



Housing Service

Rapid Rehousing Transition Plan

2019-2024

1 Introduction

1.1 Provision of high quality, affordable, accessible housing for all remains a key aspiration of the Shetland Islands Council, in fulfilling the Scottish Government's vision through the 'Homes Fit for 21st Century' report [Link](#). This Rapid Rehousing Transition Plan will supplement and support existing strategic documents to assist the local authority in achieving our aim of ensuring all Shetland residents have;

'A choice of affordable housing options across all tenures that are warm and safe, energy efficient and in keeping with the Shetland environment, of good quality and in good repair, able to meet demand and the particular needs of households in inclusive and vibrant communities.' SIC Local Housing Strategy

1.2 The prevention of homelessness continues to be a main priority nationally and locally, on both a strategic and an operational level. The responsibility to prevent homelessness not only rests with the local authority housing service, but a cross section of frontline organisations and partner agencies, and it is the support and buy-in of these services that will ensure an effective prevention model. The concept of partnership working was affirmed as part of the Homelessness Prevention Guidance 2009, which stated;

'The prevention of homelessness does not happen in isolation from other issues. An exclusive focus on homelessness may not yield the most efficient results; rather a holistic or systemic approach is needed.'

'Homelessness prevention is a corporate responsibility and must be embraced by all parts of the local authority and, where relevant, their local partners including Registered Social Landlords (RSLs) and Health Services.'

2 Homeless and Rough Sleeping Action Group

2.1 Whilst there is progressive housing policy in Scotland, exemplified by the eradication of priority need in 2012, inevitably, homelessness cannot be prevented in every scenario. Additionally, whilst there has been a decline in the number of rough sleepers, there were still 1500 applicants who answered yes to 'sleeping rough night before presentation' in 2016/17. Source: *Homelessness in Scotland: 2017 to 2018*

2.2 In September 2017, the Scottish Government formed the Homeless and Rough Sleeping Action Group (HARSAG), with cross-sector membership and a remit to address the following issues;

- How to reduce rough sleeping winter of 17/18
- How to end rough sleeping
- How to transform temporary accommodation
- How to end homelessness in Scotland

2.3 The HARSAG group published a total of 4 reports, with 70 recommendations, to be implemented as part of the £50m 'Ending Homelessness Together' fund. The concept of initiating a rapid rehousing transition plan was detailed in the second of the four reports, recognising the importance of individuals securing a settled address as quickly as possible, when homelessness does occur.

2.4 HARSAG commissioned Indigo House to create a guidance document to assist local authorities in the development of their transition models. Indigo House confirm their definition of 'rapid rehousing';

‘Where homelessness cannot be prevented, Rapid Re-housing means;

- A settled, mainstream housing outcome as quickly as possible
- Time spent in any form of temporary accommodation reduced to a minimum, with the fewer transitions the better
- When temporary accommodation is needed, the optimum type is mainstream, furnished and within a community’

3 Existing SIC Policies & strategic documents linked to Rapid Rehousing Transition Plans

SIC Allocation Policy

SIC Homeless Policy

SIC Temporary accommodation Policy

SIC Prevention of Homelessness Policy

Housing Need and Demand Assessment

Local Housing Strategy

Strategic Housing Investment Plan

4 Shetland context

4.1 Shetland’s 23,176 inhabitants (’11 census) are ageing, and doing so at a rate higher than the national average. Moreover, the percentage of the population over 60+ is rapidly increasing, and by 2037 will account for 48% of all households. Not only will the type of accommodation need to provide a genuine ‘home for life’, but there will be an increasing demand, with a rise in the number of households, as shown in the table 1. This will result in a continuing demand for smaller, more accessible properties, and is recognised in the 2019/20 Strategic Housing Investment Plan (SHIP).

‘The LHS also identified the need for additional housing options to meet the needs of an ageing population. There is increasing demand for a range of options to meet the needs of the elderly, disabled, people with long term, progressive health conditions and people with a dementia diagnosis. The Housing Contribution Statement to the IJB’s Strategic Commissioning Plan sets out how the Housing Service will contribute to meeting those needs.’ *SIC Strategic Housing Investment Plan 2019/20*

The Housing Contribution Statement to the IJB’s Strategic Commissioning Plan identifies ‘a move away from sheltered and very sheltered labels, to accessible housing, homes with support and homes for life’. Housing Support is now available across all tenures, enabling applicants to remain in their homes where appropriate. This mobile model of Housing Support has resulted in a recent decline in demand for traditional sheltered accommodation, with 25% of all ‘sheltered properties’ in Shetland now occupied by mainstream housing applicants, due to low demand.

Table 1 – number of households in Shetland

	2017	2022	2027	2032	2037	2017-2037 Diff
Shetland	10367	10659	10876	11011	11069	702

Source: National Records of Scotland, 2014

4.2 Housing Tenure

As a comparison to the Scottish average, Shetland has a higher than average number of owner-occupiers, a lower number of those in the private rented sector and a similar percentage of those in social housing.

4.3 The private rented sector is a small market, with only two recently established estate agents. Affordability remains the main barrier to entry, and whilst rents have declined slightly following a

boom period linked to major construction developments between 2011 - 2016, they remain high in comparison to other island areas.

Table 2 – Rental costs in Shetland

Average Monthly Charges	1-bed	2-bed	3-bed	4-bed
SIC Average	£266.71	£319.88	£385.21	£448.83
HHA Average	£302.88	£364.38	£383.38	£391.88
Private Rents	£481.27	£612.00	£666.50	£629.71
Local Housing Allowance Rates	£397.84	£479.79	£549.99	£694.98

Source: Shetland Islands Council Housing Service and Hjaltland Housing Association, 2017

4.4 The information contained in the table 2 provides sufficient evidence as to why 95% of those in receipt of Housing Benefit are in social rented accommodation, with only 5% in the private rented sector, as opposed to the national Scottish average of 80% & 20% respectively.

4.5 This creates a significant challenge in using the private rented sector as a viable opportunity to prevent homelessness. Furthermore, it presents little opportunity for those who have been accepted as homeless in moving into this sector with a view to it providing permanence. This further exacerbates the demand on social housing as being the main tool to alleviate those who have been accepted as unintentionally homeless.

5 Homelessness in Shetland

5.1 The number of applicants presenting as homeless in Shetland has reduced, year on year, since its peak in 2010-11, when it was as high as 270. However, similar to the national trend in 2017/18, there was a slight increase in the number of applications received in the last full reporting year.

5.2 In 2017/18, there were 98 applicants accepted as unintentionally homeless/threatened homeless, resulting in the local authority having a duty to provide permanent accommodation. There is also a duty to provide interim temporary accommodation until a 'settled' outcome can be achieved.

Graph 1



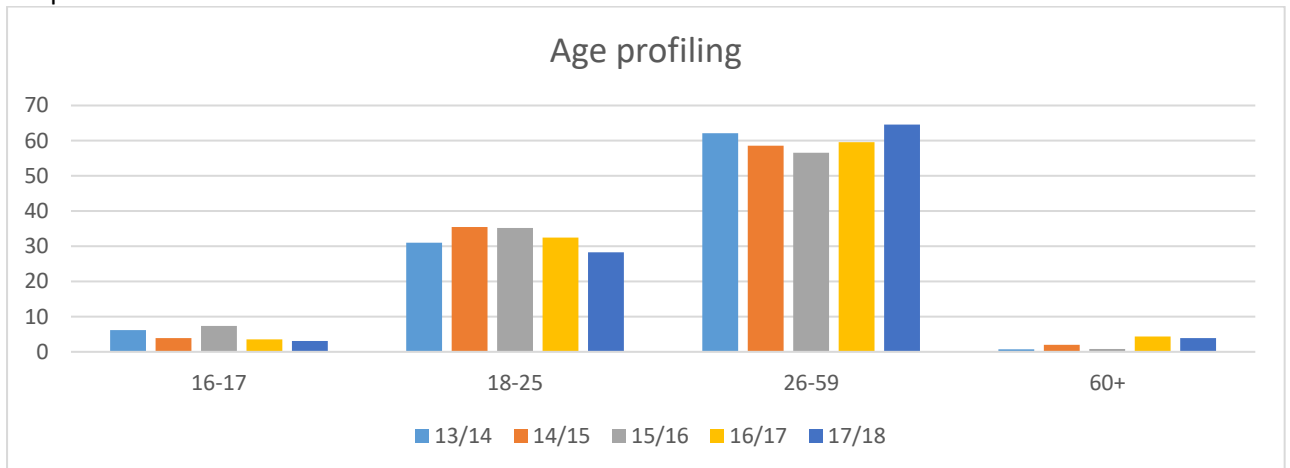
5.3 A combination of increasing the number of permanent lets to homeless applicants, along with the gradual decline in those presenting as homeless, has resulted in the number of live cases reducing, year on year. The Quarter two performance in 2018/19 continues this trend, with open cases down to 104.

Table 3

Live Cases	13/14	14/15	15/16	16/17	17/18
Number of live cases	166	194	172	144	139

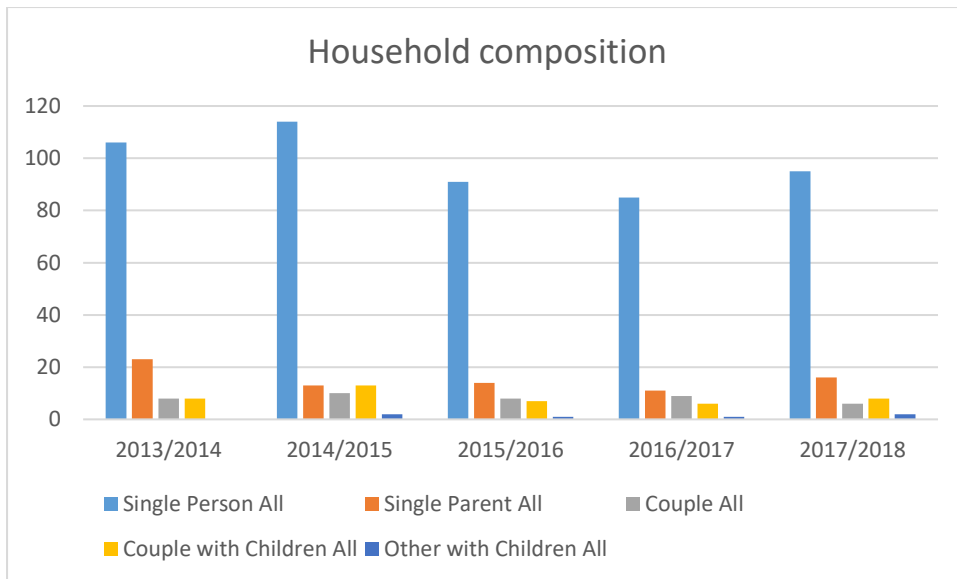
5.4 As shown in Graph 2, the majority of applicants presenting as homeless are within the 26-59 banding. The Housing Service has in place a service level agreement with Relationships Scotland – Family Mediation Shetland, to assist families where those under 21 may be threatened with homelessness from the family home. This initiative has seen a reduction in the number of young applicants presenting as homeless, and highlights the importance of effective partnership working to prevent homelessness collectively.

Graph 2



5.5 75% of all homeless applicants are single persons. With a statutory duty to offer permanent accommodation to homeless applicants, this figure indicates the requirement to increase the supply of single person accommodation in Shetland.

Graph 3



All applicants presenting as homeless are asked to provide ‘reasons for not being able to maintain the last settled accommodation’ – settled accommodation being where they have resided for at least a six month period. Analysis from the 2017/18 reporting year confirms there were two dominant reasons put forward by an applicant as to why they could not maintain their accommodation; **Mental Health & Financial**.

Table 4

Reasons for failing to maintain accommodation	2017/2018
Mental health reasons	36
Financial difficulties/ debt/ unemployment	33
Lack of support from friends/ family	14
Not to do with applicant household	10
Criminal/ antisocial behaviour	8
Physical health reasons	7
Drug/ alcohol dependency	6
Unmet need for support from housing/ social work/ health services	4
Difficulties managing on own	4
Welfare Reform – Benefit Cap	0
Welfare Reform – Other	0
Refused to answer - no applicable response	40

Housing Support can and do offer applicants assistance in relation to the following;

- advice or assistance to a person with personal budgeting, managing debts and applying for the right benefits and grants;
- advising or assisting a person in settling into a new tenancy
- advising or assisting a person to understand and manage their tenancy rights and responsibilities, including providing assistance in disputes about these rights and responsibilities;
- assisting a person to engage with other agencies who can provide support with a range of issues
- any other duties relevant to the provision of housing support services, as required.

Whilst there are strong links with the Community Mental Health Team, and the Substance Misuse Recovery Service, there is scope, through the RRTP, to strengthen relationships further and work with these partner agencies to prevent homelessness where possible. It is also essential to ensure adequate provision of specialist support is available for those who are accommodated in temporary accommodation.

Domestic Abuse

The Housing Service is committed to assisting victims of Domestic Abuse, through a close working relationship with a number of partners, including Shetland Women’s Aid. At a strategic level, the service is represented at the Shetland Domestic Abuse Partnership, whilst at an operational level, the Service plays an integral part in monthly MARAC (Multi Agency Risk Assessment Conference) meetings. The Housing Allocation Policy provides priority to victims of domestic abuse through additional insecurity of tenure and social needs points, whilst also providing essential temporary accommodation where required. The Service also operates a ‘safe at home’ protocol with Police Scotland and Shetland Women’s Aid, assisting in additional safety measures to allow tenants to remain in their home.

In 2017/18, 24 homeless applicants cited ‘dispute within household; violent or abusive’ as their technical reason for presenting as homeless, a significant increase from 2016/17. The figures detailed in Table 5 are not exclusively domestic abuse, and may include generational violence. The wording of these questions are prescribed by the Scottish Government as part of data gathering on all homeless assessments, which is collated and reported quarterly.

Table 5

	2017/2018
Dispute within household: violent or abusive	24
Dispute within household / relationship breakdown: non-violent	24

Rough sleeping

5.6 Sleeping rough means sleeping outside, in the open air, such as on the streets or in doorways, or in a building or other place not designed for humans to live in, such as a barn or shed, car park, abandoned boat, railway station and so on.

5.7 The number of applicants in Shetland who declared they had slept rough the night preceding the homeless assessment accounted for 4% of all applicants. This is marginally below the national average, and is an example where small numbers, represented as a percentage, can skew interpretation. There are no known rough or street sleepers in Shetland, however there are applicants who may spend an evening in a car or vehicle, presenting the following day.

Repeat homelessness

5.8 Repeat homelessness has been virtually eliminated in Shetland, with only one applicant being registered as a ‘repeat’ in 2017/18. Converted to a percentage, this equates to less than 1%, in comparison to the Scottish Average of 6.4%. This indicates applicants are only being duty discharged once genuine settled accommodation has been secured, and appropriate support is in place for tenancy sustainment.

5.9 The rate at which homeless applicants are sustaining their tenancies is improving year on year, with the service reporting tenancy sustainment levels for homeless applicants at 97.14% for the 2017/18 Annual Charter Return.

Prison leavers

5.10 In the 2017/18 reporting year, there were 3 homeless assessments received where the applicant's last accommodation was 'prison'. Effective partnership working with criminal justice social work ensures each presentation from prison, where the release date is known, is done in a planned manner. A video conference meeting takes place in the weeks prior to release, to complete the assessment, and to start to plan temporary accommodation, where required. This process will be further enhanced once the SHORE (Sustainable Housing on Release for Everyone) standards are fully implemented, and a protocol is in place with the Scottish Prison Service. The Housing Service is planning for the implementation of the standards, and working in conjunction with other members of the Community Justice Partnership to improve outcomes for prison leavers.

Action point – implement SHORE standards

Care Leavers

5.11 Through the Children and Young People (Scotland) 2014 Act, there is now a greater emphasis on the corporate responsibility and on-going duty toward care experienced applicants. A partnership approach with the Throughcare and Aftercare Team supports care leavers through a transition from temporary to permanent accommodation, via 'special case' status under the Allocation Policy, ensuring those leaving care do not need to present as homeless.

5.12 As part of the Corporate Parenting Strategy, the Housing Service is currently reviewing the 'Care Leaver's Protocol', to ensure the needs of care leavers are being fully met, in terms of Housing provision.

5.13 In 2017/18 there were 4 homeless applications from former Looked After Children, two of which were looked after at least five years ago. *Action point* – review and implementation of protocol

6 Temporary Accommodation

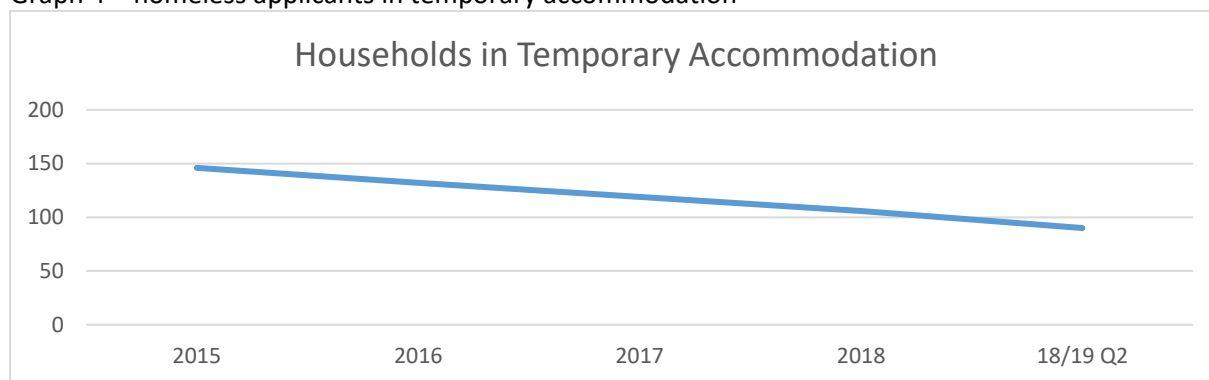
6.1 Temporary accommodation consists of furnished properties which are, in the main, self-contained and belong to the Shetland Islands Council. There is no hostel-style accommodation, and B&B is used only sporadically. Where shared accommodation is used, each tenant will have a risk assessment to ensure they are suitable for shared accommodation.

6.2 A survey of temporary tenants in 2018 confirmed 79.66% were either satisfied or very satisfied with the standard of temporary accommodation.

6.3 Private Sector Lease agreements have been phased out, and although there are a small number of units leased via the RSL for the provision of temporary accommodation (5), these will be phased out as part of the review of temporary accommodation. This will increase the number of available lets for permanent accommodation, whilst consolidating the temporary accommodation stock to include only SIC owned properties. *Action* – reduce temp stock via RSL

6.4 Where temporary accommodation can meet the long-term needs of a household, consideration will be given to 'converting' the tenancy into a secure SST, thus allowing the homeless applicant to remain in their community, negating the need for an expensive and unsettling move. This principle has been used with success, with 7 temporary tenancies converted in the 2018/19 reporting year alone. *Action* – continue to look at 'converting' of tenancies where appropriate.

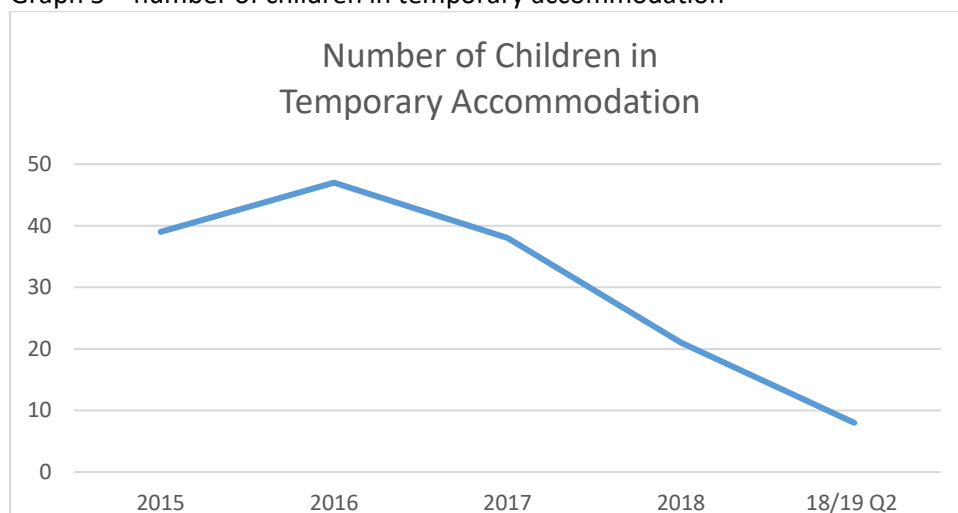
Graph 4 – homeless applicants in temporary accommodation



6.5 The size and location of our temporary accommodation stock is guided by our Temporary Accommodation Strategy. Minimising the time spent in temporary accommodation is one of the main aims, and the service is now starting to see an improvement in performance.

6.6 Due to a lower level of demand for family-sized accommodation, which makes up a significant proportion of our stock, we have the ability to move families on into permanent accommodation quicker than we can single applicants.

Graph 5 – number of children in temporary accommodation



6.7 There has been a significant reduction in the number of households with children in temporary accommodation, along with an overall reduction in the number of children in temporary accommodation.

Cost of temporary accommodation

6.8 There is no management fee levied against temporary accommodation units, therefore ensuring rent is well within with the Local Housing Allowance rates.

	Shared	1 apt	2 apt	3 apt	4 apt
Temp Monthly Charges	£235.52	£235.52	£315.03	£385.88	£462.37
Local Housing Allowance Rates	£255.84	£397.84	£479.79	£549.99	£694.98

Table 4

6.9 The information contained in table 4 does not include a weekly furniture charge of £12.55, and in shared accommodation there is an additional electricity charge of £19.40.

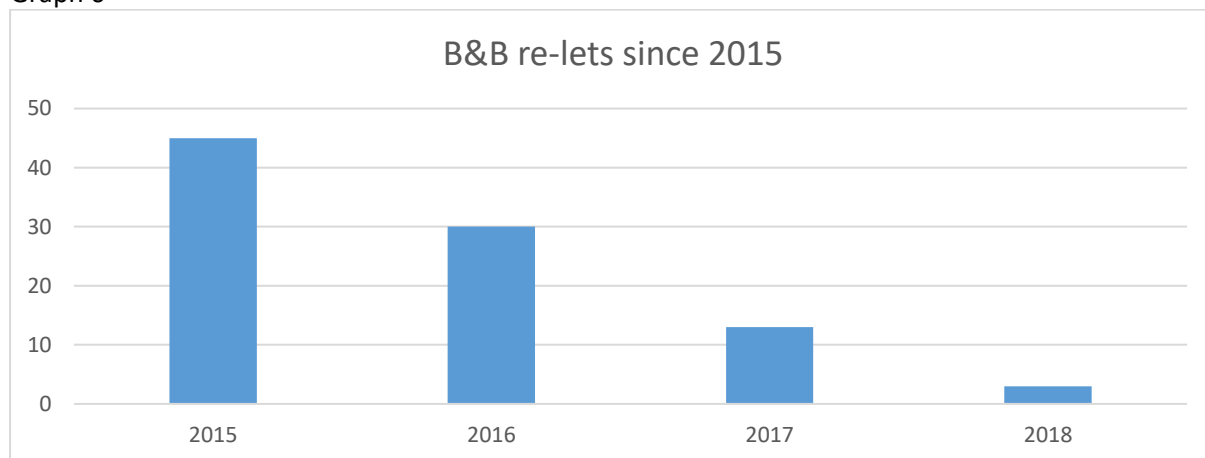
Bed & Breakfast for temporary accommodation

	Adult	Child
Weekly B&B charge	£122.40	£61.20

Table 5

6.10 The use of B&B as temporary accommodation has significantly declined since 2015, with only sporadic use, often as out of hours or an interim measure until more suitable accommodation is ready to let. In addition to these trends, which are highlighted below, the Housing Service does not breach the Unsuitable Accommodation Order.

Graph 6



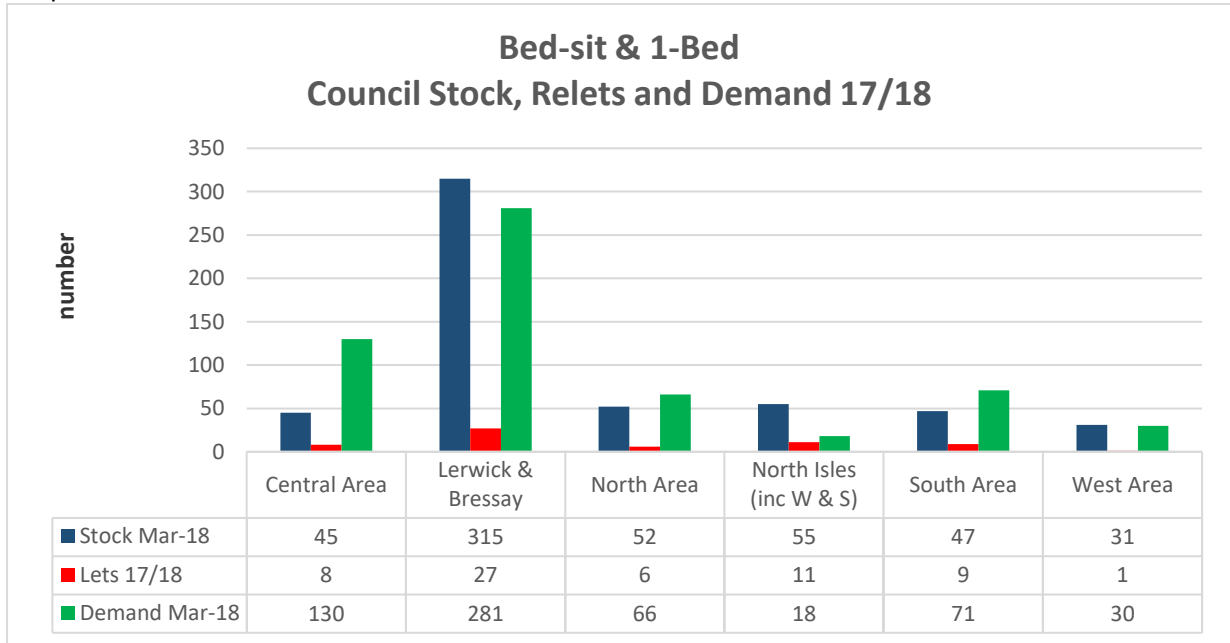
7 Social housing stock

7.1 The adequate provision of social housing, which compliments the size and location demands of the applicants, is key to meeting demand, alleviating homelessness and ensuring time in temporary accommodation is minimised.

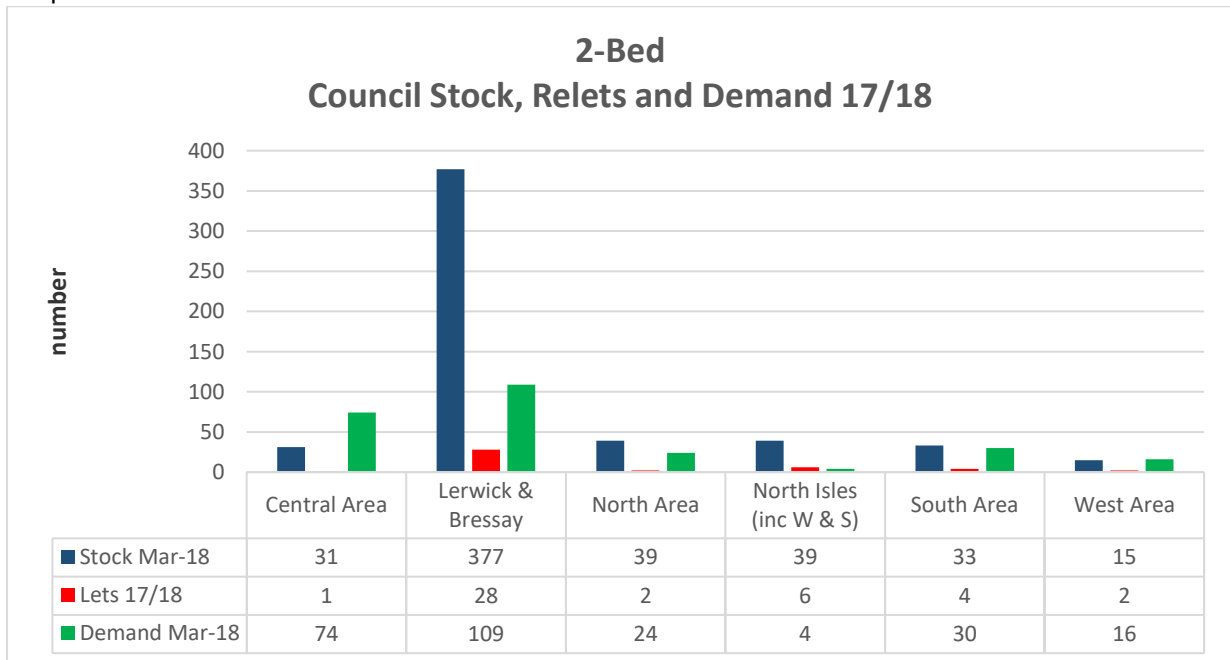
7.2 Demand for permanent accommodation by statutory homeless households is highest for single occupancy properties in central Shetland, predominantly Lerwick. 94% of all homeless applicants wish to be re-housed in Lerwick.

7.3 The Scottish Household Survey confirms Shetland has a much higher percentage of three bedroom properties, in comparison to the national average (42% vs 26%). This mis-match is further illustrated by the following tables, which show the relationship between supply and demand across Shetland.

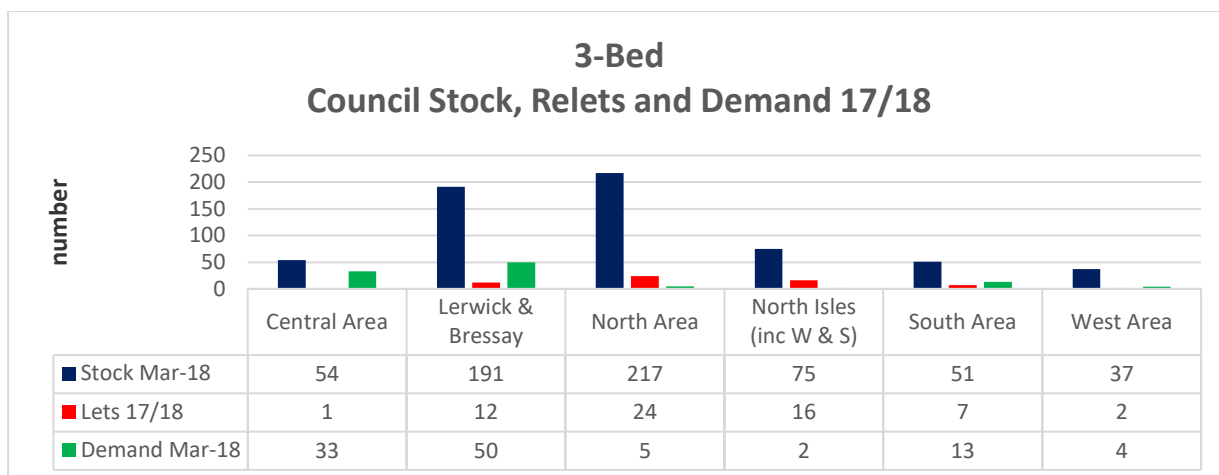
Graph 7



Graph 8



Graph 9



Allocation of social housing

7.4 Statutory homeless households already receive a high proportion of lets, as detailed in the Housing service Allocation Policy, with allocation quotas reviewed annually;

Table 6

Quota 2018/19	Homeless	Waiting List	Transfer
Lerwick	70%	15%	15%
Landward	30%	40%	30%

7.5 Effective partnership working with Hjaltland Housing Association, via the nominations agreement, also ensures homeless applicants are considered for a significant proportion of lets. The SIC receives a 50% nomination right, of which 75% is targeted towards the statutory homeless.

7.6 In addition to this, an amendment to the nominations process is being trialled in 18/19 with a view to re-housing those who have been in temporary accommodation the longest. Although HHA ordinarily operate a Choice Based Lettings system, the Housing Service now nominate the homeless applicant who has been in temporary accommodation the longest. This will ensure the more vulnerable applicants, who may not have the opportunity to monitor voids through choice based lettings, are not disadvantaged.

Action - A review of this will take place in April 2019, with the intention to adopt this as a permanent amendment to the nomination agreement.

7.7 Indigo House created a toolkit to assist the formulation of the Rapid Rehousing Transition Plan, and to identify the resources required to bridge the gap between supply and demand. This takes into account the number of social houses available each year, set against the trends of homeless presentations, whilst also factoring in applicants who may cancel their applications, or move 'off-island'.

7.8 These figures are projections only, but indicate an additional 15 properties would need to be allocated to homeless applicants, each year. These properties will need to be of the correct size, and in the correct location to assist in sustainable housing outcomes.

8 Strategic Housing Investment Plan (SHIP)

8.1 The Strategic Housing Investment Plan is the vehicle with which to deliver the Local Housing Strategy, ensuring resources are targeted in the correct areas, using the datasets gathered through

the Housing Need and Demand Assessment. The SHIP also makes reference to the Rapid Rehousing Transition Plan, corroborating the data sets of the HNDA;

‘Homelessness is a continuing issue locally and is one of the themes in the LHS. Although the number of homeless presentations are reducing, the length of time spent in temporary accommodation remains one of the highest averages among our peer benchmarking groups. This is because of the demand for single person accommodation with 92% of our homeless applicants in temporary accommodation only wishing to be accommodated in Lerwick and requiring predominantly one/two bedroom properties. This is being addressed through the SHIP in trying to re-balance the proportion of stock of the right size. Through the preparation of our Rapid Rehousing Transition Plan we will identify our approach to moving to provision of settled accommodation with appropriate support for those who find themselves homeless.’ SHIP 2019/20

The SHIP for 2019/20 – 2023/24 confirms the following;

- Projected investment of £25.571m
- 53-72 units of affordable housing required each year, spanning a decade
- Lerwick, Scalloway & Tingwall areas of greatest development with some smaller rural projects
- Focus on smaller units to ‘re-balance the proportion of stock of the right size’
- Acknowledgement of RRTP and the importance of sourcing settled accommodation for homeless applicants

9 Prevention of homelessness

9.1 Whilst the focus of the RRTP is on re-housing homeless applicants, the prevention of homelessness agenda does not diminish, and it is important to understand developments in this area. The increase in supply of social housing via the SHIP will significantly improve options over time, but prevention is also vital to reduce the significant demands on this scarce resource.

Section 11 project with HHA

9.2 As a member of the North & Island Housing Options Hub, the Housing Service is taking part in a development project with Hjaltland Housing Association to offer greater support to tenants at risk of homelessness. When a registered social landlord, or a creditor, takes formal action to recover a property, a section 11 notice is issued to the Local Authority, to alert them of the potential homelessness. This project will ensure information received is adequate, timeous and put in place greater partnership working, which should all reduce the likelihood of tenants being evicted. *Action – follow through project and review impact*

Medical assessment process

9.3 The Housing Service is undertaking a review of the way in which medical need, in relation to housing circumstances, is assessed. A new assessment model is being introduced which will see a greater level of involvement and partnership working with Occupational Therapy. It is anticipated this model will identify required adaptations at an earlier stage, prevent applicants needing to enter or move within the social rented market, and ultimately reduce unnecessary delayed discharges.

Action – follow through on new model

Health and Homelessness

9.4 The socio-economic impact of homelessness is well documented. However, thanks to a National data linkage project, analysing the relationship between Health and Homelessness, there is now a significant suite of information to highlight the detrimental impact homelessness can have on an individual's health.

The full report is available;

<https://www.gov.scot/publications/health-homelessness-scotland/>

Over-view findings

9.5 Homeless applicants will, in comparison to a non-homeless person;

- Present at A&E at least twice as often
- Have a higher number of outpatient appointments
- Be at least four times as likely to have admission to mental health specialities
- Be ten times more likely to have initial assessments at Drug Treatment Services

9.6 This information is set against a national study, and is not Shetland-specific figures. However, the trends are transferrable, and what the report confirms is there is a very clear spike in service input at the point of 'crisis', the homeless assessment.

9.7 This therefore places greater emphasis on all stakeholders to work together to ensure the number of individuals presenting as homeless is minimised.

Mediation

9.8 A Service Level Agreement with the Shetland Mediation Service targets young applicants presenting as homeless (under 21), with a view to repairing relationships in the family home. Although the prevention of homelessness is the desired outcome, it is key to recognise the support and guidance a young person will require from family members, should they require alternative accommodation. There are also instances where a young person has returned to the family home, following a period of successful mediation. Family Mediation Shetland has recently increased its capacity and has re-branded as Relationships Scotland – Shetland. This will provide further opportunity to develop the relationship with the service, with a view to assisting a greater number of vulnerable applicants.

10 Supporting vulnerable people

10.1 The Housing Support Service 'offers support with the skills to manage and maintain a home'. The housing support team will provide support, assistance and advice to individuals with particular needs, all with a view to maintaining accommodation and preventing homelessness. Referrals are accepted regardless of tenure, and despite the geographical challenges of island living, anyone who needs the service, can benefit from support.

10.2 The Shetland Partnership Plan (SPP) 2018-2028 has now been launched, with a shared vision;

'Shetland is a place where everyone is able to thrive; living well in strong, resilient communities; and where people and communities are able to help plan and deliver solutions to future challenges'

10.3 There are four key strands to the SPP;

- Participation
- People

- Place
- Money

10.4 Whilst it is important to recognise the links with all four strands, the Housing Service is in dialogue with the lead officers responsible for the 'people' element, recognising a genuine opportunity to positively impact on the outcomes for the more vulnerable members of the community. The 'People' strand will;

'Work with the individuals and households who can benefit most from a different approach to public service delivery.

This priority will involve finding permanent, sustainable solutions to the causes of poor outcomes. Working to improve the life chances and outcomes for those people who are born into more disadvantaged families.'

10.5 There are no immediate plans to implement an asset-led Housing First approach by identifying specific properties, as there is insufficient stock, of the right size, in desirable locations to do this, but instead work with partner agencies to provide wrap around support with a person-centred focus.

10.6 Catering for medium to high support needs is not achievable when done in isolation by one service, and will require a partnership approach with a number of appropriate professional services. In particular, as explained in section 5, strategies are required to support the high number of homeless applicants citing mental health as a key contributor to their homeless, and therefore closer working with the Community Mental Health Team will form part of this action plan. Due to the scale of this in a local context, we would look to develop a generic shared post for dedicated support provision.

11 The starting position and the Action Plan

11.1 The following table identifies the key indicators to be monitored over the lifespan of this Rapid Rehousing Action Plan. Appendix One documents the identified actions required for successful implementation of this Rapid Rehousing Transition Plan.

Homeless Headline figures	17/18	18/19	19/20	21/20	21/22	22/23
Applications	127					
Cases Closed	132					
Applications by household type						
Single Person	95					
Single Parent	16					
Couple	6					
Couple with Children	8					
Other	0					
Other with Children	2					
All	127					
Reasons for failing to maintain accommodation						
	17/18	18/19	19/20	21/20	21/22	22/23

Mental Health	36					
Financial difficulties/debt/unemployment	33					
Domestic abuse	17/18	18/19	19/20	21/20	21/22	22/23
Dispute within household; violent or abusive	24					
Repeat Homelessness	17/18	18/19	19/20	21/20	21/22	22/23
Number	1					
Percentage	1.0%					
Lost Contacts	17/18	18/19	19/20	21/20	21/22	22/23
Before Assessment	0.8%					
After Assessment	12.9%					
Case Durations	17/18	18/19	19/20	21/20	21/22	22/23
Average time to discharge duty (weeks)	79.95					
Outcomes	17/18	18/19	19/20	21/20	21/22	22/23
Scottish Secure Tenancy	82					
Private Rented Tenancy	1					
Hostel	0					
Bed & Breakfast	0					
Returned to previous/ friends/ vol org.	11					
Womens Refuge	0					
Residential care/nursing home/shared supported	0					
Other - Known	5					
Other - Not Known	2					
No duty owed to applicant	14					
Contact lost before duty discharge	17					
All	132					
Live Cases	17/18	18/19	19/20	21/20	21/22	22/23
Number of live cases at the end of March 2018	139					

11.2 A Partnership Approach

The RRTP has been developed with partners in Health and Social Care, via the Strategic Planning Group and the Integrated Joint Board (IJB), Hjalmland Housing Association and local voluntary agency (Relationships Scotland – Shetland). There are a limited number of relevant voluntary sector

agencies available locally. It is recognised that the development of the Action Plan will extend the involvement of these, and potentially other agencies, particularly in relation to the future development of services to target the support needs of people and to enable them to sustain their accommodation and thrive in the community.

The prevalence of single males presenting as homeless with mental health and or substance misuse issues has been discussed with colleagues in Health and Care with a view to identifying a shared post to provide dedicated, specialist support linked to homelessness. There are various options for how this could be delivered and we would plan to assess these in 2019/20, with a view to putting a post in place from 2020/21.

Hjaltland Housing Association is the only RSL operating in Shetland. As such we have a close working relationship and they will be central to a number of the strands set out in the Action Plan. A review of the nominations agreement, shifting from applying choice-based lettings to homeless applicants, proactive responses to S 11 notices and the move away from using leased properties as temporary accommodation will increase the permanent lets made to homeless applicants. In addition, as the nominated developer through the Affordable Housing Supply Programme (AHSP) delivering on the Strategic Housing Investment Plan (SHIP), Hjaltland Housing Association are key to increasing the supply of the right size of properties in the right locations to meet the housing needs identified through the Local Housing Strategy, based on the evidence of the Housing Needs and Demand Assessment.

As mentioned at 9.8, Relationships Scotland – Shetland has recently expanded its range of services, having previously been focused purely on family mediation they are now developing a much wider mediation service including relationships and community services. The existing Service Level Agreement which covered young homeless people up to age 21 has been very successful in terms of reducing homeless presentations from that age group. Initial discussions have been very constructive in identifying proposals to broaden the service, removing any age restrictions and accessing the new range of services available. This is seen as an opportunity to enhance the preventative work that has been established and we will actively look to develop that in 2019/20 with a view to extending the provision from 2020/21 onwards.

11.3 Estimated Costs

As we are not proposing an asset based approach to our RRTP, our financial ask to support the introduction of RRTP would be in support of the of the partnership approaches detailed in 11.2 and starting from year 2. All other actions are cost neutral.

- i) Shared Specialist Support post – subject to detailed assessment of job requirements, supervision requirements and evaluation of job profile to be carried out in Year 1 (2019/20) – best guess estimate based on Grade I of Local Authority payscale plus mileage, training, travel, computer and admin £50k per annum from Year 2.
- ii) Relationships Scotland – extend SLA provision – part-time mediation post dedicated to homeless support – based on 16 hours/week of SCP23 (unqualified) plus training costs, estimated cost of £17k per annum from Year 2.

Estimated costs	Year 1 (19/20)	Year 2 (20/21)	Year 3 (21/22)	Year 4 (22/23)	Year 5 (23/24)
Shared support post – Mental Health/Substance Abuse/Homelessness	50,000	50,000	50,000	50,000	50,000
Extend Mediation Provision via Relationships Scotland - Shetland	17,000	17,000	17,000	17,000	17,000
Total	67,000	67,000	67,000	67,000	67,000

Appendix One – Shetland Islands Council Rapid Re-housing Action Plan; 2019 – 2024

<u>Objective</u>	<u>Action Required</u>	<u>Current Performance</u>	<u>Projected Performance</u>	<u>Links to current policies</u>	<u>Partners involved over and above Housing Service</u>
Increase allocations to Homeless applicants	Nominations from HHA to focus on single person accommodation	62% of one bedroom properties nominated to SIC in 2017/18	70% of one bedroom properties nominated to SIC	Nominations Agreement	Hjaltland Housing Association
Increase allocations to Homeless applicants	Review Nominations project to move away from CBL	Pilot project to remove CBL from nominations	Date order allocations	Nominations Agreement	Hjaltland Housing Association
Increase allocations to Homeless applicants	Release RSL stock used as temp for permanent re-let	4 temporary tenancies within properties owned by RSL	Reduce leased properties to 0	Temporary Accommodation Policy	Hjaltland Housing Association
Increase allocations to Homeless applicants	SHIP to continue delivery of affordable housing in high demand areas		As a minimum, 265 affordable properties delivered by 2024	Allocation Policy HNDA Local Housing Strategy	Hjaltland Housing Association
Increase allocations to Homeless applicants	Continue practice of converting temp to permanent where appropriate	Opportune conversions where appropriate	Continue in line with current practice	Allocation Policy Temporary Accommodation Policy	Internal only
Expedite transition to settled	Continue housing options approach once accepted HP to consider all available avenues for settled accomm.	Regular contact with HP's, but no on-going personal housing plans	On-going, pro-active options discussions and PHPs with all	Allocation Policy	Internal only

			accepted homeless apps		
Expedite transition to settled accommodation	Reduce the average case duration for homeless applicants	16/17 – 84.8 weeks 17/18 – 79.95 weeks	Review annually	Allocation Policy Prevention of Homelessness Policy	Hjaltland Housing Association
Prevention of homelessness	Section 11 project to reduce number of tenants evicted from secure tenancies	Minimal information received from RSL, initial letter sent to applicant with no continued follow-up	Pro-active approach to offer support & quality info received from section 11 ref.	Homeless Policy	Hjaltland Housing Association
Prevention of homelessness - prison leavers	Full implementation of the SHORE Standards	Good practice exists where information is shared & prisoner release date known	All prisoners provided full housing options package at start and end of sentence	Homeless Policy Allocation Policy Prevention of homeless policy	Scottish Prison Service Criminal Justice Social Work DWP
Prevention of homelessness - medical points	Medical assessment review for housing allocation policy – partnership approach with SIC, HHA & OT to assess housing need	Completed by Director of Public Health Office	New model involving OT's, with prevention of homelessness and practical solutions the main focus	Allocation Policy	Occupational Therapy NHS Hjaltland Housing Association
Prevention of homelessness - care leavers	Review Housing protocol for care leavers	Care Leavers do not present as homeless immediately after leaving care	Care leavers/former care leavers given optimum opportunity to succeed	Allocation Policy Care Leavers Protocol	Children and Families Throughcare and Aftercare Hjaltland Housing Association

Prevention of homelessness - Shetland Partnership	Work with partner agencies in the 'People' and 'Money' strands of the Shetland Partnership Plan	-	Vulnerable individuals provided with wrap-around support to maintain tenancies and prevent homelessness	Prevention of Homelessness policy	All partners of the Shetland Partnership Plan
Prevention of homelessness – Mediation Local Voluntary Agency	Explore new opportunities with Relationships Scotland – Shetland to extend the current homeless mediation service to cater for a broader range of applicants and extended services	Homeless Mediation between parent/child for applicants under 21 who are threatened with homelessness from the family home.		Prevention of Homelessness Policy	Relationships Scotland – Shetland
Provision of specialist support to those presenting as homeless with mental health and/or substance abuse issues	Work with partners in Health and Care via IJB, to design and implement a shared support post dedicated to homelessness		Vulnerable individuals provided with wrap-around support to maintain tenancies and prevent homelessness	Local Housing Strategy	Health & Care; IJB

As a member of the North & Island Housing Options HUB, along with Orkney, Western Isles, Aberdeen City, Aberdeenshire, Moray and Highland, the Housing Service is committed to continuous improvement and reviewing processes to achieve desired outcomes. Quarterly meetings enable the local authorities to share best practice, benchmark, complete research projects, and comment, as a collective, on Scottish Government initiatives.

