassessed as homeless within same year Number of lost contact cases	Existing resources
6: New Build Implementation	Monitor allocation of 70% of vacancies occurring as a result of Transfer allocations to new build properties to go to the Homeless Group	Ongoing through SHIP	Housing Services and RSLs	Increased lets to Homeless Group	Existing resources
4: Social Letting Agency	Implementation of a social letting agency in East Ayrshire subject to findings in Year 2	March 2022	Housing Services, Private Sector Liaison Unit	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
5: Service Redesign	Comprehensive review of Housing Services functions	March 2022	Housing Services	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
	Continued implementation	March 2022	Housing Services, RSLs, SHORE	Reduced homeless presentations	SG funding

6: SHORE Standards			Stakeholders via HMP Kilmarnock	Reduced length of stay in temporary accommodation	
	One full-time Housing Options Officer post in HMP Kilmarnock	March 2022	Housing Services, RSLs, SHORE Stakeholders via HMP Kilmarnock	Reduced homeless presentations Reduced length of stay in temporary accommodation	SG funding
7: Temporary Accommodation	Review level and location of temporary furnished accommodation aligned to current demand	March 2022	Housing Services	Reduced length of stay in temporary accommodation	Existing resources
8: Mortgage to Rent Scheme	Consideration of EAC sign-up to scheme	March 2022	Housing Services	Reduced homeless presentations	Existing resources
9: Housing Support Software Package	Continuation of package, for example Better Futures	March 2022	Housing Services	Reduced homeless presentations	SG funding

Year 4 2022/23:

Priority Action	What actions are underway/planned?	Target date	Responsibility	Indicators	Baseline (source)	2024 Target	Resources required
1: Review number of social housing re-lets to homeless households	Review of percentage of lets to Homeless Group throughout local authority and analysis of repeat homelessness and tenancy sustainment	April 2022	Housing Services	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Up to 65% in line with local requirements	Existing resources
	Cunninghame HA and Atrium Homes to amend letting plans to match EAC changes	April 2022	Cunninghame HA and Atrium Homes	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Match EAC changes	Existing resources
2: Housing First	Review of Housing First and potential expansion, subject to outcomes in Year 3	March 2023	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation			SG funding

	Intensive Housing Support Officer	March 2023	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
	Install enhanced decoration and furnishings in 5 properties	March 2023	Housing Services	Reduced homeless presentations Reduced length of stay in temporary accommodation	SG funding
	Post of Mental Health Officer	March 2023	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation	SG funding
	Track progress of HF tenancies: <ul style="list-style-type: none"> Number of tenancies Average time for an offer of housing Average time before moving in Number of tenancies sustained Reasons for tenancies ended as a result of planned move/relocation and still receiving support 	March 2023	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation Number of households reassessed as homeless within same year Number of lost contact cases	Existing resources
6: New Build Implementation	Monitor allocation of 70% of vacancies occurring as a result of Transfer allocations to new build properties to go to the Homeless Group	Ongoing through SHIP	Housing Services and RSLs	Increased lets to Homeless Group	Existing resources
4: Service Redesign	Implement changes as a result of Housing Services function review, subject to feasibility study in Year 3	March 2023	Housing Services	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources

5: SHORE Standards	Continued implementation	March 2023	Housing Services, RSLs, SHORE Stakeholders via HMP Kilmarnock	Reduced homeless presentations Reduced length of stay in temporary accommodation	SG funding
	One full-time Housing Options Officer post in HMP Kilmarnock	March 2023	Housing Services, RSLs, SHORE Stakeholders via HMP Kilmarnock	Reduced homeless presentations Reduced length of stay in temporary accommodation	SG funding
6: Support Services	Comprehensive review of all support services	March 2023	Housing Services, HSCP, Blue Triangle	Reduced homeless presentations Reduced length of stay in temporary accommodation	Existing resources
7: Temporary Accommodation	Review level and location of temporary furnished accommodation aligned to current demand	March 2023	Housing Options	Reduced length of stay in temporary accommodation	Existing resources
	Review level of furnishings in temporary accommodation	March 2023	Housing Options	Reduced length of stay in temporary accommodation	Existing resources
	Review of hostel provision/PIE	March 2023	Housing Services	Reduced length of stay in temporary accommodation	Existing resources
8: Housing Support Software Package	Continuation of package, for example Better Futures	March 2023	Housing Services	Reduced homeless presentations	SG funding

Year 5 2023/24:

Priority Action	What actions are underway/planned?	Target date	Responsibility	Indicators	Baseline (source)	2024 Target	Resources required
1: Review number of social housing re-lets to homeless households	Review of percentage of lets to Homeless Group throughout local authority and analysis of repeat	April 2023	Housing Services	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Up to 65% in line with local requirements	Existing resources

	homelessness and tenancy sustainment						
	Cunninghame HA and Atrium Homes to amend letting plans to match EAC changes	April 2023	Cunninghame HA and Atrium Homes	% lets to homeless households (Orchard HMS)	22% (authority-wide)	Match EAC changes	Existing resources
2: Housing First	Review of Housing First and potential expansion, subject to outcomes in Year 4	March 2024	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation Increase in % of tenancies from Homeless Group sustaining for 12 months +			SG funding
	Intensive Housing Support Officer	March 2024	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation Increase in % of tenancies from Homeless Group sustaining for 12 months +			Existing resources
	Install enhanced decoration and furnishings in 5 properties	March 2024	Housing Services	Reduced homeless presentations Reduced length of stay in temporary accommodation Increase in % of tenancies from Homeless Group sustaining for 12 months +			SG funding
	Post of Mental Health Officer	March 2024	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation Increase in % of tenancies from Homeless Group sustaining for 12 months +			SG funding
	Track progress of HF tenancies:	March 2024	Housing Services, HSCP, Community Planning Partners	Reduced homeless presentations Reduced length of stay in temporary accommodation			Existing resources

	<ul style="list-style-type: none"> • Number of tenancies • Average time for an offer of housing • Average time before moving in • Number of tenancies sustained • Reasons for tenancies ended as a result of planned move/relocation and still receiving support 			<p>Number of households reassessed as homeless within same year</p> <p>Number of lost contact cases</p>	
6: New Build Implementation	Monitor allocation of 70% of vacancies occurring as a result of Transfer allocations to new build properties to go to the Homeless Group	Ongoing through SHIP	Housing Services and RSLs	Increased lets to Homeless Group	Existing resources
4: Support Services	Implement changes to support services subject to recommendations in Year 4	March 2024	Housing Services, HSCP, Blue Triangle	<p>Reduced homeless presentations</p> <p>Reduced length of stay in temporary accommodation</p> <p>Increase in % of tenancies from Homeless Group sustaining for 12 months +</p>	Existing resources
5: Temporary Accommodation	Review level and location of temporary furnished accommodation aligned to current demand	March 2024	Housing Options	Reduced length of stay in temporary accommodation	Existing resources
	Implement changes to support services subject to recommendations in Year 4	March 2024	Housing Options	Reduced length of stay in temporary accommodation	Existing resources
	Review of hostel provision/PIE	March 2024	Housing Services	Reduced length of stay in temporary accommodation	Existing resources

6: SHORE Standards	Continued implementation	March 2024	Housing Services, RSLs, SHORE Stakeholders via HMP Kilmarnock	Reduced homeless presentations Reduced length of stay in temporary accommodation Increase in % of tenancies from Homeless Group sustaining for 12 months +	SG funding
	One full-time Housing Options Officer post in HMP Kilmarnock	March 2024	Housing Services, RSLs, SHORE Stakeholders via HMP Kilmarnock	Reduced homeless presentations Reduced length of stay in temporary accommodation Increase in % of tenancies from Homeless Group sustaining for 12 months +	SG funding
7: Housing Support Software Package	Continuation of package, for example Better Futures	March 2024	Housing Services	Increase in % of tenancies from Homeless Group sustaining for 12 months +	SG funding
8: Review	Review of all recommendations	March 2024	Housing Services	Reduced homeless presentations Reduced length of stay in temporary accommodation Number of households reassessed as homeless within same year Number of lost contact cases Increase in % of tenancies from Homeless Group sustaining for 12 months +	Existing resources

GLOSSARY OF TERMS

AHSP	Affordable Housing Supply Programme <i>Delivery of affordable homes across the local authority area</i>
ARC	Annual Return on the Charter <i>Report on performance in relation to the Standards and Outcomes within the Scottish Social Housing Charter</i>
CPO	Compulsory Purchase Order Allows the Council to acquire land/property without the owner's permission, if there is a strong enough case for this in the public interest.
EHC	Ever Homeless Cohort <i>A dataset of homeless applications used to inform the Scottish Government's Health and Homelessness Data Linkage study.</i>
DHP	Discretionary Housing Payments <i>An extra payment to help people who claim housing benefit or get the housing element of universal credit and are struggling to pay the rent.</i>
HAMF	Housing Asset Management Framework <i>Provides a framework for managing the Council's property assets to ensure its housing stock meets the present and future needs of tenants; the long-term sustainability of tenancies is improved, and best use is made of resources.</i>
HARSARG	Homelessness and Rough Sleeping Action Group <i>Short life working group established following renewed commitments in the Programme for Government on 5 September 2017. The group were asked to provide recommendations to the Scottish Government on the following four areas:</i> <ul style="list-style-type: none"> • <i>ways to minimise rough sleeping</i> • <i>how to eradicate rough sleeping</i> • <i>ways to transform temporary accommodation</i> • <i>how to bring about an end to homelessness in Scotland</i>
HL1	<i>Database used by all local authorities to record homeless applications. It is the source of information used to track and report on Scottish Government homeless statistics.</i>
HMA	Housing Market Area <i>Supply and demand of housing in a defined geographical location</i>
HNDA	Housing Need and Demand Assessment

Informs the processes for the Local Housing Strategy, the Local Development Plan and the local authority's Strategic Housing Investment Plan, to inform the local authority, Scottish Government, development partners on the scale, type and location of affordable housing provision in an area.

HCS

Housing Contribution Statement

Provides information on how the housing sector can help achieve the outcomes within the Health and Social Care Strategic Plan.

Housing First

Provides ordinary, settled housing as a first response for people with complex needs. It recognises a safe and secure home as the best base for recovery and offers personalised, open-ended, flexible support for people to end their experience of homelessness and address wider needs.

LDC

Least Deprived Cohort

One of two control groups within the Scottish Government's Health and Homelessness in Scotland Data Linkage study

LDP

Local Development Plan

A strategic document setting out how the Council wants to see East Ayrshire develop over the next 10-20 years.

LHS

Local Housing Strategy

Sole strategic document on housing and housing related services across the local authority area including homelessness, housing support and fuel poverty.

MDC

Most Deprived Cohort

One of two control groups within the Scottish Government's Health and Homelessness in Scotland Data Linkage study.

PIE

Psychologically Informed Environment

An approach to supporting people out of homelessness, in particular those who have experienced complex trauma or are diagnosed with a personality disorder. It also considers the psychological needs of staff: developing skills and knowledge, increasing motivation, job satisfaction and resilience.

RRTP

Rapid Rehousing Transition Plan

A key recommendation from the HARSARG, it is a new planning framework for local authorities and their partners to transition to a rapid rehousing approach.

RSL

Registered Social Landlord

Independent, not-for-profit organisations that provide homes for people in housing need.

SHIP	<p>Strategic Housing Investment Programme</p> <p><i>A five-year rolling plan that links the strategic priorities identified in the Council's Local Housing Strategy to the delivery of additional affordable housing.</i></p>
SHORE	<p>Sustainable Housing on Release for Everyone</p> <p><i>Standards that ensure that the housing needs of individuals in prison are handled at an early stage, in a consistent way across Scotland, regardless of where they come from, their housing status and how long they have been in prison or young offenders' institution.</i></p>
SMD	<p>Severe and Multiple Disadvantage</p> <p><i>Term used to signify the issues to signify the problems faced by people whose lives are affected by a combination of homelessness, substance dependency and offending behaviour.</i></p>
SWF	<p>Scottish Welfare Fund</p> <p><i>Helps families and people in Scotland who are on low incomes through Crisis Grants and Community Care Grants</i></p>