

APPENDIX



Rapid Rehousing Transition Plan 2019- 2024

April 2019



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1 Background

The Homelessness & Rough Sleeping Action Group (HARSAG) was set up by Scottish Government in October 2017 to produce recommendations for short and long-term solutions to ending homelessness and rough sleeping. A total of 70 recommendations were made by the group in a suite of four reports published between December 2017 and June 2018.

One of the recommendations accepted by the Scottish Government was to develop a model of 'rapid rehousing' by default across Scotland.

Rapid Rehousing is about taking a housing led approach for rehousing people that have experienced homelessness, making sure they access settled accommodation as quickly as possible rather than staying in temporary accommodation for too long.

Where homelessness cannot be prevented, rapid rehousing means:

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

And for people with multiple needs beyond housing:

- Housing First is the immediate response for people with complex needs and facing multiple disadvantages;
- Highly specialist provision within small, shared, supported and trauma informed environments if mainstream housing, including Housing First, is not possible or preferable.

The Rapid Rehousing Transition Plan is a new planning framework for local authorities and partners to transition to a rapid rehousing approach.

2 Executive Summary

The Dumfries and Galloway Rapid Rehousing Transition Plan has been developed with Community Planning Partners and builds on the Council's Local Housing Strategy (LHS) 2018-2023 and Housing Options and Homeless Strategy 2018-2023.

This plan has been developed in collaboration with key partners, stakeholders, staff and service users. Feedback from engagement sessions has informed this plan.

The Rapid Rehousing Transition Plan contributes to the Council's Priority to "protect our most vulnerable people" and to Outcome 4 of the Local Outcomes Improvement Plan 2017-2027 "there is affordable and warm housing for all". In addition, it contributes to our Council's Anti-Poverty Strategy's (2015-2020) Vision of "People will be prevented from falling into poverty, supported to escape from poverty and able to lead independent, safe, happy and fulfilled lives".

This plan will be an integral part of the Strategic Housing Investment Plan (SHIP) and will be reviewed annually as part of the SHIP process. It will also sit within the Community Planning Partners

wider strategic planning framework of the Local Outcome Improvement Plan and the Local Housing Strategy.

The Rapid Rehousing Transition Plan is designed to be a working document which:

- Sets out the local housing market and homelessness context within Dumfries and Galloway;
- Provides baseline information on the current homeless position and temporary accommodation usage across the Region;
- Sets out the 5 year vision for temporary accommodation developed by Dumfries and Galloway Council and partners;
- Identifies support requirements needed to enable a successful transition to rapid rehousing;
- Details the actions required to achieve the vision for temporary accommodation supply and settled housing options for households experiencing homelessness; and
- Provides a rapid rehousing resource plan which sets out the resource requirements and financial contributions across the wider partners, including the Local Authority, Adult Health & Social Care Partnership and Registered Social Landlords.

3 The Housing Market and Homelessness Context

3.1 The local housing market context

- 3.1.1 Dumfries and Galloway has 74,859 domestic dwellings as of 31 October 2018. The predominant housing type in the region are detached houses, with around a third of the houses being this type of accommodation. This differs from Scotland as a whole where flats make up the majority of house types, followed by terraced units, then detached houses. Around a quarter of the housing stock is made up of semi-detached, with similar numbers of terraced units, with flats being the least common house type.
- 3.1.2 The most common household compositions in Dumfries and Galloway are 'two adults with no children' and 'one adult', accounting for 68.8% of total households, compared with 66.6% nationally. Whilst there will be little change in the overall number, there will be slight changes in the composition of the households with the greatest increase in one adult households and in single parent families. Although the degree of change is not the same, the overall trends are broadly in line with the national figures apart from households with two or more adults and no children which is due to decline in Dumfries and Galloway but increase by over 14% in Scotland as a whole. **The changes in household composition will be important when considering future housing need, as there is a mismatch between the current profile of stock in the social rented sector and future household formation.**
- 3.1.3 The 2011 Census indicates that 64.2% of households in Dumfries and Galloway are either owned outright, owned with a mortgage or loan or shared ownership, compared to a national figure of 62.0% for Scotland. Also, Social Rented properties make up 19.6% of the total housing stock compared to 24.3% nationally, Private Rented accounts for 13.5% in comparison to 12.4% across Scotland and those households that are living rent free comprise the remaining 2.7%, 1.3% nationally. Affordability is a major issue for people across the region, reflecting that a considerable proportion of households within Dumfries and Galloway would not be able to meet their housing needs through buying a home. As such, more people may need to rely on the private or social rented sector.
- 3.1.4 An increase in the over 65 age group together with a decrease in the 22-44 age group will also increase the need for smaller property sizes. While population projections indicate a reduction in the overall number of people living in Dumfries and Galloway, a smaller average household size will require there to be an increase in the number of dwellings to meet future demand. This is likely to be further exacerbated by the mismatch between the region's current housing stock profile and changing family composition.
- 3.1.5 The Dumfries and Galloway Housing Need and Demand Assessment (HNDA) identified 6 different functional Housing Market Areas (HMAs) in our region. The Housing Supply Target is the Council's final assessment of the number of new homes to be built in the period covered by the Local Development Plan (LDP) and is set out in Table 1 below:

Table 1

HMA	Market	Affordable	Total
Annan	409	196	602
Dumfries	2,226	714	2,940
Eskdale	42	42	84
Mid Galloway	392	182	574
Stewartry	588	252	840
Stranraer	378	196	574
Dumfries and Galloway	4,032	1,582	5,614

3.1.6 The delivery of the Strategic Housing Investment Plan (SHIP) contributes to the Council priority to “Build the local economy”, “Provide the best start in life for all our children”, “Protect our most vulnerable people” and “be an inclusive Council”. Due consideration has been given of the need to address affordable housing as a priority and the Homelessness and Temporary Accommodation Pressure (HATAP) method has been used in calculating the need for affordable housing. The HATAP method seeks to provide additional new build properties to reduce the level of, and number of people in, temporary accommodation. The SHIP is regularly reviewed to ensure that it is effectively dealing with the demand for housing on both a short term immediate and longer term strategic basis. The Scottish Government also recommend that a slippage factor is applied to the SHIP to safeguard the plan should any projects not be delivered, or face delays. The total number of new homes to be delivered over the next 5 years is currently 2,193 (October 2017 submission to Scottish Government).

3.1.7 As a stock transfer authority Dumfries and Galloway Council does not own any housing stock, therefore social rented properties in the region are owned by a number of housing associations. Dumfries and Galloway Housing Partnership (DGHP) is the largest Registered Social Landlord (RSL) in the region, managing nearly 75% of social housing stock, followed by Loreburn Housing Association (LHA) with just over 15% of stock. Both these RSLs only operate in Dumfries and Galloway, whilst the remaining stock is divided amongst a number of national providers. During 2018/19 Cunninghame Housing Association has commenced development activity within the region and have a number of developments planned as part of the SHIP during the tenure of this plan.

- 3.1.8 In November 2015, the Dumfries and Galloway Strategic Partnership responded to the humanitarian crisis in Syria by agreeing to participate in the UK Government's Syrian Vulnerable Persons Relocation Scheme. Since then Dumfries and Galloway has agreed to welcome 20 families to the region over a five year period. Successful outcomes are delivered through strong partnership arrangements that take a holistic approach to meeting the needs of refugees. Key to this is the participation of local RSLs who have provided high quality housing that meet the identified needs of each family.
- 3.1.9 In 2017 the D & G LGBT Plus Network commissioned a study to investigate the care and housing needs of Dumfries and Galloway LGBT adults both now and in the future. This piece of work also considered related issues such as long-term medical conditions and mental health issues faced by LGBT people, their care givers and families. The report concluded that LGBT people feel marginalised and identified specific housing needs that have been taken into account as part of the LHS.
- 3.1.10 The information contained with the Annual Return of the Charter (ARC) to the Housing Regulator suggests that Dumfries and Galloway has a relatively low turnover rate of social housing. This would appear to suggest that there is a consistent demand for social housing within Dumfries and Galloway. With the rental income lost through voids remaining low, this may be an indication of a need for further social housing in the future.
- 3.1.11 Table 2 below sets out the average private sector monthly rental levels relevant to their property size, for 2014, gathered as part of the HNDA process:

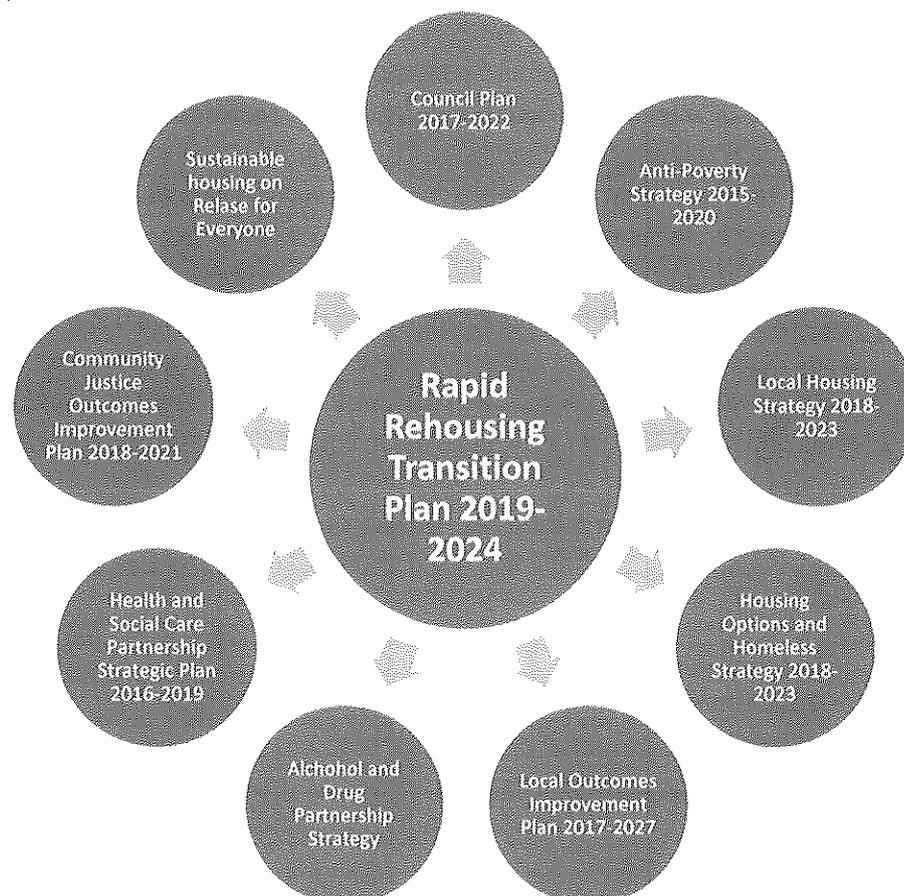
Table 2

Property Size	Lower Quartile	Median
1 bedroom	£350	£375
2 bedroom	£410	£450
3 bedroom	£450	£500
4 bedroom	£550	£650

- 3.1.12 The lower quartile monthly income level is £961 meaning households within the quartile will have to pay just under half of their monthly income to rent a lower quartile 2 or 3 bedroom property in the private sector and almost 60% of their monthly income to rent a 4-bedroom property. Whilst households may be eligible to apply for Universal Credit (Housing Costs) or Housing Benefit, depending on personal circumstances, there remains the potential for a shortfall that would need to be met by the resident. This factor often means the private rented sector within Dumfries and Galloway is not an affordable option for those on a low income. This creates challenges for those on lower income and increases demand for social housing.
- 3.1.13 The Local Housing Allowance (LHA) for a two bed room property is £423.84 per month (£97.81 per week) which would result in a shortfall of approximately £20 per month for households on a low income living in a private rented property. For families requiring access to larger properties, the cost of housing in the Private Rented Sector is higher than that of social housing. This particularly affects household on a low income and/or entitled to benefits which are assessed on the LHA rate making the private rented sector less affordable for these groups.

3.2 Homelessness in Dumfries and Galloway

3.2.1 The prevention of homelessness and repeat homelessness contributes to the Council's Priority "protect our most vulnerable people" and to outcome 4 of the Local Outcomes and Improvement Plan 2017-2027 "there is affordable warm housing for all". There are also a number of local and national strategies that support these priorities:



3.2.2 Dumfries and Galloway Council is the third largest region in Scotland covering 6,426sq km. The population is 149,670 – 2.8% of the total population of Scotland. The largest town is Dumfries with a population of 39,240 followed by Stranraer (10,510) and Annan (8,920). Dumfries and Galloway is one of the most rural areas of Scotland. It is the third highest ranked of the mainland council areas for rurality, with 19.6% of the population living in remote rural locations; and nearly half of all people (45.8%) living in areas classified as rural.

3.2.3 During the financial year 2018/2019, 910 homeless applications were taken within the authority area. Of the 910 applications, the Council had a duty to find settled accommodation for 677 (74%). Over the past 4 years there has been an increasing trend in homeless applications taken across Dumfries and Galloway indicating a continuing pressure on the Housing Options and Homeless Services. Table 3 provides details of figures over the past five years whilst Table 4 provides details of applications by banded age. Whilst the under 25 age group shows the % trend for applications in this group is decreasing across the region, the actual numbers are increasing:



Table 3

	2014/15	2015/16	2016/17	2017/18	2018/19
Applications	635	668	820	834	910

Table 4

Applications	2014/15	2015/16	2016/17	2017/18	2018/19
16-17	25	33	37	38	38
18-25	206	201	235	223	230
% of Total	36.4%	35%	33.2%	31.3%	29.5%

- 3.2.4 Relationship breakdown has been the most common reason for homeless applications, 56% of applications in 2018/19 cited the breakdown of a relation/being asked to leave. This is particularly prevalent in young people. During the period October 2018 to March 2019 55% of under 25's citing the breakdown of family relationship or being asked to leave as the main reason for their homeless application. This would suggest the need to review the requirement for the provision of mediation services to provide conflict resolution in these cases, where appropriate (For example, mediation would not be appropriate where coercive control or domestic abuse were identified). Experience from other local authorities who currently provide mediation services would indicate that this is a successful and cost effect prevention activity.
- 3.2.5 A further 17% (157 applications) cited a violent or abusive household dispute. We are currently working in partnership to review and recommission the delivery of services aimed at preventing homelessness for women and children experiencing domestic abuse, sexual abuse or coercive control. A 'trauma informed' approach will be followed to ensure that the victim's behaviour is correctly understood.
- 3.2.6 Action by landlord or lender was the second most common reason for homeless applications, accounting for 20% of all applications in 18/19. A number of actions to increase focus on prevention activities for current tenants and homeowners were identified through the Homeless Strategy 2018-2023 (**Appendix 1**). For example, a new innovative Welfare and Housing Options Support Team located alongside the Housing Options and Homeless Team, has been developed in partnership with the Revenues and Benefit Service to provide additional support. The team work towards tenancy sustainment and eviction prevention by resolving any issues with benefits, linking with/providing housing options advice, liaising with Landlords, budget planning and support with applications to other DWP benefits or the Scottish Welfare Fund and Discretionary Housing Payments. This work has attracted temporary funding through the Council's Anti-Poverty Initiative.
- 3.2.7 As of the 31st March 19, there were 258 open homeless cases recorded by the Council with the average length of case for cases closed during the year being 19.23 weeks (homeless/potentially homeless).
- 3.2.8 The total number of households sleeping rough at least once in the three months prior to application in 18/19 was 119. Forty-nine of these reported having slept rough the

night before making a homeless application which is 5% of all applications. 84% of those reporting to have slept rough the night before in the period October 2018 to March 2019 were single men, with 81% of these aged between 25-59.

3.2.9 Table 5 details the number of households receiving support under the housing support duty, this has been steadily rising over the past 5 years. Monitoring information from support providers suggests that the level and complexity of support required is also increasing. It is recognised that appropriate support provision will be key in a successful transition to rapid rehousing.

Table 5

Year	2014/15	2015/16	2016/17	2017/18	2018/19
No of applications	635	668	820	834	910
No of households receiving support	205	235	325	346	377
Percentage of households receiving support	32%	35%	40%	41%	41%

3.2.10 As at 31st March 2019 there were 215 households living in temporary accommodation record on HL3. Whilst the number of placements into temporary accommodation remains at similar levels the service has undertaken a review of temporary accommodation during 17/18 and has taken a number of actions over the past two years to reduce the time spent in temporary accommodation. The average time now spent in temporary accommodation has now reduced to less than 3 months as indicated in Table 5

Table 6

	16/17	17/18	18/19
No of placements	799	800	682
Length of Stay	111.7 days	89.3 days	82.7 days
Void Percentage(furnished properties)	35%	23%	Not available
Temporary Accommodation Portfolio	319 units	285 units	271 units

3.2.11 If the Council has reason to believe that an applicant is homeless, the applicant has the right to temporary accommodation until a decision has been reached under the Council's interim duty to accommodate. If the client is found to be intentionally homeless or ineligible for assistance under the homeless legislation the Council does not have a duty to accommodate. Under these circumstances, the service will continue to accommodate the client up to a further 28 days whilst they are assisted to make alternative arrangements. Beyond that discretion is used to extend this period where necessary, taking into account the personal circumstances of each applicant.

3.2.12 The percentage of all social and private lets made to statutory homeless households as a proportion of new homeless demand for the most recent financial year (18/19) is 76%. A total of 458 lets to statutory homeless were to the social rented sector with 13 to the private rented sector. As detailed in sections 3.14 and 3.15, affordability within the private rented sector is a key factor. Actions to increase the discharge of duty into the Private Sector will be considered as part of the RRTP.



3.2.13 The gap analysis as set out in the RRTP Toolkit provides an indication of the level of annual increase (or decrease) required to meet annual homeless demand over 5 years. Table 6 provides the gap analysis for Dumfries and Galloway and indicates there is no need to increase the proportion of lets being made to statutory homeless clients within Dumfries and Galloway based on the current demand. There are however, other factors that influence the ability to house households experiencing homelessness within a large rural authority area including the availability of suitable accommodation within specific geographical areas, the size of properties available and the ability to provide appropriate support services.

Table 7

Current backlog as 31 st March 2019	67
Projected new demand - based on average annual caseload (unintentionally homeless) in previous 3 years	566
Lost contacts in most recent financial year	75
Refusals in most recent financial year	35
Demand	471.4
Supply	471
Gap between demand and supply	0

3.2.14 The Local Housing Strategy 2018-2023 recognised the issues around this through the strategic objective to 'Ensure that the available housing stock in our region is fully utilised and new housing developments support the sustainability of our towns, settlements and villages. Specifically, we are:

- Ensuring the Council's Strategic Housing Investment Plan (SHIP) maximises investment in new affordable housing supply and helps create attractive places that support a broad range of services;
- Encouraging RSLs to put in place innovative methods of delivering affordable housing in our smaller rural communities;
- Addressing concentrations of low demand housing by demolition and re-building new housing in its place where refurbishment is not a feasible option;
- Supporting local RSLs to buy-back former local authority homes so that they can modernise whole blocks of flats;
- Work with RSL partners to continue ensuring the housing needs for vulnerable people, including those who are at threat of homelessness or who are homeless are prioritised in the allocations policies with agreed quotas.



3.3 Health and Homelessness

3.3.1 The Health and Homelessness Study commissioned by the Scottish Government sets out to explore the relationship between homelessness and health in Scotland.

3.3.2 The research combines Scottish government homelessness data with six health datasets from NHS National Service Scotland covering Accident and Emergency attendances, inpatient admissions, outpatient appointments, prescriptions, Scottish Drugs Misuse Database and Mental Health admissions, together with information about deaths from National Records of Scotland.

The final report from the project was published in June 2018. The key findings of the project were:

- At least 8% of the Scottish population (as at 30 June 2015) had experienced homelessness at some point in their lives.
- Of those who had experienced homelessness at some point:
 - Over half (51%) had no evidence of health conditions relating to drugs, alcohol or mental health. This was much lower than the control groups.
 - Around 30% had evidence of a mental health problem at some point during the study period (with no evidence of drug or alcohol-related conditions at any point). This was higher than in the control groups.
 - There was evidence of drug and/or alcohol-related interactions for the remaining fifth of people (19%), higher than in the control groups. Of these, the vast majority (94%), also had evidence of mental health issues.
 - In particular, around 6% of people experiencing homelessness had evidence of all three conditions – a mental health condition, a drug-related condition and an alcohol-related condition – although not necessarily at the same time. This was much higher than in the control groups.
 - The figure was markedly higher for those experiencing repeat homelessness (11.4%).
- Increased interactions with health services preceded people becoming homeless.
- A peak in interactions with health services was seen around the time of the first homelessness assessment.

3.3.3 Dumfries and Galloway are also working with the NHS on a local analysis of the links between Homelessness and Health and Wellbeing in the local area. This analysis will be linking local data from Homeless and some NHS services to analyse the wider costs of Homelessness to a person's Health and Wellbeing. This data is expected to be available towards the end of 2019.



4 Rapid Rehousing Baseline Position

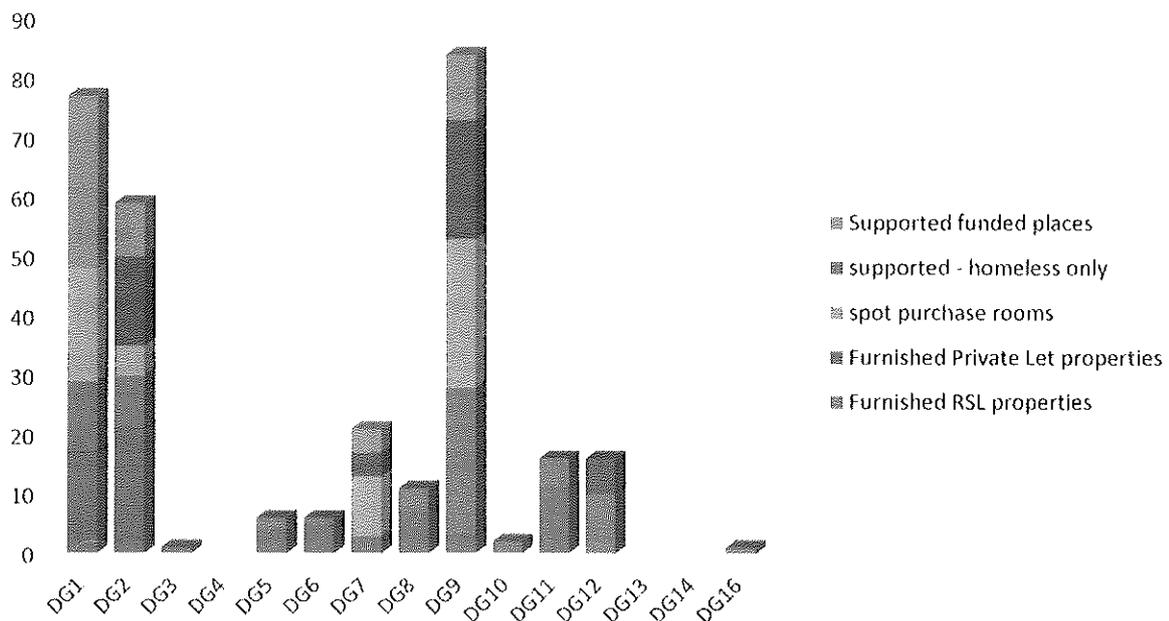
4.1 As a stock transfer authority Dumfries and Galloway Council does not own housing stock. Temporary Accommodation is therefore procured from a number of sources:

- Leased self-contained furnished units from housing association stock;
- Self-contained furnished units which are leased from private landlords;
- Accommodation acquired on a 'shared' basis where the client has sole access to their own bedroom and access to shared kitchen and bathroom facilities;
- Supported accommodation provided as transitional accommodation under the Homeless Persons (Provision of Non-permanent Accommodation) (Scotland) Regulations 2010;
- Refuge Accommodation for women (and children) fleeing domestic abuse or coercive control;
- Emergency Accommodation provided to clients who present outside normal office hours (evening or weekend) and require somewhere to stay that night.

The majority of temporary accommodation is situated within the two main towns in the region, Dumfries (DG1/DG2) and Stranraer (DG9). Chart 1 provides a breakdown of the accommodation by type across the region:

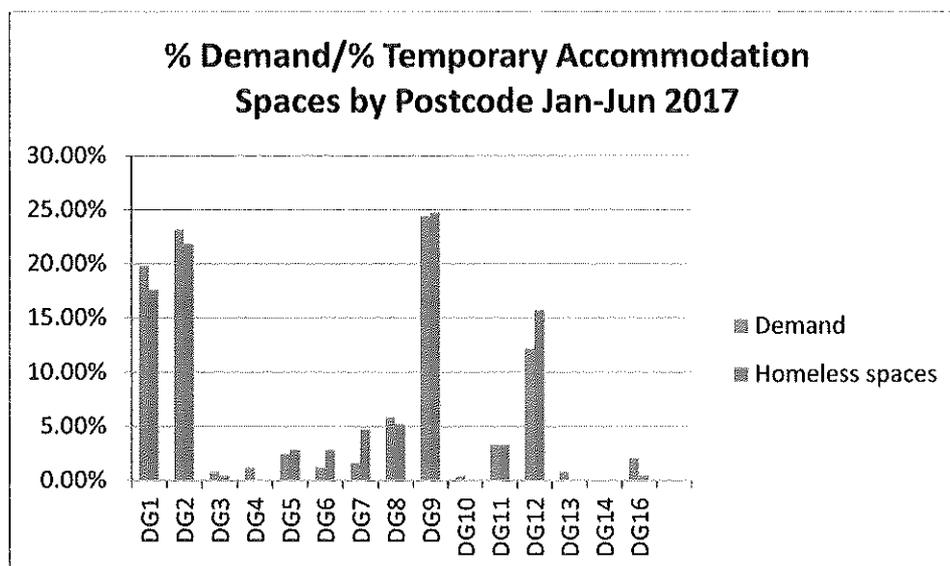
Chart 1

Temporary Accommodation by postcode area and type



4.2 As part of the Temporary Accommodation Review undertaken during 2017/18 demand was compared by postcode from homeless applicants against the Temporary Accommodation portfolio. Chart 2 below details this the findings where the last fixed abode was recorded within HL1 Homeless Applications for the six month period January to June 2017 compared with the homeless spaces available:

Chart 2



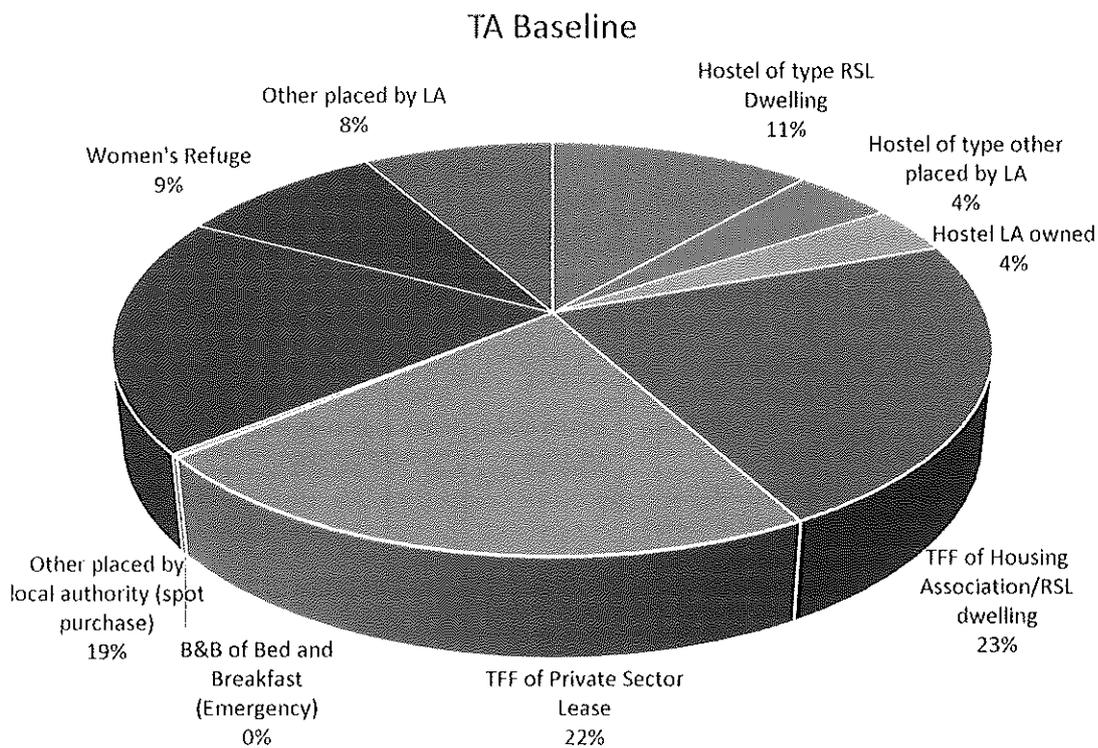
4.3 The following table provides the baseline of properties within the Temporary Accommodation Portfolio as of 31st March 2017 with the number of households living in the accommodation as at 31st March and the net movement in/out throughout the year:

Type pf accommodation	Total Capacity	No. of households living in the TA at 31 March 2017	Total households who have entered accommodation between 1st April 2017 and 31st March 2018/most recent financial year	Total households who have left accommodation between 1st April 2017 and 31st March 2018/most recent financial year	Estimated occupancy in the year
Hostel of type RSL dwelling	37	27	72	84	99
Hostel of type other placed by LA	14	14	57	62	71
Hostel LA owned	12	5	29	38	34
TFF of Housing Association/RSL dwelling	73	59	147	169	206
TFF of Private Sector Lease	71	51	168	180	219
B&B of Bed and Breakfast	1		0	1	0

Other placed by local authority (shared accommodation)	60	29	243	251	272
Women's Refuge	29	24	12	15	36
Other placed by local authority (supported)	27	24	5	4	29

Chart 3 shows the breakdown of Temporary Accommodation by type using the definitions set out in the RRTP Guidance.

Chart 3



4.4 50% of the available accommodation is within furnished self-contained properties. Whilst supported accommodation is being reported as either Hostel of type RSL or Hostel of type other placed by LA, these units are self-contained single units. New rent levels for temporary furnished and shared accommodation within Dumfries and Galloway were agreed by the Council's Communities Committee in September 2018. Whilst the new rent levels are still above LHA rate, the service charges have also been removed for clients making the accommodation more affordable for those in work and on low incomes. The new rates took affect from 1st October 2018 and are set out in the table below:

Property Size	Weekly	Daily
1 bed	100.94	14.42
2 bed	122.29	17.47



3 bed	135.31	19.33
4 bed	141.96	20.28
Shared		10.61

4.5 The following table provides information on the facilities for each type of property

Accommodation	Type of provision	Facilities	Type of households	Level of support	Type of residential support
Hostel of type RSL dwelling (Lewars)	Interim	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Single and couples	Medium - low level concierge plus visiting housing support	Not residential support
Hostel of type RSL dwelling (Springbells)	Interim	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Single and couples	Medium - low level concierge plus visiting housing support	Not residential support
Hostel of type RSL dwelling (Carlingwark)	Interim	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Single and couples	Low - less than 24-hour, low level concierge/accommodation based support	Not residential support
Hostel of type other placed by LA (Hampton Crt)	Interim	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Single and couples	Medium - low level concierge plus visiting housing support	Not residential support
Hostel LA owned (Annanbank)	Interim	Self-contained rooms with shared kitchen and bathrooms	Single	Low - 24 hour low level concierge/accommodation based support	Not residential support
TFF of Housing Association/RSL dwelling	TFF	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support
TFF of Private Sector Lease	TFF	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support
B&B of Bed and Breakfast (Waverley)	Emergency	Mixed/other (please describe in notes)	Single and couples	None/low - no support or low housing management based	Not residential support

Other placed by local authority (shared accommodation)	Other	Self-contained rooms with shared kitchen and bathrooms	Single	None/low - no support or low housing management based	Not residential support
Hostel of type RSL (Hope Place)	Interim	Mixed/other (please describe in notes)	Single	Residential support	Specialist support for young people
Hostel LA owned (Reston)	Interim	Self-contained rooms with shared kitchen and bathrooms	Single	Residential support	Specialist support for young people
Women's Refuge	Other	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Mixed	Residential support	Specialist support for women only
Other placed by local authority (Bethany)	Interim	Self-contained, no shared facilities	Single	Medium - visiting individual housing support, or other professional support	Not residential support
Other placed by local authority (MHA)	Other	Self-contained rooms with shared kitchen and bathrooms	Single	Residential support	Specialist support for complex needs
Other placed by local authority (MHA)	Other	Self-contained, no shared facilities	Single	Medium - visiting individual housing support, or other professional support	Not residential support



4.6 The average length of stay (17/18) in each accommodation is as follows:

Accommodation	Average no of days
Hostel of type RSL dwelling (Lewars)	116.9
Hostel of type RSL dwelling (Springbells)	116.9
Hostel of type RSL dwelling (Carlingwark)	116.9
Hostel of type other placed by LA (Hampton Crt)	60.4
Hostel LA owned (Annanbank)	70.3
TFF of Housing Association/RSL dwelling	116.6
TFF of Private Sector Lease	121.7
B&B of Bed and Breakfast (emergency)	1
Other placed by local authority (shared accommodation)	51
Hostel of type RSL (Hope Place)	116.9
Hostel LA owned (Reston)	83
Women's Refuge	128.4
Other placed by local authority (Bethany)	241
Other placed by local authority (MHA)	240

4.7 The two categories listed at the bottom of this table are specialist support units where clients with higher level support needs are placed. Many of these clients require specialist support on a longer-term basis. Whilst it is recognised there is a need for these services, the funding arrangements will need to be considered as part of the RRTP and the future contract arrangements are being reviewed in partnership with Health and Social Care.

4.8 As part of the Council's Homeless Strategy 2018-2023 the Council committed to review housing models that would meet the need of Housing Options and Homeless service users with particular needs including Housing First. This work is in the early stages and will form part of the action plan around Rapid Rehousing.



5 Identifying Housing and Homelessness Support Needs

- 5.1 In moving to a position of rapid rehousing, a critical part of the shift will be to remove the “tenancy ready” culture and language. Most households experiencing homelessness have no, or low support needs and can easily move into mainstream housing with day to day management and assistance. 63% of all households were in this category in Dumfries and Galloway during 2017/18.
- 5.2 The percentage of homeless applications received in Dumfries & Galloway where there is an identified support need is increasing as indicated in Table 8 below. Whilst there is an increasing trend across a range of needs the highest increase is mental health with 39% of applicants stating a mental health support requirement in 2018/19. Table 9 shows the increasing trend over the past five years:

Table 8

	2014/15	2015/16	2016/17	2017/18	2018/19
% of Homeless application where there is an Identified Support need	62.6%	67.9%	70.5%	72.2%	76.1%

Table 9

Number with an identified support need	2014/15	2015/16	2016/17	2017/18	2018/19
Mental health	109	128	213	247	352
Learning/Physical Disability	55	67	98	98	106
Medical condition	31	53	61	80	91

- 5.3 Around 28% of households experiencing homelessness in Dumfries and Galloway require low level Housing Support, which is provided through existing commissioned services. It is clear from the initial work carried around the RRTP that a better understanding of the range of actual support needs for service users is needed to develop a robust outcome based approach. This work will be undertaken as part of the review of housing support provision as outlined in section 5.4.
- 5.4 A commitment from the Homeless Strategy 2018-23, was to review the housing support provision being delivered and make assessments on what is required to ensure prevention of homelessness and sustainment of tenancies. It is recognised that this work will be key to developing a support framework which ensures support provision is based on the individual’s need and sustainable where required. It is anticipated this review of support will be



completed by March 2020 with any commissioning requirements to be taken forward thereafter.

- 5.5 Housing First provides ordinary, settled housing accommodation as a first response for people with complex needs. The model separates the provision of housing and support and offers choice and control to tenants. There are currently 5 pathfinder Housing Projects underway within the major cities (Glasgow, Edinburgh, Dundee, Aberdeen and Stirling) which will be evaluated by Heriott-Watt University on behalf of the Scottish Government. Around 9% of clients within Dumfries and Galloway have more complex needs, 6% of whom would potentially benefit from a Housing First Approach. Dumfries and Galloway is committed to introducing a Housing First Model which will ensure households can access long-term, personalised, flexible support provision within a settled and secured tenancy. As a stock transfer authority we will be seeking external partners to work with us to develop this model.
- 5.6 There are a number of service users who are affected by serious vulnerabilities such as mental health issues, drug and alcohol dependency and those excluded from accessing services multiple times. For some of these clients, a tenancy in mainstream housing is often not the most appropriate solution. The Housing Options and Homeless service works jointly with the Health and Social Care Integrated Joint Board and Adult Supported Accommodation Residential Placement Panel for some clients housing needs. However there remain a number of clients whose needs are not met by the current available housing provision in Dumfries and Galloway. Where independent living (3% of cases identified) within the community is not possible or preferable for whatever reason (safety, risk to self or others, choice) and for whom residential or supported accommodation is the assessed need, this will be small highly specialist provision in a psychologically informed environment (PIE) and commissioned in partnership with the Dumfries and Galloway Health and Social Care Partnership. A PIE environment is one that takes account the psychological makeup – the thinking, emotions, personalities and past experiences – of its participants in the way that it operates.
- 5.7 In developing a vision and plan for rapid rehousing the importance of support services is recognised by all partners and is key to ensuring success in the sustainment of tenancies either to avoid homelessness altogether or to ensure client experiencing homelessness can secure and sustain a tenancy in the longer term. Some client's care and/or support needs may be ongoing and long term, dependant on their circumstances.

6 Rapid Rehousing Plan

This plan has been developed in partnership with key organisations and stakeholders with the vision and aims being agreed by the Dumfries and Galloway Homeless Forum. Full details of the engagement work undertaken can be found in Appendix 1.

6.1 Vision

Dumfries and Galloway Local Housing Strategy, strategic vision for housing is:

"Everyone in our region will have access to a high quality affordable home that is warm, safe, provides good access to services and meets their needs at every stage of life."



The aims and objectives for the Rapid Rehousing Transition Plan have been developed to ensure the LHS vision is achievable for all, whilst recognising that a settled home can have a diverse outcome dependent on the circumstances and needs of the individual.

6.2 Aims

- 6.2.1 A settled housing outcome will be the first and preferred outcome by 2024 across Dumfries and Galloway.
- 6.2.2 A multi-agency approach to Homelessness prevention developed in partnership approach across all stakeholder organisations. Working together to develop innovative solutions to sustain tenancies across both the social and private housing sectors
- 6.2.3 The preferred type of temporary accommodation provision will be dispersed, fully furnished accommodation within the community as set out in our Temporary Accommodation Policy.
- 6.2.4 The target for time spent within temporary accommodation will be a maximum of 60 days by 2024. A client centred approach will be adopted through the development of Personal Housing Plans to ensure transitions are kept to a minimum and clients are housed according to their needs.
- 6.2.5 A support framework which is consistent across all partner agencies and based on the needs of the client.
- 6.2.6 A housing model for Dumfries and Galloway which fully meets the needs of homeless clients.

6.3 Objectives

- 6.3.1 Development in partnership with Dumfries & Galloway Health & Social Care Partnership of housing provision based on a core and cluster model specifically designed to accommodate, on a short-term basis, individuals who have come directly from the streets or prison and have multiple support needs. This accommodation will be available for emergency placements 24/7.
- 6.3.2 The introduction of mediation services to assist in reducing the number of young people becoming homeless.
- 6.3.3 The current review of supported provision (both outreach and accommodation) will be widened to ensure the support needs of all clients are fully understood and addressed. In partnership with the Health and Social Care Partnership consideration will be given to each of the supported accommodation options in terms of the type of provision and align them where necessary to the broader Health and Social Care Particular Needs Strategy and commissioning framework. In addition, consideration will be given to alternative delivery vehicles for these services such as a ¹Public Social Partnership (PSP).
- 6.3.4 The introduction of a clear framework outlining housing pathways for all identified client groups to ensure vulnerable and excluded people are supported by the introduction and use of Personal Housing Plans. Personal Housing Plans will be a single integrated housing and support plan used by all services and agencies engaged with the

¹ <https://www.gov.scot/policies/third-sector/public-social-partnerships/http://readyforbusiness.org/wp-content/uploads/2016/11/cs-Fife Short Term Housing and Homelessness PSP.pdf>



client. Where support provision is identified, there will be an identified key worker to co-ordinate support across all service areas as required. It is anticipated that the key worker could be from any of the services and will be appointed dependent on the needs of the individual client.

- 6.3.5 Work in partnership to introduce a Housing First Model for the most vulnerable clients in our region.

The Rapid Rehousing Plan has been developed to ensure a partnership approach within Dumfries and Galloway is able to achieve these aims and objectives is outlined within 3 Themes:

- Theme 1 Prevention and Housing Options;
- Theme 2 Temporary Accommodation;
- And, Theme 3 Housing Solutions.

The following section sets out the proposals around each of these themes and details the high-level actions. A 5 Year Action Plan is attached as **Appendix 3** and pictorial representation of the change is contained in **Appendix 4**.

6.4 Theme 1 Prevention and Housing Options

The mission statement for Theme 1 is “To work in partnership to prevent homelessness by providing excellent housing options advice, early intervention and support.”

- 6.4.1 Each local authority has a statutory duty under section 2 of the Housing (Scotland) Act 2001 to provide advice about homelessness or preventing homelessness and to signpost people to service that might assist with the prevention of homelessness.
- 6.4.2 The Scottish Government produced new Housing Options guidance in March 2016 for all local authorities. The new guidance contains 13 principles which underpin a holistic approach to supporting those who are homeless or at threat of homelessness. The Council is working in partnership with the Ayrshire Housing HUB to develop a Housing Options toolkit and training plan for staff. It is recognised that wider knowledge of Housing Options is required with key partners i.e. Housing Support providers, schools, health and social care providers.
- 6.4.3 There is a need to reshape service delivery across all partners to ensure sufficient focus is placed on homeless prevention and housing options. This includes the need to raise awareness for frontline staff of pathways to advice and support for clients accessing services across Council, NHS, Health and Social Care and other key partners to allow intervention at the earliest available opportunity. Initiatives designed to support this workstream include:
- Two additional temporary Housing Options and Homeless Officer posts which will be focussed on prevention work;
 - Extending the life of the Welfare and Housing Options Team. The purpose of this team is to provide a single point of contact and support to ensure that vulnerable clients are provided with assistance to navigate the changes around the implementation of Universal Credit and provide assistance to alleviate



financial difficulties affecting a client’s ability to sustain a household. To date the team have assisted 296 clients and prevented 47 evictions. This represents a significant support for these customers, improving well-being and preventing possible homeless presentations. Appendix X contains a number of case studies highlighting the work of this team.

- A Housing Options and Homeless Education project focussed on to the financial responsibilities of running a household, aimed at secondary school pupils and lead by an RSL partner.
- Continued development of the online Housing Options Portal, including promoting the use of the portal with partner organisations and ensuring accessibility to the portal for clients and partners through the Council’s Customer Service Centres.

6.4.4 There will be continued development and monitoring of protocols and pathways for all identified specific client groups including those groups outlined in the Homeless Strategy 2018-2023 i.e. Hospital Discharge, Prison Discharge, Care leavers and young people. These will be regularly reviewed.

6.4.5 A review will be undertaken to look at the potential need for a mediation service in partnership with RSLs, Education and Young People, Children and Families Social Work and third sector organisations specifically aimed at prevention of homelessness for our young people by improving family and household relationships. This work will align with the Council’s Anti-Poverty Strategy and support work around the alleviation of child poverty.

6.4.6 Develop a multi-agency approach (involving AHSCP, RSLs, Private Sector Housing, Children’s and Families Social Work, Education Services and NHS Dumfries & Galloway as appropriate) to deal with complex cases who are at threat of homelessness. A new response team will be developed to review the needs of vulnerable clients who are at threat of homelessness, to put in place measures to prevent homelessness or find suitable alternatives. The response team will include financial wellbeing, and care and support needs.

6.4.7 Learning from the Syrian Refugee Programme will be used to develop a pathway to provide services to persons without recourse to public funds. This will be a flexible multi-agency approach which provides advice and assistance, including financial assistance where required to safeguard the health and wellbeing of the person and their household if applicable.

Theme 1 Prevention and Housing Options:	
Action Point 1	Develop a structured partnership approach across Adult Health and Social Care Partnership and third sector (including charities) to ensure need is identified as early as possible and there is clear ownership to achieve positive outcomes for service users. This will include partnership wide customer engagement and communications plans.



Action Point 2	Develop protocols which address the needs of particular groups including Young People, Prisoners, Leaving Care, Hospital Discharge, Armed Forces Personnel, and persons with no recourse to public funds.
Action Point 3	Review the need for and potential effectiveness of mediation services in preventing homelessness.
Action Point 4	Review the causes of repeat homelessness and develop actions to address the underlying issues.
Action Point 5	Work with RSLs and private sector landlords to identify and implement early intervention initiatives to improve tenancy sustainment and prevent homelessness.
Action Point 6	Review Housing Support currently being delivered and make assessments of what is required to ensure prevention of homelessness and sustainment of tenancies including exploring alternative delivery models for these services.
Action Point 7	Raise awareness across all sectors of the Housing Options Digital portal and ensure accessibility to it for vulnerable groups.

6.5 Theme 2 Temporary Accommodation

The mission statement for Theme 2 is: "To provide high quality, affordable temporary accommodation suitable for the households needs."

- 6.5.1 The Housing (Scotland) Act 2001 as amended by the Housing (Scotland) Act 1987 requires local authorities to provide temporary accommodation to all homeless applicants whilst their homeless application is being assessed. Where someone has been assessed as unintentionally homeless, temporary accommodation must be offered/provided until permanent accommodation has been found. This duty to provide accommodation also applies where there is an appeal in respect of a homeless application.
- 6.5.2 A settled housing outcome will be the first and preferred outcome by 2024
- 6.5.3 As a stock transfer authority, Dumfries and Galloway Council does not own housing stock, therefore the Temporary Accommodation stock is procured.
- 6.5.4 During 2017/18 a review of temporary accommodation within Dumfries and Galloway was completed. A number of the actions from the review are relevant to the development of the RRTP:
- A Temporary Accommodation Policy (**Appendix 6**) and Temporary Accommodation Standards (**Appendix 7**) based on the Shelter Guidance have been developed and are now in the process of being implemented.
 - A new affordable charging model has been developed and new rent levels were approved by Communities Committee in September 2018 effective from 1st October 2018.
 - Re-profiling of the Temporary Accommodation Portfolio taking into account the changing demographics of the clients presenting as homeless and provision for specific client groups.
- 6.5.5 Over the next five years the use of shared accommodation (60 places) will be eradicated and replaced with a model of temporary accommodation which is predominately dispersed self-contained, furnished units.



- 6.5.6 The number of dispersed furnished properties will be reduced to 100 units by 2024 (30% reduction). The time spent in this type of accommodation will have a target of 60 days by 2024. The forecasted furnished property requirements over the five year period are shown in Table 10:

Table 10

	Baseline	2019/20	2020/21	2021/22	2022/23	2023/24
Furnished self-contained properties	143	151	148	133	116	100

- 6.5.7 Work will be undertaken with landlords to introduce a framework which allows flexibility within the TA portfolio such as planned rotation of the temporary accommodation stock and the ability to flip tenancies where appropriate
- 6.5.8 Working with the SHIP partners suitable accommodation will be identified within new developments for temporary accommodation replacing older stock.
- 6.5.9 Work with our landlords to ensure all accommodation within the portfolio complies with our Standards for Temporary Accommodation.
- 6.5.10 Reduce the number of private let properties being used for temporary accommodation (see 6.5.6) and introduce a Private Sector Leasing Scheme.

Development of a housing provision based on a core and cluster model specifically designed to accommodate a multiple needs . This will be developed in partnership with key stakeholders including RSLs, AHSCP, Criminal Justice and NHS Dumfries & Galloway with Health and Social Care taking the lead role. It will provide Psychologically Informed Environments, which take into account the psychological needs of the individuals who live there many of whom will have experienced complex trauma.

Theme 2 Temporary Accommodation	
Action Point 1	Work with partners to review temporary accommodation provision and models to ensure they match our future requirements for rapid rehousing.
Action Point 2	Explore with partners the use of stock within new build developments as part of the Temporary Accommodation furnished portfolio.
Action Point 3	Review the impact of Welfare Reform on the costs of procuring temporary Accommodation
Action Point 4	Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation, taking into account customer needs.
Action Point 5	Re-profiling of existing Temporary Accommodation taking into account the changing demographics of the clients presenting as homeless and provision for specific client groups. (Including the development of hostel provision as outlined in section 6.5.11.)

6.6 Theme 3 Housing Solutions

The mission statement for Theme 3 is: "All households experiencing homelessness should have access to an affordable, sustainable housing solution which is suitable to their needs".



- 6.6.1 Positive Service User outcomes are at the heart of the Housing Options and Homeless Service within Dumfries and Galloway. To reinforce this, service standards have been introduced which provide clear guidance on the level of service that partners and service users can expect. The standards cover clear and transparent decision-making, through effective assessment, to providing support and assisting people to find suitable and sustainable housing solutions.
- 6.6.2 To ensure the Housing Options and Homeless Service continues to improve, a programme of continuous review and development is now in place. This will involve reviewing all procedures and practices to develop a customer focused approach. The service will ensure it understands and maps positive destination and will develop with partners Individual Housing Plans for each service user.
- 6.6.3 As a stock transfer authority, working with RSL partners is key to the success of a rapid rehousing approach. Work will be done with partners to develop a framework which sets out everyone's roles and responsibilities in ending homelessness.
- 6.6.4 From 2017/18 the target for lets to homeless clients for all RSLs has been set at 40%. The percentage lets to homeless clients achieved during that period was 37.6%, slightly below target. **As the gap analysis from the RRTP Toolkit does not indicate a shortfall in available housing, we will maintain this target during 19/20 and undertake to review it on an annual basis with our RSL partners.**
- 6.6.5 Households will be identified who are currently occupying and settled in suitable temporary accommodation and work with RSL partners to convert these tenancies to a Scottish Secure Tenancy where appropriate.
- 6.6.6 Continued partnership with Revenues and Benefits to review existing processes for Discretionary Housing Payments and Scottish Welfare Fund to ensure the provision of furniture and goods to homeless households is as streamlined as possible.
- 6.6.7 A potential Housing First framework will developed over the first 24 months of the RRTP taking learnings from the pilot authorities with a view to housing clients through this model by year 3 of the plan.
- 6.6.8 Use identified housing needs of homeless households to inform a new housing supply developed through the SHIP, ensuring housing provision within high demand areas meets the needs of homeless clients.
- 6.6.9 Work with partners to promote the Rent Deposit Scheme for the Private Rented Sector. Consideration will be given to other initiatives to improve the level of private sector tenancies accessed for people in Homeless such as the use of a social letting agency to actively work with private sector landlords to enable access for low income households. The use of Empty Homes Initiatives to increase access to private sector accommodation will also be considered.

Theme 3 Housing Solutions:	
Action Point 1	Ensure partnership with RSLs to monitor and continually review the allocation percentage to Homeless clients reflects service demand.
Action Point 2	Ensure the housing supply meets the needs of homeless household by including analysis of current and projected homeless need in our HMA profiles to help inform supply targets.



Action Point 3	Review Housing Models that would meet the need of Homeless service users with particular needs, including Housing First.
Action Point 4	Develop processes to maximise the use of available funding to support positive outcomes for service users. Continue to work closely with Council Services and external partners to maximise the use of discretionary funds.
Action Point 5	Develop the initiatives to increase the viability of discharging homeless duty to settled accommodation within the Private Rented Sector.

7 Resource Plan

In order to deliver Dumfries and Galloway's transition to rapid rehousing, refocusing of resources by all partners along with additional resources requirements as laid out in the Resource Plan below will be required in order to ensure success.

Where possible, existing resources and capacity have been identified to deliver this approach and the partnership will work together to streamline processes, maximise settled housing outcomes and where appropriate undertaken joint commissioning of services.

7.1 Housing Options and Homelessness Service

Following an independent evaluation of the Homeless service in 2016, a Homeless Service Improvement Plan was agreed and a number of Service Improvement Activities have been taking place during 2017-2019. This has included:

- The development and implementation of a Housing Options and Homeless Strategy 2018-2023;
- The procurement and implementation (as of 1st October 2018) of a new Housing options and Homeless IT system;
- A review of temporary accommodation and development of a TA policy and associated documents;
- Improvements to the production of performance management information, and
- A restructure of the Housing Options and Homeless Service.

There is little capacity within the existing team to ensure continued development and oversee the implementation of the RRTP work streams. **Transitional funding will be required to employ a temporary project officer to oversee this work, certainly in the early stages. This post has been costed for the first 3 years of the plan, with the intention of reviewing the requirements for years 4 and 5 at that point.** Funding required from the Ending Homelessness Together Fund Years 1 to 3 amounts to a total of **£165,000**. The requirement for this post will be reviewed Year 3 with the potential for additional funding of **£110,000** to extend the post for years 4 and 5.

7.2 Theme 1 Prevention and Housing Options

Homeless Prevention Officers

- 7.2.1 The ongoing improvement work within the Housing Options and Homeless Team means that at the current time there is little capacity within the core team to develop the prevention activities required as part of our rapid rehousing plan. Further



resources will be required on an interim basis during the transition period to provide a dedicated homelessness prevention resource.

- 7.2.2 As Dumfries and Galloway Council is a stock transfer authority it is anticipated that this resource would work across both RSL and the private sector to initiate activities and work on a case by case basis to prevent homelessness occurring. These temporary posts will be based within the Housing Options and Homeless Service and are being funded by the Council. It is anticipated that these officers will work closely with the Welfare and Housing Options Team.

Housing Options and Homeless Education Project

- 7.2.3 This initiative aimed at secondary aged school pupils is still in the early stages of development. Funding for this programme will be provided by Loreburn Housing Association.

Welfare and Housing Options Team

- 7.2.4 The Welfare and Housing Options Team is an innovative project currently being funded for a 2 year fixed term through the Dumfries and Galloway Anti-Poverty Strategy. The purpose of the team is to provide a single point of contact and support to ensure assistance for vulnerable customers by providing assistance to alleviate any financial difficulties affecting a client's housing situation. This team is co-located with the Housing Options and Homeless staff with a key aspect of the work undertaken by this team being prevention of evictions and tenancy sustainment. The work undertaken by the team has resulted in approximately £240K of annual additional benefits and £55K value of one of awards for discretionary benefits being realised for customers. In 2018/19 296 customers were supported, resulting in 47 evictions being prevented. This represents a significant support for these customers, improving well-being, and without the teams intervention, these families would potentially have presented as homeless and required temporary accommodation. On average, each homeless presentation can cost the local authority £12K therefore these interventions potentially saved crisis intervention costs of £564K which demonstrates the value for money this service is currently delivering. **Appendix 5** contains a number of case studies detailing the work being undertaken. Funding this team for a further 18 months would allow the work to be extended and service savings to be realised which could be reinvested in the service to make these posts core to the current provision. Dumfries & Galloway Housing Partnership (DHGP) have agreed to provide 18 months funding for one post. Funding through the Ending Homelessness Together transitional funding from the Scottish Government is required to cover a second post at a cost of **£59,000**

Mediation Services

- 7.2.5 The business case for a mediation service to support work around homelessness prevention will be considered by the Homeless Forum members. Work to develop the business case will be undertaken by the temporary project officer. Costs for implementing a mediation service accessible by all partners have been estimated using benchmarking activities at this time. Funding from the Ending Homelessness Together fund (**£60,000**) for the initial pilot phase would allow time to evaluate the usefulness of the service in securing best outcomes for clients and preventing



homelessness and provide a solid business case for partners to either mainstream the service or secure funding from other sources in the longer term.

Mental Health Support Workers

7.2.6 As part of the re-commissioning work for support services, it is anticipated that 2 posts dedicated to working with homeless clients will sit within the new framework. There are no interim funding requirements from the Scottish Government for these posts.

Outreach Housing Support – early intervention

7.2.7 As outlined in Section 4.3 Outreach Support Contracts will be reviewed and recommissioned taking into consideration the requirements around support for tenancy sustainment. RSL partners will review current tenancy sustainment work within their own organisations. All partners will be involved in developing new initiatives around sustainment with this work being co-ordinated by the interim Housing Options and Homeless Prevention post holders. Additional funding of £100,000 is identified within the resource plan to provide early intervention housing support to improve tenancy sustainment across all sectors. This additional funding is included in the resource requirements under Outreach Support in Theme 2 Temporary Accommodation.

Housing Options Digital Portal

7.2.8 This portal has been launched and further work to enhance it and promote it will be undertaken as part of the RRTP. This will be undertaken using current resources.

Multi-Agency Response Team

7.2.9 The development of this is a change to working practices within the partner organisations to ensure the appropriate response for vulnerable clients. There are no additional resourcing requirements.

7.3 Theme 2 – Temporary Accommodation

Furnished Accommodation Provision

7.3.1 As a stock transfer authority, Dumfries and Galloway Council does not own housing stock. Leased units from a number of sources are used for the provision of temporary accommodation across the region.

7.3.2 The profile of the furnished accommodation provision will be transformed over the period of the RRTP. To allow the necessary shift in the portfolio, additional units for use as furnished accommodation will be required years 1 and 2 of the plan. From year 3 onwards, the number of properties will be decreased in line with the requirements of the RRTP and our Temporary Accommodation Policy.

7.3.3 Rotation of existing stock will ensure all properties reach the requirements within our Standards for Temporary Accommodation. Work will continue to reduce the length of time properties are unavailable to let to ensure void costs are kept to a minimum.

7.3.4 The use of shared accommodation purchased on a nightly basis will be phased out completely over the term of the RRTP.

7.3.5 To facilitate these changes and allow for additional furnished units to be provided during years 1 and 2 of the plan, transitional funding will be required (**£81,758 Year 1 and £72,580 year 2**). As a stock transfer authority, this funding is required to allow



additional units to be taken into the furnished portfolio and covers costs associated with leasing the properties and preparing the units for use including furnishings. The increase in spend also covers the planned implementation of a stock rotation process and procedure for flipping tenancies to clients. All of these actions have financial implications for the local authority in excess of those faced by authorities which have maintained their own housing stock. From Year 3 onwards spending on Temporary Accommodation will reduce as the Temporary Accommodation portfolio is reduced in size. An annual saving of approximately £560,000 on current spend is predicted by year 5. It is anticipated that any reduction in spend in this area will allow funding to be allocated against the anticipated annual revenue costs of the proposed Core and Cluster development within Dumfries.

Supported Accommodation Review

7.3.6 Supported Accommodation units within Dumfries and Galloway are currently commissioned through Housing Support Contracts as follows:

Provider	Contract Description	Contract Value	No of supported accommodation spaces	Comments
DGHP	Accommodation based Housing Support Service	£589,525	Lewars 15 Springbells 6 Carlingwark 4	Homeless only referrals
S&A homes	Accommodation based Housing Support Service	£341,100	Hampton Court 14	Homeless only referrals
Loreburn Housing Association	Accommodation based housing support service for young people aged 16-26 years	£271,245	Hope Place 6 Reston 6	Homeless and Children & Families Social Work referrals
Bethany	Dispersed Accommodation with specialist outreach Housing Support	£81,266 (support element only)	9 dispersed units	Referrals from any source
Mental Health Association	Accommodation with specialist and housing support	£142,814	18 units	Mainly long-term
Dumfries Women's Aid	Specialist accommodation with housing support	£126,333	10 units	Referrals from any source – 29 units available in all
Wigtownshire Women's Aid	Specialist accommodation with housing support	£54,007	6 units	– 16 supported through housing support contracts



- 7.3.7 As part of the RRTP, consideration will be given to recommissioning to meet future temporary accommodation needs and the support required to ensure clients can move to sustainable permanent tenancies.
- 7.3.8 It is proposed that as part of the recommissioning, the funding associated with the Bethany accommodation units and the Carlingwark units is transferred to Housing First during years 3 and 4 of the RRTP.
- 7.3.9 Future contract arrangements for specialist support contracts are being reviewed with Health and Social Care.
- 7.3.10 The Domestic Abuse contracts (both accommodation and outreach) are currently under review and being recommissioned as a co-production with Health and Social Care partners as well as the local Women's Aid organisations.

Outreach Housing Support

- 7.3.11 The following commissioned outreach support contracts are in place:

Provider	Contract Description	Contract Value	No of hours per week
Alcohol and Drug Support	Outreach housing support for clients with alcohol or drug dependencies	£160,000	115
ILS	Outreach housing support	£313,703	345
Shelter	Outreach housing support	£293,200	218
Mental Health	Outreach housing support	£182,496	208
Dumfries Women's Aid	Outreach housing support	£30,716	27.5
Wigtownshire Women's Aid	Outreach housing support	£82,933	103.8

- 7.3.12 All Housing Support contracts will be reviewed and recommissioned. This will ensure support provided is in accordance with our RRTP vision and requirements. It is recognised that support will be key to ensuring the success of rapid rehousing. This will require resource input from all partners including Health and Social Care and NHS Dumfries & Galloway.
- 7.3.13 Mental Health provision is currently being recommissioned with proposals to develop a Mental Health Framework which will allow all partners (Housing Options and Homelessness, Health and Social Care Partnership, NHS Dumfries & Galloway) to pool resources and access services as required to meet demand. To ensure access to mental health support for homeless clients, it is proposed that 2 Mental Health Support worker posts are created which sit within the Housing Options and Homeless Service. Post holders would be able to provide specialist outreach support and facilitate access to other support services as required, thereby reducing the time clients wait for mental health service support and improving outcomes. The funding of these posts will be considered as part of the commissioning framework.



- 7.3.14 Transitional funding of approximately **£520,000** will be required to facilitate restructuring of outreach support during the first 3 years of RRTP implementation to ensure fulfilment of individual client requirements. This includes additional resources for housing support aimed at early intervention as outlined in paragraph 7.2.5.
- 7.3.15 Other partners such as Health and Social Care and NHS Dumfries & Galloway will require to contribute resources over the term of the plan to ensure success.

Core & Cluster Temporary Housing Provision

- 7.3.16 A new purpose built housing development idea is being proposed in collaboration with Health and Social Care Partnership, Housing Options and Homelessness and a Local Registered Landlord (RSL). This proposal is being led by Health and Social Care.
- 7.3.17 This development idea would become an innovative multi-service delivery which provides access to key 24 hour service provision on one site. Services would include, but not be restricted to, Drug and Alcohol, Mental Health Nurses, Mental Health Officers, Social Work, GP and Housing and Welfare Advisors. It would provide an holistic, person centred approach and would be designed to meet a range of multiple needs in a core and cluster layout. The build will consist of individual units and provide a stepping stone to more settled, safe and improved outcomes for people.
- 7.3.18 At this stage it is too early to determine the number of units that will be built. This will be influenced by a range of considerations such as scale of the development and planning considerations. There will be a central staff base with a degree of security. The management of this development will be delivered by the support service. The RSL partner will be the landlord for the accommodation.
- 7.3.19 This new build project is likely to attract capital funding through the Strategic Housing Investment Plan.
- 7.3.20 This development idea is to be presented to the Health and Social Care Senior Management Team, Sub-Group on 1 May 2019, for their consideration to take this project to the next stage. If approved, an outline business case will be developed with indicative costs currently included within the resource plan. There will be revenue cost implications across all the partner organisations. Management and support provision will be a commissioned service with the revenue funding package to be agreed by all partners as part of the business case.
- 7.3.21 It is anticipated that the savings identified through the re-profiling of Temporary Accommodation will be transferred to revenue funding for this project by the Housing Options and Homeless Service. However with an estimated annual revenue cost of approximately £500,000, partners will need to identify long term funding streams to ensure the sustainability of this project. **Initial projections suggest that interim funding of approximately £952,000 may be required from the Ending Homelessness Together Fund towards revenue costs in the first 3 years of operation.**
- 7.3.22 Early discussions have taken place with the local registered social landlord around the delivery of this project, which is likely to be delivered within the Dumfries area. It is envisaged if this development ideas is fully approved by The Integration Joint Board, an approximate timescale for completion of build will be 2021.
- 7.3.23 In strategic terms, this proposal will deliver the objectives set out in the Council Plan, Local Housing Strategy, Homeless Strategy, Rapid Rehousing Transition Plan and the Dumfries and Galloway Integration Joint Board Health and Social Care Strategic Plan.



7.4 Theme 3 Housing Solutions

Housing Supply

- 7.4.1 The core purpose of the SHIP is to set out the key priorities for affordable housing development in Dumfries and Galloway and to identify the resources required for delivery. New supply is supported by funding from the Scottish Government's Affordable Housing Supply Programme. The allocations for Dumfries and Galloway are detailed in table 11:

Table 11

YEAR	RESOURCE PLANNING ASSUMPTIONS
RPA 2018/19	£19.279m
RPA 2019/20	£20.420m
RPA 2020/21	£21.786m
Total	£61.485m

Housing First

- 7.4.2 Dumfries and Galloway is committed to introducing a Housing First model which will ensure households can access long-term, personalised, flexible support provision within a settled and secured tenancy. As a stock-transfer authority, Dumfries and Galloway Council will require an RSL and/or a third sector partner.
- 7.4.3 There are a number of key elements we need to address as a partnership to ensure a sustainable model across the region. This includes identifying and agreeing suitable accommodation with our RSL partners and developing a sustainable inclusive support model pooling resources from all partners (including NHS Dumfries & Galloway, Health and Social Care Partnership, Social Work Service, Employability & Skills, Housing Options and Homeless and RSLs) which meets the needs of individual clients and is deliverable across the geographical spread of the region. The staffing, management and co-ordination of the support element will be commissioned and undertaken by a third-party provider to ensure separation from the housing provider.
- 7.4.4 Indicative costs for this are included in the resource plan from Year 3 onwards. This will allow time for savings to be realised from the Temporary Accommodation re-profiling and support contracts will be utilised to assist in funding Housing First. The cost model indicated that there would be a need for transitional funding in Year 3 of the RRTP approximately **£80,000** (Year 1 of Housing First Project). As outlined in paragraph 7.3.8 changes to the commissioning of supported accommodation will allow funding to be allocated to this provision to cover the costs Year 4 onwards up to a maximum of 25 clients.

Working with the Private Sector

- 7.4.5 To improve discharge into the Private Rented Sector a feasibility study for the development of a Social Letting Agency will be undertaken. This will be based on the



Crisis Guidance² Social Letting Agencies – how to plan, develop, launch and sustain an income generating SLA. The feasibility study will also consider who would be best placed within the partnership to implement and commission if the project is considered feasible for introduction across the region. There are no resource implications added to the plan for this study at this point.

8 Implementation

- 8.1.1 Implementation of Dumfries and Galloway's Rapid Rehousing Transition Plan requires commitment and culture change from all the associated partners, this journey has already begun with the work and commitment shown by all partners to the development of this plan.
- 8.1.2 It is also recognised that this plan will not succeed without continued buy-in across all the relevant partners and that no one service can or will be responsible for delivering all the actions set out
- 8.1.3 Delivering this plan will be challenging. Enabling those households with the most complex needs to live independently in accommodation suitable to their needs with support from all services is an ambition which will require to be balanced against the competing priorities of all partners. Funding will be required in the early years of the plan to shape and re-design services in accordance with the long-term vision.
- 8.1.4 **A 5 Year Action Plan (Appendix 3) has been prepared detailing the responsible services and how the actions will be monitored across the three themes.** This Action Plan will be a working document for all the partners and progress will be monitored by the Homeless Forum and reported to relevant committees across the partnership as required.
- 8.1.5 Funding requested from the Scottish Government's Ending Homelessness Together Fund for transitional arrangements to facilitate the cultural and environmental shift to a rapid rehousing approach amounts to the sum of **£1,990,834** based on the information contained with section 7 of this report and detailed in Appendix 8 Resource Plan Financial Summary Table
- 8.1.6 Whilst every effort has been made to ensure the information forecasted is as accurate as possible, careful monitoring of the work streams as they get underway will allow budget forecast information to be updated and monitored. It is recognised by the partners that some adjustments to these figures may be required over the course of the RRTP. Funding projections are also based on continued partner support and anticipated financial contributions.
- 8.1.7 If the additional funding is not able to be made available to support the transition work then the redesign work will require to be taken forward through existing work streams and the pace of change will be slower which is a risk in terms of timescales of the implementation of the RRTP and the move to a rapid rehousing approach.

² https://www.crisis.org.uk/media/236933/social_lettings_agencies_scotland_2015.pdf



9 Appendices

Appendix 1 - Homeless Strategy 2018-2023

Appendix 2 - Stakeholder Engagement

Appendix 3 – Five Year Action Plan

Appendix 4 – RRTP Change Diagram

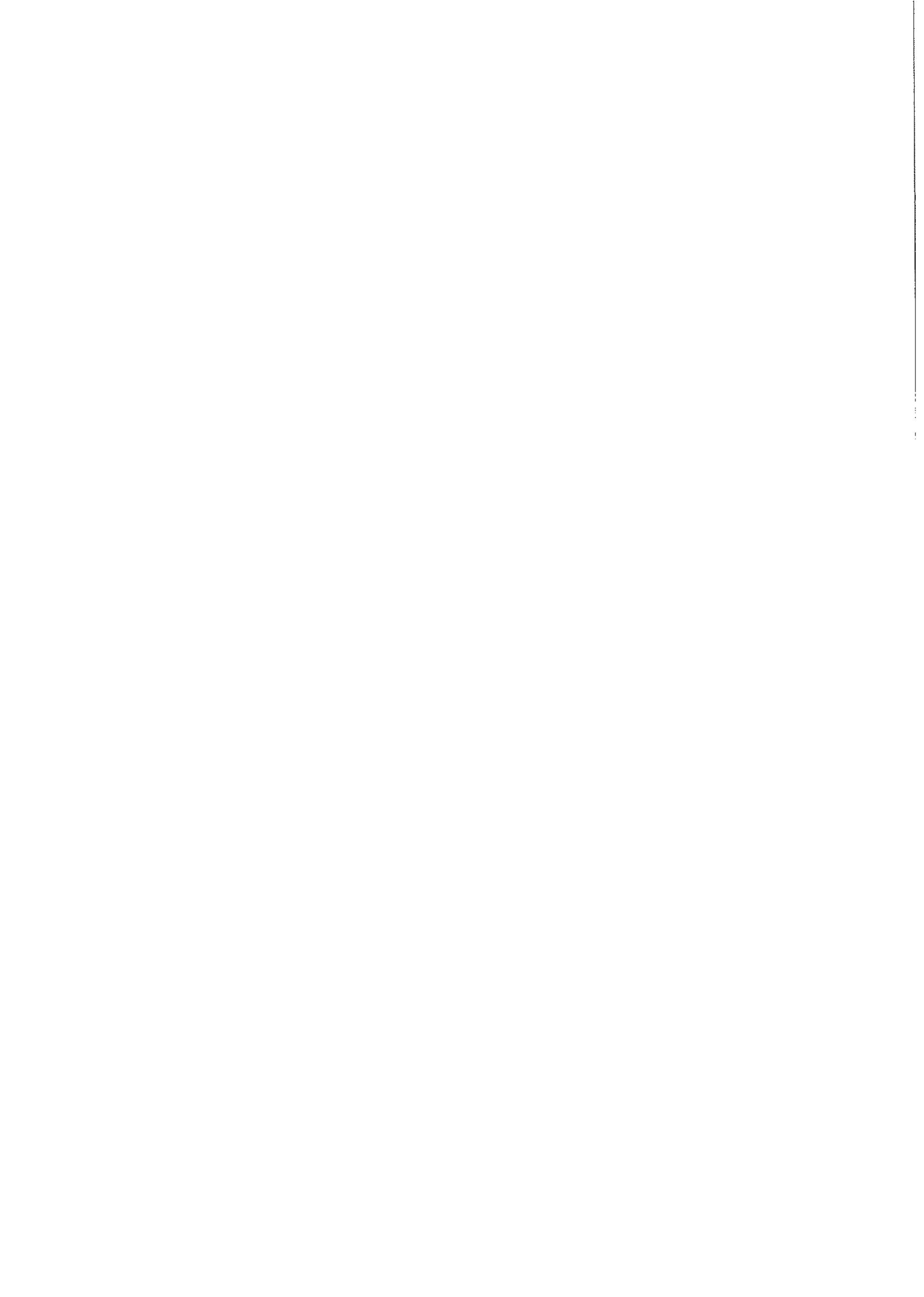
Appendix 5 – WHO Team Case Studies

Appendix 6- Temporary Accommodation Policy

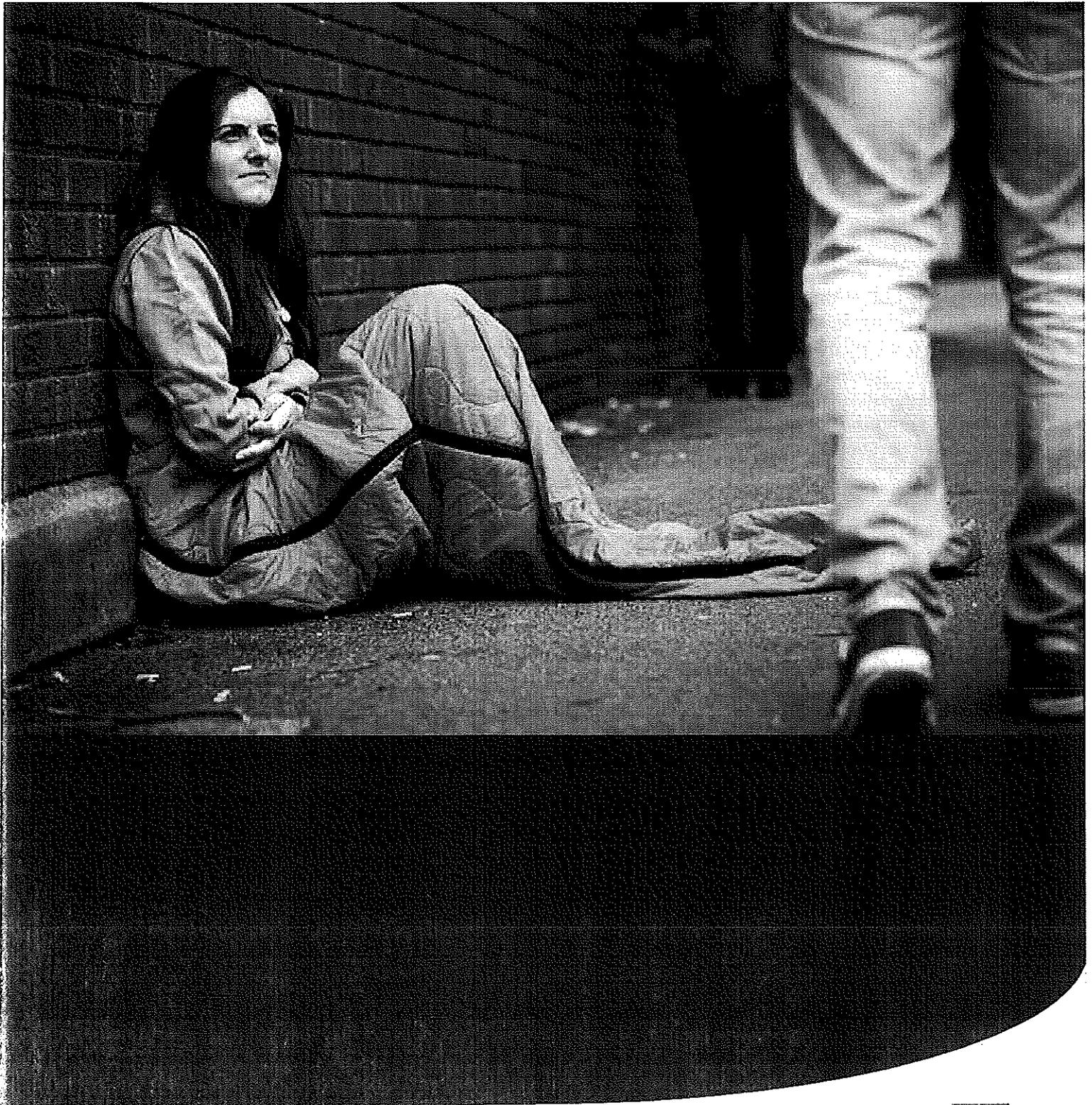
Appendix 7 - Temporary Accommodation Standards

Appendix 8 – Resource Plan Summary





HOMELESS STRATEGY 2018 - 2023



Foreword

Dumfries and Galloway Council welcomes the Homeless Strategy 2018-2023 which sets out our priorities for tackling homelessness. This strategy makes a significant contribution to our Council's priority to 'protect our most vulnerable people'.



The strategy builds on the Homeless improvement plan which has been in place since 2015 following a review and engagement with the Scottish Housing Regulator. The strategy acknowledges the improvements that the service has already achieved. Our Council is committed to the continuous development of a high quality, outcome focused Housing Options and Homeless Service. We have already made significant investments in staffing resources and procurement of a new IT system to support the work set out in this strategy.

Housing is fundamental to the health and wellbeing of our local communities and every resident in Dumfries and Galloway has a stake in this Strategy. The preparation of the Strategy has involved proactive engagement with a wide range of partners, stakeholders and service users. A Homeless Forum with these partners has been established to ensure an ongoing commitment to the Strategy outcomes.

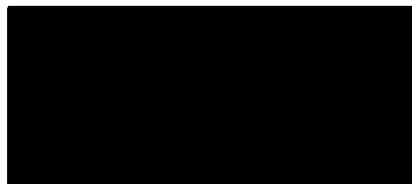
This Homeless Strategy takes a fresh, pro-active and collaborative approach in tackling homelessness in Dumfries and Galloway. We are looking at new ideas and innovations, and importantly, listening and engaging with our partners and service users to create a service which is effective and transformational. No organisation can tackle homelessness on its own: partnership working is our priority if we are to make a

real difference to the quality of life of the individuals and families experiencing homelessness and related issues.

The Homeless Strategy has been developed around four main themes which we believe to be key to developing the service– these themes are supported by outcomes and actions which will be closely monitored and regularly reviewed.

We have worked closely with our community planning partners who are members of our multi-agency Homeless Forum. The Forum meets regularly and the Homeless Strategy has been informed by input from, and honest and open discussion with, a wide range of professionals, stakeholders and organisations and services working directly and indirectly with vulnerable individuals.

Extensive consultation has been carried out involving the third sector, current and former homeless people, together with their immediate support providers. This extensive and collaborative working with our partners has clearly identified and evidenced how we can work together, pool resources and knowledge to achieve the objectives and outcomes presented in this comprehensive Homeless Strategy.



Councillor Andy Ferguson

Chair of the Communities Committee – Dumfries and Galloway Council

April 2018





1. Executive Summary

1.1 The Dumfries and Galloway Homeless Strategy 2018-2023 has been developed with strategic partners as part of the wider Local Housing Strategy 2018-2023, as required under section 1 of the Housing (Scotland) Act 2001. The new Homeless Strategy builds on the earlier Local Housing Strategy 2011-2016 which incorporated the Homeless and Housing Support duties.

1.2 This Strategy has been developed in consultation with the multi-agency Strategic Homeless Forum, and also with other partners, stakeholders, staff and service users.

1.3 The Homeless Strategy contributes to the Council's Priority to "protect our most vulnerable people". Community Planning partners share the vision within the Homeless Strategy of "Working together to prevent the causes of homelessness and where we are unable to prevent its occurrence, working together to provide the best outcomes for those who are homeless or at threat of homelessness".

1.4 The Dumfries and Galloway Homeless Strategy 2018-2023 will work towards this vision under four themes:

1. Access to the Housing Options and Homeless Service
2. Homeless Prevention
3. Temporary Accommodation
4. Service User Outcomes



2. National Policy and Legislative Context

2.1 The **Housing (Scotland) Act 2001** placed a statutory duty on local authorities to assess the extent of homelessness in the area and prepare a strategy for the prevention and alleviation of homelessness. Following Scottish Government guidance issued in 2008, these duties were to be incorporated as part of the Local Housing Strategy.

2.2 The **Homelessness etc. (Scotland) Act 2003** amended the Housing (Scotland) Act 1987 to abolish the 'priority need' test in assessing homelessness duty, which in a subsequent determination by Scottish Ministers was to be achieved by 31 December 2012. This change significantly increased the rights of people who experience homelessness, including access to temporary and settled accommodation.

2.3 The **Housing (Scotland) Act 2010** introduced a requirement for local authorities to undertake a support needs assessment for all households found to be both unintentionally homeless and where there is reason to believe the household may have housing support needs.

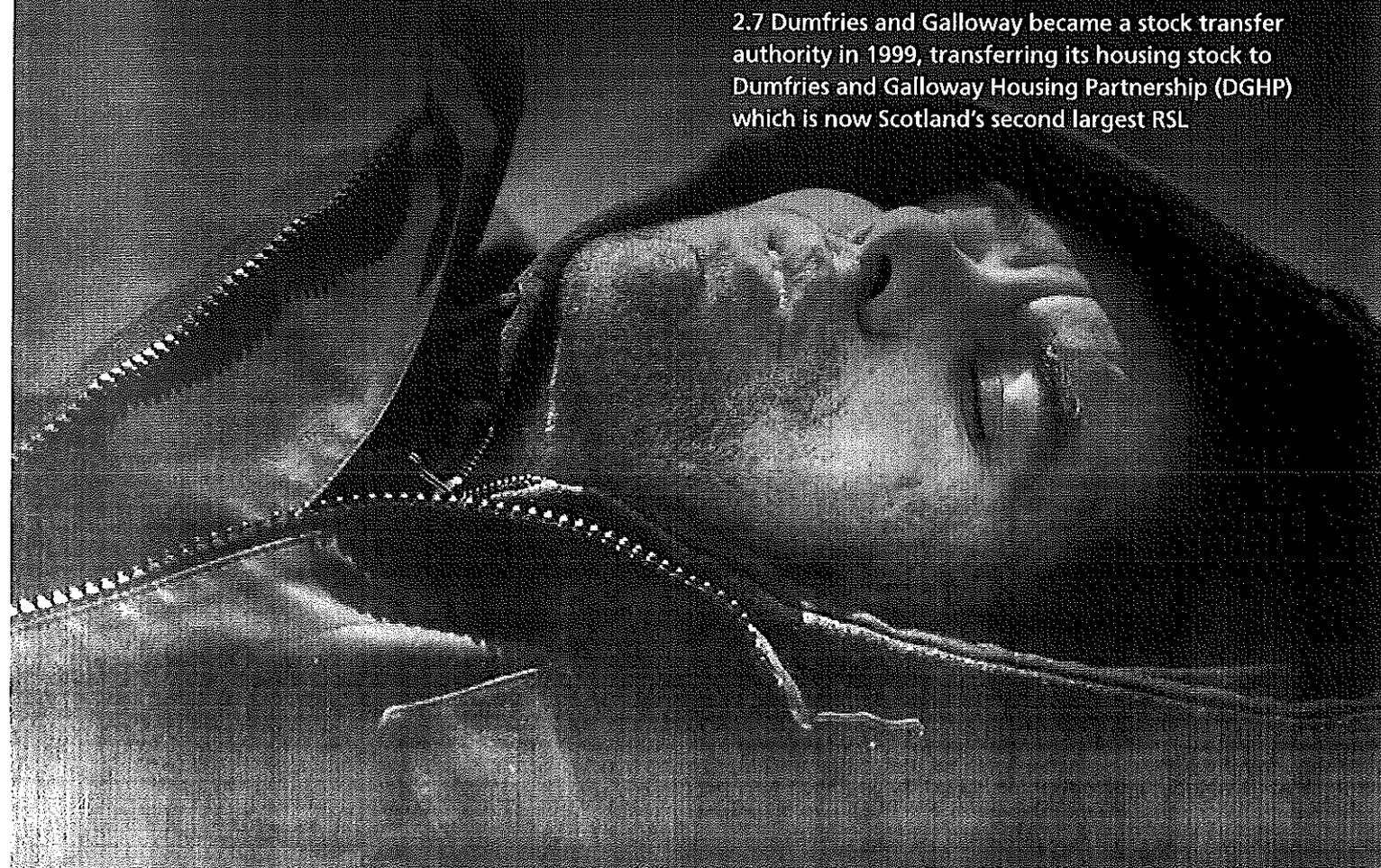
2.4 The **Scottish Housing Charter** was introduced in April 2012 and aims to improve the quality and value of services provided by registered social landlords (RSL's) and support the Scottish Governments aim to create a safer stronger Scotland.

2.5 **Homelessness and Health** – Homelessness is a public health issue. The Scottish Public Health Network Report, 'Restoring the Public Health response to Homelessness in Scotland' (May 2015) concluded "homelessness is both a consequence and a cause of poverty, social and health inequality". "The relationship between poor health (physical, mental or both) and homelessness is recognised as two-way, being both a significant contributory factor which can lead to a person becoming homeless, but is also in many cases, a 'late marker' of severe and complex disadvantage".

2.6 The Scottish Government's '**Ending Homelessness Together**' fund was announced in September 2017. £50 million has been identified to support the commitment to fund homelessness prevention initiatives over five years to:

- Eradicate rough sleeping for good
- Transform Temporary Accommodation
- Bring about an end to Homelessness in Scotland

2.7 Dumfries and Galloway became a stock transfer authority in 1999, transferring its housing stock to Dumfries and Galloway Housing Partnership (DGHP) which is now Scotland's second largest RSL

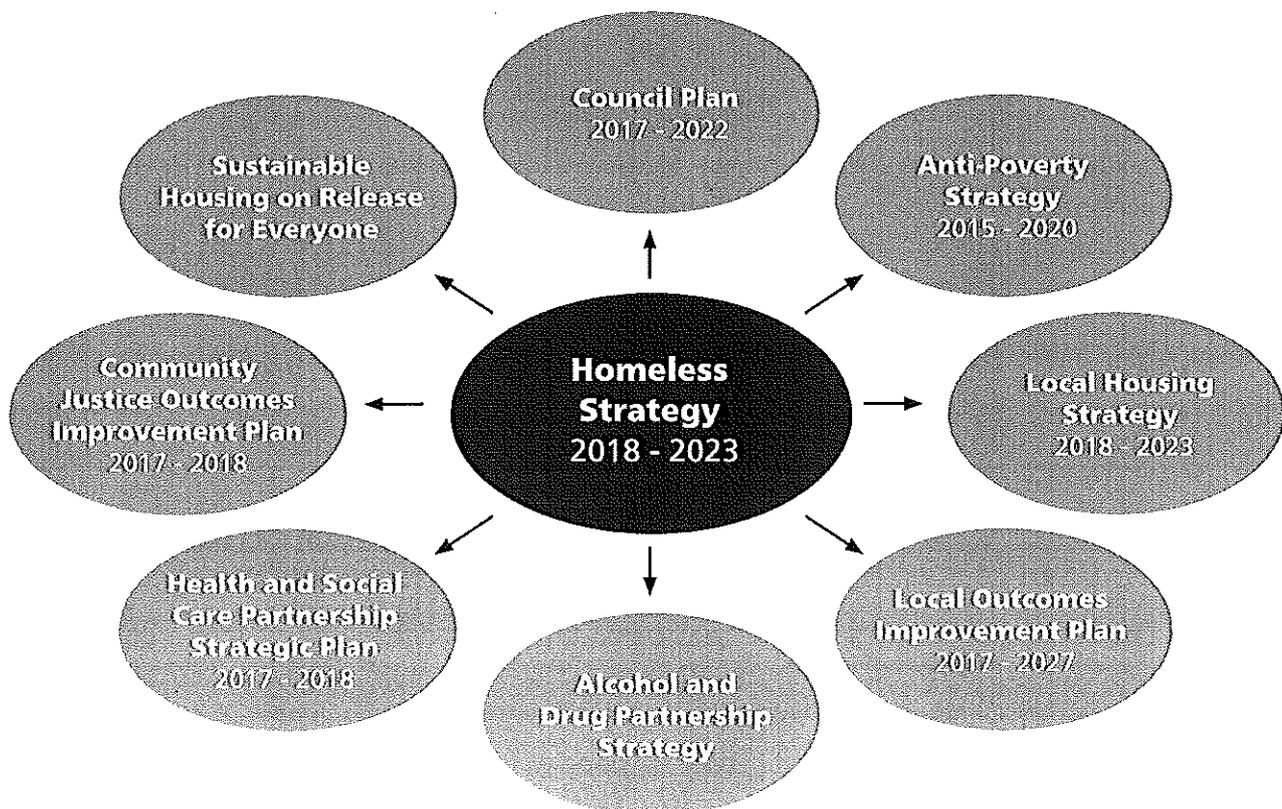


3. Local Context

3.1 The prevention of homelessness and repeat homelessness contributes to one of the Council's 4 main priorities "protect our most vulnerable people". There are a number of local and national strategies that also support this priority and will work in partnership with the Homeless Strategy.

3.2 The Homeless Strategy has been developed as a stand-alone document in response to an independent review of the Housing Options and Homeless Service in 2015. The recommendations from this review have been developed and included in the new Strategy to improve the local delivery of these services in Dumfries and Galloway.

3.3 In the development of this Strategy, consideration has been given to the Council's financial position and the reducing local government funding. Actions in the Strategy will require a full partnership commitment to ensure a customer centred approach is taken in the most cost effective and efficient way.





4. Theme 1 - Access to Housing Options and Homeless Services

4.1 The Scottish Housing Regulator states: "Homeless people should get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed".

4.2 Dumfries and Galloway Council is a large rural authority and the Housing Options and Homeless service is administered within the Communities Directorate, in Customer Services. Staff are based in Council Offices within the four main settlements of Annan, Dumfries, Kirkcudbright and Stranraer. Our commitment is to 'ensure customers have equal and open access to the Housing Options and Homeless service across the Region'.

4.3 The current service delivery offers contact in the following methods:

- Customer Office visit (face to face) – Dumfries, Annan, Kirkcudbright or Stranraer (Monday-Friday 9:00am to 5:00pm)
- Customer telephone call – Mon-Fri 9:00am to 5:00pm
- Customer Email – 24/7 access, however responded to Monday to Friday 9:00am to 5:00pm
- Out of Hours contact - Out of Hours contact centre with access to emergency accommodation
- A referral from a third party

4.4 The majority of contact and information channels are currently within the standard office hours. All offices have private interview facilities and have arrangements to assist those with sight, hearing or speech difficulties. The service also uses the Council's translation services for those service users whose first language is not English. The Council website contains some information and advice on Homelessness and will be developed further. Service Users highlighted the lack of relevant and up-to-date information available through various communication channels. **Action Points 1 and 2.**

4.5 Dumfries and Galloway Council is committed to Customer Excellence and has developed Homeless Customer Standards which include:

- Providing free advice, information and assistance to find somewhere for you to live
- Treating customers with consideration and respect the confidentiality of their situation
- Not discriminating on the grounds of race, colour, gender, ethnic origin, disability or sexual orientation
- Same sex interview where possible
- Same day appointment with a trained officer if contacted within office hours
- An appointment within 1 working day of making contact where someone is threatened with homelessness within 2 months
- An appointment within 5 working days of making contact if not threatened with Homelessness within 2 months. Action Point 3

4.6 Homeless service users have highlighted the need for more affordable and consistent communications. Positive feedback was received on customer service from Homeless Officers and continued engagement while in temporary accommodation.

4.7 There were 975 approaches to the Homeless Service recorded for the period 2016-2017 in PREVENT1 resulting in 820 Homeless applications being taken.

4.8. Table 1 details the number of interviews arranged at each Office and the percentage of service users seen within the Service Standards targets for the period September 2016 – September 2017.

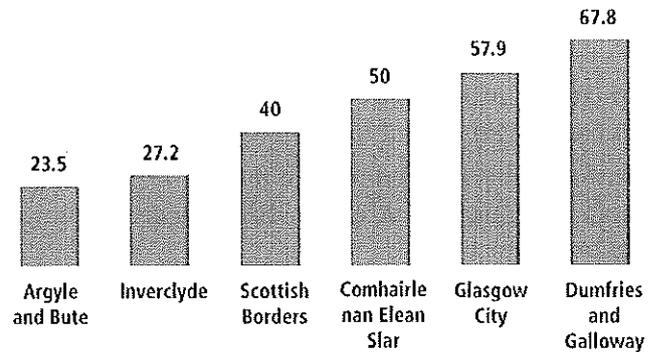
Table 1. Homeless Interviews carried out by Homeless Office location/Officer September 2016-September 2017

Area Office	Presentations	% Seen within time	Receiving Presentations from areas: (not exhaustive)
Annan	152	65%	Annan, Ecclefechan, Lockerbie, Lochmaben, Moffat, Eastriggs, Beattock, Springfield
Dumfries	431	73.5%	Dumfries, Dalbeattie, Sanquhar, Thornhill, Castle Douglas, Kelloholm, Newton Stewart, Lochmaben,
Kirkcudbright	47	58%	Castle Douglas, Gatehouse, Newton Stewart, Dalbeattie, New Galloway, Kirkcudbright
Stranraer	225	73%	Newton Stewart, Wigtown, Port Patrick, Garlieston, Kirkcolm, Whithorn, Sandhead, Minnigaff, Girvan, Drummore

4.9 Service users have indicated a desire for a more proactive approach being taken to sharing information and partnership working - for both the Homeless Service and third sector to improve the service users 'homeless journey'. **Action Point 4**

4.10 In 2016-2017 975 Housing Options approaches to the local authority were recorded in the PREVENT1 return to the Scottish Government. There were a number of Section 11 notifications (where Landlords start notice of proceedings) that were not recorded. We have made a change to the way we record prevention and housing options advice which, we believe will allow us in-depth analysis of our housing options work. From the reported data, 67.8% of presentations went on to make a full Homeless Application. This is significantly higher than other stock transfer authorities as detailed in Chart 1. This suggests that prevention work is currently only being started where someone is already at threat of Homelessness. **Action Point 5**

Chart 1. Percentage of presentations that went on to make a Homeless Application – a comparison with other Stock Transfer Authorities.



4.11 There has been increased Homeless applications from individuals and/or members of their homeless household with one or more vulnerability or complex needs. Based on needs identified at the point of application, the following support needs were recorded:

Diagram 1 illustrates the catchment of customers attending the 4 main offices

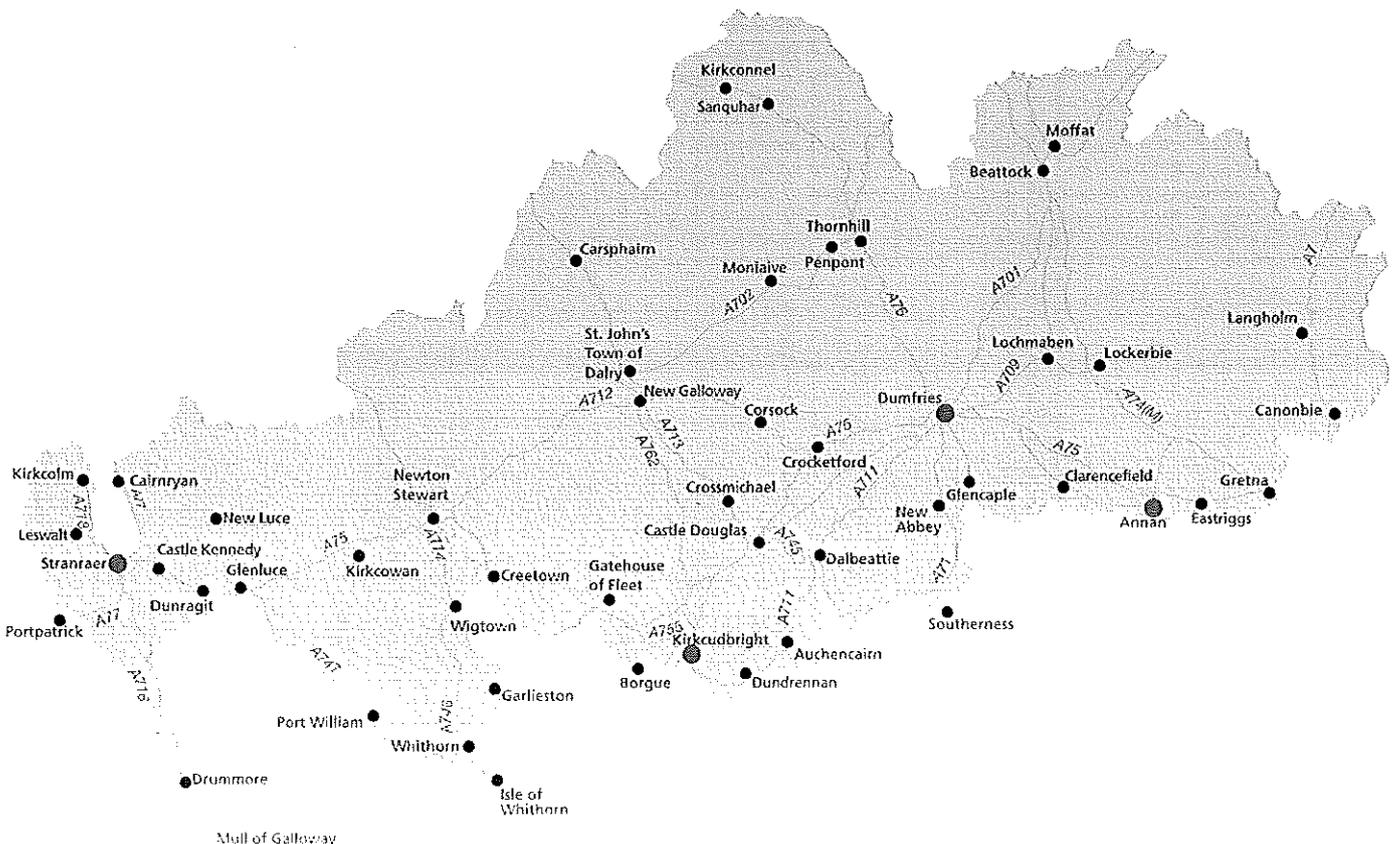


Table 2. Support needs identified (HL1 16/17) not exhaustive

Support Need Identified	13/14	14/15	15/16	16/17
Mental Health/ Learning Disability	154	133	162	260
Psychical Disability/ Chronic Illness/ Medical Condition	97	62	86	111
Drug or Alcohol Dependency	163	122	137	182
Total	414	317	385	553

4.12 Vulnerabilities can include a wide variety of health issues. Mental Health, Physical Health and Addictions were recorded as the most presenting needs when assessing homeless cases. The service will need to work with strategic partners to establish best practice for working with 'at risk' groups to ensure the best possible outcome for the person. As well as vulnerable groups it is important the service is accessible by minority groups including, transgender, LGBT, and ethnic groups.

4.13 An individual who is multiple excluded can be defined as someone with severe vulnerabilities and complex needs who are multiple excluded from society – whether this is from accessing services due to restrictions in place or lack of engagement on the service user's part. Regardless of the reason for being multiple excluded, the individual is most likely to be very vulnerable and frequently known to the Homeless Services, as well as other public services, emergency services and third sector organisations.

4.14 The increasing number of presentations from complex needs service users is a significant challenge for the Housing Options and Homeless Service and partners. Service users who present with a range of needs, from autism, personality disorders, drug and alcohol addictions and physical disabilities, require

staff to have the skills and knowledge to assist individuals in a caring and empathic manner. **Action Point 6**

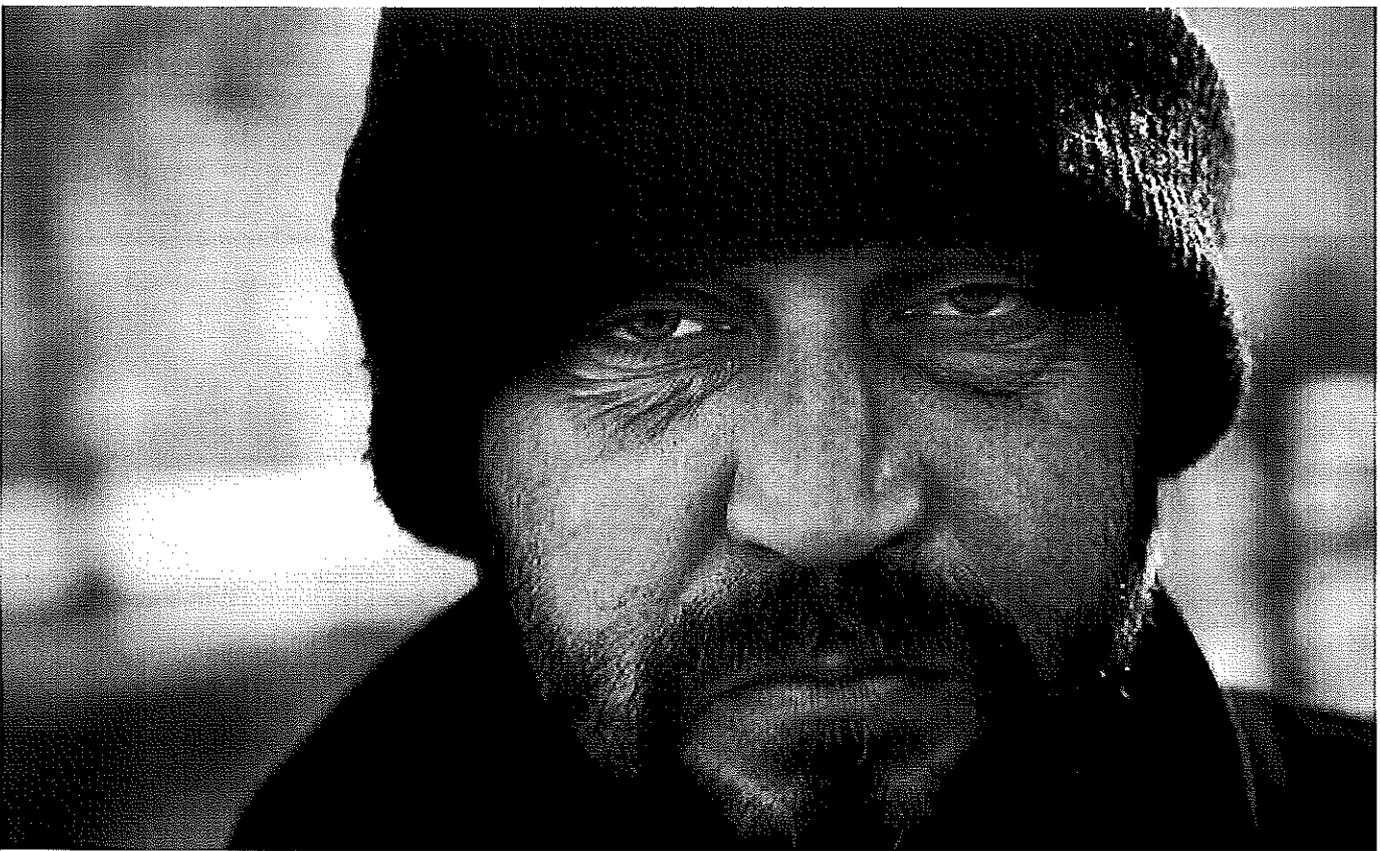
Quote from a Service User

"They did try their best – personal circumstances and mental health affects daily living. A better understanding of mental health might help"

4.15 For those with complex needs, homelessness is often a symptom of an underlying issue and a partnership approach is required to resolve the client's full needs not simply their immediate housing need. Partners and homeless stakeholders include current housing support providers, other council resources, RSLs, the third sector and national and regional homeless charities. It is important to make sure the Housing Options and Homeless Service holds up to date information on which partner networks have a presence both in the wider community and nation-wide to offer joint support when working collaboratively to tackle homelessness. Research and planning with our partners is essential to ensure services are not only in place to provide appropriate housing, but also working in partnership to ensure the support required to maintain it is also in place. The case study below illustrates where a joint approach resulted in a successful outcome. The learning point from this case was that where complex needs are assessed early, a clear process should be in place for a partnership approach to identify a solution. **Action Point 7**

4.16 The Case Study below illustrates a circumstance where a joint approach has had a successful outcome. This case demonstrated that where complex needs are assessed early, a joint approach identified a solution.





Case Study

Mr A presented as homeless in June 2016 after being evicted from his tenancy on the grounds of anti-social behaviour. Community Justice had highlighted there was a serious risk of harm in terms of pattern, nature and a serious likelihood of imminence. Mr A had a history of verbal and physical assault and asserted his sense of control through verbal and physical violence. Due to the risks he could only be seen if two workers were present. At his time of presentation Mr A was not engaging with any support service.

Mr A previously had a history of homelessness and since 2003 had presented 7 times to the Homeless section. His last tenancy with an RSL had lasted 3 years. A homeless decision of unintentional was made and Mr A was provided Temporary accommodation.

At his time of presentation in June 2016 he had a number of Criminal Justice orders in place, however these expired in August 2016 and from that time there was no involvement with Community Justice. Mr A did not meet the criteria for adult supported accommodation within Social Work; therefore the only route to discharge the homeless duty was a section 5 referral back to mainstream social housing. From the initial assessment there had been several failed attempts to engage with Housing Support providers due to the verbal threats.

After a year in temporary accommodation and a number of failed attempts to secure permanent accommodation a case conference was held with key partners including RSLs and Health and Social Care colleagues to discuss how to progress this case. A renewed attempt with Housing Support was agreed and would be supplemented with a self-directed support assessment to enhance the support package. Specific providers were engaged who were briefed on the requirements of the case. Within these organisations it was important to ensure not just the correct support package but also the correct worker was selected.

This was agreed and put in place, Mr A responded positively to the new support workers, who were able to develop an improved relationship. Following a period with this support a suitable tenancy was negotiated with an RSL. To facilitate the move additional financial support was required at the start of the tenancy; assistance from the support agencies meant Mr A could access funds from both Discretionary Housing Payments and Scottish Welfare Fund to aid his move to permanent accommodation. Following his successful move support remains in place to provide assistance with maintaining this tenancy. This case will continue to be monitored by the Housing Options team to ensure the support is in place to Mr A to sustain his tenancy.

4.17 Dumfries and Galloway Council offers an out of hours service, which until March 2018 was based within Glasgow Emergency Social Work Service. This service is currently under review and the new out of hours service will be delivered by Social Work Services in Dumfries and Galloway from April 2018. There is a continued commitment to provide Homeless advice through this service. The ongoing development of the new out of hour's service includes the needs of the Housing Options and Homeless services who are part of the review board project team.

4.18 There have been 57 out of hours contacts which were referred to the Homeless Service between April 2017 to April 2018. Of these, 8 cases involved children and 13 who were offered accommodation and turned it down.

4.19 Of the 57 presentations to the out of hours service, 27 were refused accommodation. Reasons for refusals include; unable to contact the service user; service user found accommodation elsewhere; decision not to offer accommodation to individual (eligibility reasons); no answer from emergency accommodation (guest house); no disabled access available for wheelchair users; and banned from guest house due to previous behaviour. During consultations, service users felt that the out of hours provision had limited information. A review of how out of hours calls for Housing Advice are supported and the availability of temporary accommodation will be undertaken to address this. **Action Point 8**

Theme 1 Outcome: Provide a consistent and accessible service across the region	
Actions	
Action Point 1	Review and update contact methods including Housing Options self-service portal, phone interviews, and home visits for Service Users
Action Point 2	Review current Housing Options and Homeless Service information held online and in other formats to ensure Service User needs are met
Action Point 3	Ensure customers are given appointments:- The same day where 'roofless' Within 1 day where they are at threat of Homelessness Within 5 days where no threat of Homelessness
Action Point 4	Review resources available internally and externally across the region to ensure homeless service user needs are met
Action Point 5	Improve the recording of Housing Options and ensure all intervention work is being reported to the Scottish Government through PREVENT1
Action Point 6	Ensure appropriate training and support are in place for all staff and shared with partners where appropriate
Action Point 7	Develop a structured partnership approach across health and social care and third sector (including charities) to ensure need is identified as early as possible and there is clear ownership to achieve positive outcomes for service users
Action Point 8	Review provision of out of hours provision for homelessness including the potential for a wider partnership approach to this delivery





5. Theme 2 – Homeless Prevention

5.1 Each local authority has a statutory duty under section 2 of the Housing (Scotland) Act 2001 to provide advice about homelessness or preventing homelessness, and to signpost people to services that may assist with the prevention of Homelessness.

5.2 The Scottish Government produced new Housing Options guidance in March 2016 for all local authorities. The new guidance contains 13 principles which underpin a holistic approach to supporting those who are homeless or at threat of homelessness. The Council is continuing to work in partnership with the Ayrshire Housing HUB to develop a Housing Options toolkit and training plan for staff. It is recognised that wider knowledge of Housing Options is required with key partners i.e. Housing Support providers, schools, health and social care providers.

Action Point 1

5.3 Housing Options advice provided to service users is recorded on PREVENT1 and reported to the Scottish Government. The table below details the number of approaches recorded in PREVENT1 for Dumfries and Galloway in 2016/17.

Table 3 – PREVENT 1 approaches

Table 1	2014/15	2015/16	2016/17
PREVENT 1 Approaches	891	859	975

5.4 Service Users have highlighted that Housing Options needs to be better defined, as many individuals were unsure what Housing Options meant and what the benefits were of approaching the Service to discuss their housing needs.

5.5 There has been an ongoing increase in demand for Housing Options advice over the past three years. The increase clearly demonstrates the need for a reshape of service delivery to ensure sufficient focus is placed on Homeless Prevention and Housing Options. There is a need to work with Landlord partners to ensure early prevention work is undertaken prior to starting eviction processes. Early prevention work will not remove the right of people who are at threat of homelessness within two months making a homeless application. **Action Point 2**

5.6 Of the 975 PREVENT1 contacts, 67.8% went on to make a Homeless application. This is significantly higher than the national average of 44.4% for 2016/17. Only 8.3% of applicants remained in their current home following on from prevention work, compared to a national average of 21.8%. While comparisons with national averages on PREVENT1 should be treated with caution due to the national variance of recording, there is still a question about the difference in results. It is clear from the current figures that prevention work with service users mainly starts where there is an imminent threat of homelessness. An action of this Strategy will be to improve prevention by 'upstreaming' Housing Options and intervening before the threat of homelessness within two months. Action Point 3

5.7 During consultation, advocacy and awareness for both service users and support providers (third sector) were noted as central themes when exploring homeless prevention. Creating links between partners/support providers to provide service users (especially those with complex needs) with a 'trusted

person' to act on their behalf was suggested as an option to remove barriers and encourage consistent engagement.

5.8 Partnership working is a significant factor in both prevention and outcomes for service users. Homelessness in Dumfries and Galloway is largely not down to a lack of housing. Homelessness is often a symptom of health or social issues and therefore a sustainable and longer term solution will require partners from Health and Social Care, Employability, Housing Support, Third Sector advice agencies, RSLs and Education to work together on a prevention agenda. To aid this work a Strategic Homeless Forum has been established (July 2017) to look at cross sector strategic issues. This work will continue to review and resolve issues that affect Homelessness. Action Point 4

5.9 The current national trend for homelessness is a reducing picture and this was also reflected in Dumfries and Galloway until 2016/17. Table 4 details the number of applications locally.

Table 4 – HL1 Homeless applications

	2012/13	2013/14	2014/15	2015/16	2016/17
Applications	953	918	635	668	820

Table 5 – HL1 Homeless applications by Banded Age

Applications	2012/13	2013/14	2014/15	2015/16	2016/17
16-17	46	44	25	33	37
18-25	347	313	206	201	235
% of Total	41.2%	38.9%	36.4%	35%	33.2%

5.10 A reducing application trend was evident in Dumfries and Galloway up to 2014/15 however this was reversed in 2015/16. This change was mainly due to a review of internal procedures which resulted in more applications being taken to reflect the need for an application where there was a threat of homelessness and not just roofless cases. While there has been a general decrease in the number of young people presenting as homeless as an overall percentage of presentations, they still account for one third of the overall cases.

5.11 Dumfries and Galloway continues to be above the national average for repeat homelessness, 11.9% in 2016/17 compared to a Scottish average of 6.7%. Further work needs to be undertaken to understand the underlying reasons for repeat homelessness and what mitigations can be put in place. For service users who are at risk of not sustaining tenancies this means that more should be done to support them to sustain their tenancies. **Action Point 5**

5.12 There are a wide range of reasons for homeless presentations and the most common are as follows:-

- Breakdown of family relationships – 44%
- End of tenancy or home ownership – 40%
- Discharge from Prison/Hospital/Leaving care – 8%
- Long term homeless or sofa surfing – 3%

5.13 The largest number of presentations comes from family or relationship breakdowns; the service does not currently use mediation services. Use of mediation services is an option used by many authorities and therefore an action of this policy is to review the potential effectiveness of this in preventing homeless Action Point 6. The second main reason is where tenancies or occupations end due to rent arrears or anti-social behaviour. Action Points 1 and 2 will focus on partnership working to provide assistance and signposting earlier in the process to help ensure financial, welfare or housing support is in place.

5.14 During 2017/2018, 59.9% of all homeless presentations were from males – this Strategy highlights the need to further analyse the reasons why most homeless presentations and repeat applications are made by single males aged 18-35 and look at housing options for this specific group.

5.15 Significant progress has been made ensuring those leaving the care system are supported to find permanent accommodation and not referred to the Housing Options and Homeless Service. This work will continue to be developed. While there are comprehensive processes in place for those leaving care, 20% of homeless presentations in 2016/17 came from people who were care experienced in the past five years. This Strategy highlights the need for further prevention work to support care leavers in their permanent accommodation and create stronger links with Children and Young Persons Services to have a partnership approach. 2018 is the year of the Young Person in Scotland and this strategy recognises the importance of young people and their right to thrive and have all opportunities available to them. The Housing Options and Homeless Service needs to engage with young people better, not only to those who have been affected by homelessness in the past but to educate young people on housing issues.

5.16 The Homeless Service Improvement Plan has previously identified the need to develop a Prison Discharge and Hospital Discharge housing protocol. The Scottish Prison Service launched SHORE (Sustainable Housing on Release for Everyone) in 2017, which included a commitment to finding Housing solutions for those leaving prison. The Homeless Prison Discharge protocol will be developed to compliment SHORE and review the Housing Options for prisoners at the start of sentences as well as planning for release.

Chart 2: Prison, Hospital and Children's Local Authority Care Discharges to Homeless – Applications Received 2016/2017

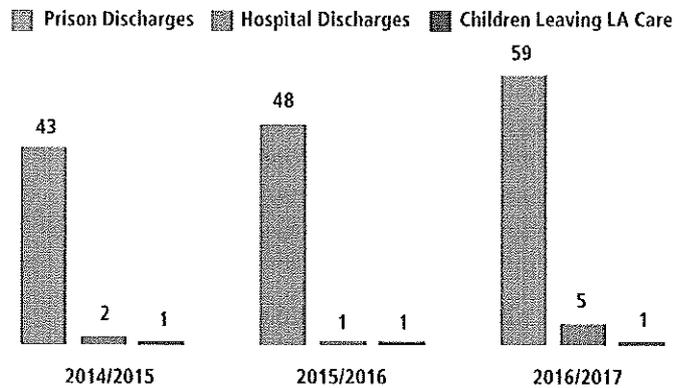
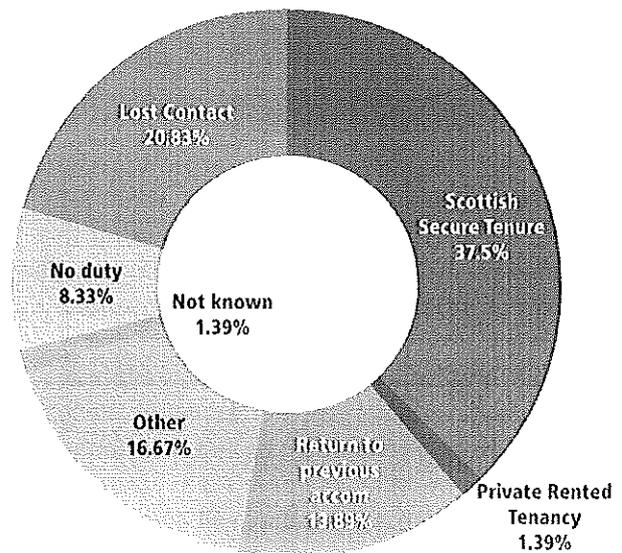


Chart 3: Prison Discharge Homeless Cases (%) – Outcomes 2016/2017

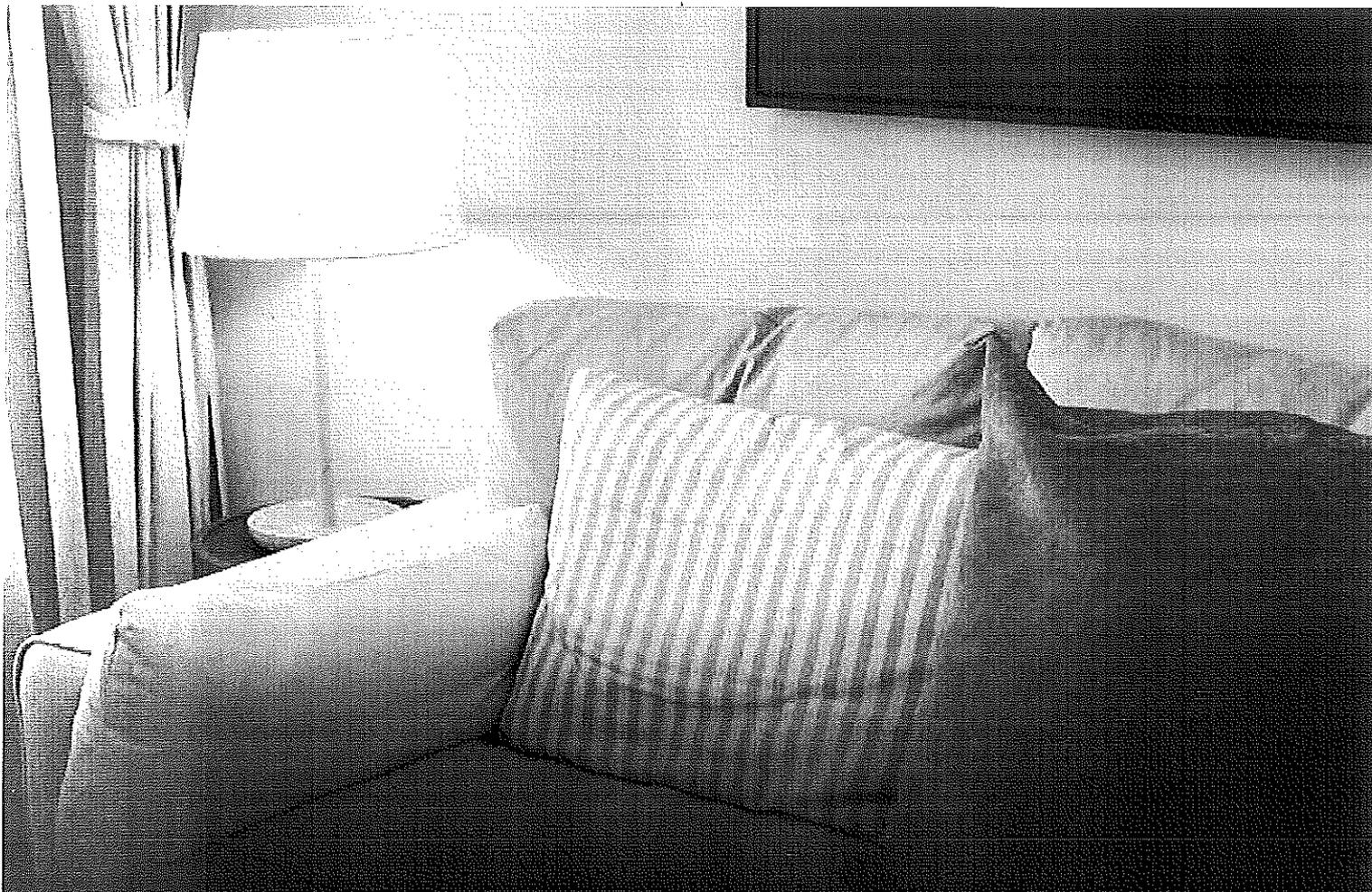


5.17 The Housing Options and Homeless Service receives homeless applications from MAPPA clients (Multi Agency Public Protection Arrangements). Homeless Officers work closely with the Offending Management Unit within Police Scotland to carry out environmental risk assessments when housing MAPPA clients. Continued partnership working with the South West Scotland MAPPA Strategic Oversight Group, Police Scotland and Scottish Prison Services will ensure MAPPA clients are housed and monitored appropriately within communities.

5.18 The Hospital Discharge Housing protocol will also be developed in partnership with Health and Social care partners and emergency hospital services. **Action Point 7**

Theme 2 Outcome: Introduce a new Housing Options approach with partners focusing on early prevention	
Actions	
Action Point 1	Implement a Housing Options framework in line with the Scottish Government guidance and in partnership with stakeholders to provide a standardised approach for key partners in Dumfries and Galloway
Action Point 2	Review the delivery model of Housing Options to ensure resources are adequately dedicated to prevention work across the partnership
Action Point 3	Review awareness of the Housing Options services available and work with partners to promote this to potential service users at an early stage.
Action Point 4	Continue to develop the work of the Strategic Homeless Forum to assist in shaping Housing Options and Homeless Services. Reviewing membership on a regular basis to ensure key stakeholders are represented.
Action Point 5	Review the causes of repeat homelessness and develop actions to address the underlying issues.
Action Point 6	Review the need for and potential effectiveness of mediation services
Action Point 7	Develop protocols which address the needs of particular groups including Young People, Prisoners, and Hospital discharge and leaving care.





6. Theme 3 - Temporary Accommodation

6.1 The Housing (Scotland) Act 2001 as amended by the Housing (Scotland) Act 1987 requires local authorities to provide temporary accommodation to all homeless applicants whilst their homeless application is being assessed. The Council has a statutory duty to provide temporary accommodation for all individuals presenting as homeless or those threatened with homelessness. Unintentional homeless cases will be supported into permanent accommodation and those found intentionally homeless will be assisted to find alternative accommodation.

6.2 The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014, which requires local authorities to ensure that homeless households with children and pregnant women are not placed in unsuitable temporary accommodation unless exceptional circumstances apply. To ensure the local authority complies with its statutory duty, a 3 year Temporary Accommodation Policy will be developed from 2018. **Action Point 1**

6.3 The Temporary Accommodation Policy will have 4 strategic aims:-

- Provision of a wide range of temporary accommodation options for clients across Dumfries and Galloway which meets the needs of homeless households;
- That temporary accommodation is of an appropriate standard and quality to meet the needs of homeless households;
- Effective management of temporary accommodation, which reflects service users views and ensures Best Value for Dumfries and Galloway Council;
- The appropriate information, support and contact is provided to homeless households in temporary accommodation

6.4 As a stock transfer authority, Dumfries and Galloway Council does not own housing stock, therefore the Temporary Accommodation stock needs to be procured. The current provision is as follows:

- Leased from RSLs - 73 properties
- Leased from Private - 72 properties
- Local Authority Hostel, managed by a third party – 1 property
- Accommodation, purchased on a 'spot-purchase' basis – 60 spaces
- Accommodation with Support procured from Housing Support funding– 77 spaces
- Refuge Accommodation procured from Housing Support funding – 16 spaces

6.5 Much of the current provision has been in place for over ten years which falls short of guidance recommendation to rotate temporary accommodation on a planned basis. Feedback during consultation was some accommodation standards could be improved:

Quote from a Service User

"Cold – nice enough flat but freezing, often stayed with a friend to keep warm. Had a portable radiator from my support provider to keep warm"
(Service User with Housing Support in Place)

This information supports the need to review the current accommodation and to factor in issues such as: cost, heating, insulation, security, furnishings and general living conditions.

6.6 As part of the new Temporary Accommodation Plan the service will implement a programme of rotation and more innovative ways of introducing new properties into the available stock for Homeless clients. Part of the new approach will include the potential to convert some temporary accommodation to permanent homes for service users where it is deemed appropriate.

Quote from a Service User

"If I could afford it, at the time, I would have stayed longer if I'm honest, I could have kept it but I was given somewhere else and that was fine but I got settled in and everything (the temporary accommodation)."

6.7 There has been an ongoing reduction in the number of people requiring temporary accommodation. The reduced numbers have led to several leases being terminated therefore reducing the overall stock and associated costs. Detailed below is the average number of service users recorded in temporary accommodation over the past four years.

Table 5 HL3- no of service users in Temporary Accommodation

	2013/14	2014/15	2015/16	2016/17
Average no of service users	274	265	239	214

A number of temporary accommodation leases have been in place for a significant period of time and need to be reviewed. There has been an ad hoc process of terminating temporary accommodation leases for the past few years, however a full review of the stock, including demand and needs assessment, and a costs analysis will be undertaken. **Action Point 2**

6.8 A significant portion of the costs of providing temporary accommodation is met through Housing Benefit and the associated subsidy arrangements. However the ongoing changes due to Welfare Reform continue to impact on these costs. Any future procurement will take account of the changing funding arrangements for temporary and supported accommodation. This will ensure the cost to the local authority is minimised. **Action Point 3**

6.9 Service Users have indicated that time spent in certain types of temporary accommodation has been beneficial in assisting them to move to and sustain permanent accommodation.

Quote from a Service User

"I needed that time to get a grip of everything, I could've done with longer if I'm honest"

While it is a key aim to minimise the length of time spent in temporary accommodation, it is important to assess the client's needs and tailor placements to enhance the prospect of successful permanent

housing allocations which are sustainable. In 2016 service users in Dumfries and Galloway spent an average of 109 days in temporary accommodation; the Scottish national average is 97 days. **Action Point 4**

6.10 One of the barriers identified to accessing temporary accommodation, was the cost where a service user is not eligible for Housing Benefit. Service users who were working during their time in temporary accommodation stated that the costs were unmanageable and they were left with little disposable income after paying rent, service charges and higher heating costs. The review of temporary accommodation includes the funding model and will explore the potential and affordability of reducing the current charges. **Action Point 5**

6.11 Feedback from service users has highlighted areas for concern including stigmatisation, and anti-social behaviour. The Temporary Accommodation Policy will include the development of quality standards. The commitment is to provide good quality, affordable accommodation for service users to ensure they are treated with dignity and respect. Allocation of temporary accommodation will meet the health and safety needs of service users. Links will be formalised with Police Scotland, Criminal Justice, and Anti-Social Behaviour teams to address and deal with any issues that arise.

6.12 The temporary accommodation policy will take into account the demand from groups such as MAPPA clients, clients with disabilities or chronic health needs and ensure the temporary accommodation stock is in place to meet their needs. Dumfries and Galloway is a large rural area which presents significant challenges in providing temporary accommodation across the region which meets the needs of everyone. The review of Temporary Accommodation will assess the trends in demand to allow the re-procurement of accommodation in those areas where current or future demand is predicted. This will allow the service to be as flexible as possible in finding temporary accommodation as close as possible to the place of choice of the service users.

Temporary Accommodation Key Outcome and Actions

Theme 3 Outcome: Provide good quality affordable accommodation	
Actions	
Action Point 1	Develop a 3 year Temporary Accommodation Policy including Temporary Accommodation Standards
Action Point 2	Re-procurement of Temporary Accommodation following completion of analysis of the current provision and Homeless service demands
Action Point 3	Review the impact of Welfare Reform on the costs of procuring temporary accommodation
Action Point 4	Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation, and taking account of customer needs
Action Point 5	Review of current temporary accommodation charging models to assess the financial affordability of reducing the levels of rent charged to service users.



7. Theme 4 – Service User Outcomes

7.1 Positive Service User outcomes are at the heart of the Housing Options and Homeless Service. To reinforce this, service standards have been introduced which provide clear guidance on the level of service that partners and service users can expect. The standards cover clear and transparent decision-making, thorough and quick assessments, providing support and assisting people to find the correct housing solutions.

7.2 In 2016/17, 820 Homeless applications were made and 91.4% were assessed within four weeks: this is a significant improvement from 73.7% in 2015/16 and 68% in 2014/15. As assessments rely on the provision of information from service users it is accepted that a 100% target is likely to be unachievable. The Service will aim to achieve 95% of all assessments made in 28 days or earlier where possible. The national Scottish average in 2016/17 was 87.8%, therefore the Service is currently operating at above the national average.

7.3 To ensure the Service continues to improve, a programme of continuous review and development is now in place. This will involve reviewing all procedures and practices to develop a customer focused approach. The Service will ensure it understands and maps positive destinations for service users. One of the processes to be reviewed will be the appeals process to ensure targets are being met and changes are being made to reduce the overall number of appeals being received. The Service aims to make the correct decision in the first instance, by ensuring all information needed is gathered as the initial contact. **Action Point 1.**

7.4 The implementation of a new Homeless IT System will assist with the redevelopment of procedures and processes. The current multiple systems are inefficient and do not have easy access to performance information, the new IT system will reduce the level of manual intervention and provide better information to inform service changes and support homeless staff to deliver the service. **Action Point 2.**

7.5 The Common Housing Register (CHR) assists in Homeless clients obtaining permanent housing. Until October 2017 the local CHR consisted of four Registered Social Landlords, Dumfries and Galloway Housing Partnership (DGHP), Loreburn Housing Association, Home Group (Scotland) and Irvine Housing Association. From October 2017, Loreburn is no longer a full member of the CHR and new partners Cunninghame Housing Association has joined. Cunninghame is currently in the process of planning and developing new housing in Dumfries and Galloway.

Table 6. RSLs and Number of Properties

Registered Social Landlord	Number of Properties	Planned build over 5 years*
DGHP	10,300	401
Loreburn Housing Association	2,500	307
Irvine Housing Association	393	0
Home Group (Scotland)	568	0
Cunninghame Housing Association	0	528

*Information as at 31st March 2018 from the Strategic Housing Investment Plan

7.6 From October 2017, Loreburn Housing Association properties are let via 'Choice Based Lettings'. The Housing Options and Homeless Service will work closely with Loreburn and continue to develop positive outcomes for service users through Choice Based Lettings.

7.7 The CHR partnership has resulted in 31% of all lets made available going to Homeless clients in 2016/17 which was an improvement from 2015/16 at 23%. From 2017/18 onwards the target has been increased to 40%, this target is also accepted by Loreburn Housing Association through Choice Based Lettings.

Action Point 3.

7.8 It is recognised that there are a number of service users who are affected by serious vulnerabilities such as mental health, drug and alcohol addictions and those multiple excluded from accessing services. For some of these clients, a tenancy in mainstream housing is often not the most appropriate solution. The Homeless service works jointly with the Health and Social Care Integration Joint Board and the Adult Supported Accommodation Residential Placement Panel for some clients housing need. However there remain a number of clients whose needs are not met by the current available housing models in Dumfries and Galloway

7.9 There are a number of projects nationally that are developing options for people with particular needs. Housing First is a current model which has been adopted by a number of local authorities in Scotland and offers permanent accommodation to individuals in chronic need without requiring them to go through the formal homelessness system waiting lists, hostels and temporary accommodation. Under Housing First there is no requirement for the homeless person to be "housing ready" or to have addressed their addiction problems before moving into a permanent home and sustaining it. Health and addiction issues are addressed after housing has been secured, and intensive, open ended support is provided to help the person to maintain their tenancy. Alternative housing models including Housing First will be explored as a potential option for Dumfries and Galloway. **Action Point 4.**

7.10 The ongoing Welfare Reform changes have been a focal point for Dumfries and Galloway Council. Welfare Reform can be one of the most significant factors for individuals falling into rent arrears and subsequently losing tenancies due to financial difficulties.

7.11 The service will continue to work in partnership with both internal and external agencies to mitigate the impacts of Welfare Reform. This mitigation work includes working with the Welfare Support team to maximise the use of the Scottish Welfare Fund and Discretionary Housing Payments to prevent homelessness or to assist clients settle into new accommodation. A joint approach by this team and

the Housing Options and Homeless service will ensure there is a collaborative approach to tackling Homeless prevention by the Council. **Action Point 5.**

7.12 There is a statutory duty to provide advice and assistance (Housing Support), and it is clear that the timing of this is crucial to ensure the needs of service users are met. The Strategy recognises that early intervention and Housing Support is crucial to reduce homelessness. However the application of Housing Support is also crucial to ensuring someone settles into their tenancy, enabling them to sustain a permanent home.

Quote from a Service User

"The Council needs to support people after they get a house. Not enough understanding of mental health, it takes a priority. My mind set was not good, a follow up or something afterwards would help to make sure it's going to plan".

Service users have emphasised the need for continued housing support to help them sustain tenancies and to assist in changing behaviours long term (for example debt/money management, life skills and paying bills.

7.13 The commitment is therefore to work with Housing Support providers to ensure support for clients who move to permanent accommodation continues to help them maintain tenancies. This will include post-tenancy checks to ensure they continue to manage in their tenancy for up to 12 months or beyond if needed.

7.14 A partnership approach is vital to ensure the correct support choices for individuals. Joint working with Social Work Services will ensure those clients who need more enhanced support are assisted in accessing self-directed support. **Action Point 6.**

7.15 Individuals with lived experiences, of the Housing Options and Homeless Service, are invaluable to help shape service delivery. A priority within the Homeless Strategy is to be open, accessible and responsive to service users and the wider public. Service users have

indicated that they are eager to continue to assist with the shaping of service delivery. Service users want to share feedback on their lived experiences of homelessness overall and assist in removing barriers and 'branding/stereotyping' homeless individuals. Engagement with service users will be integral to the ongoing development of policies and strategies.

Quote from a Service User

"The size of the town (Dumfries), you don't see it (homelessness). In the media and news, for those who are homeless in society, they are still seen as the dregs of society, spongers, wasters, whatever you want to say. I never, not ever, thought I would go that way (become homeless) sleep rough and everything on top of that. Me and my family experienced it, we went through it together and we know it could happen to anyone. It shouldn't matter where you come from, you shouldn't be put to the side because you've been in a bad way. I got help so if I can get to that stage then anyone can... I can't thank them enough".

7.16 A Homeless Customer Engagement Plan is now in place to ensure that feedback from those who access the service can shape future delivery. New customer satisfaction surveys are in place to gather information from service users. The information obtained from this will be presented regularly to the Homeless Forum to highlight any areas where improvement is needed, whilst continuing to keep channels of communication open with current and past homeless service users.

Action Point 7.

7.17 The current customer satisfaction levels reported through the Annual Return of the Charter (ARC) is that 91% are satisfied with temporary accommodation. The new customer surveys will widen the feedback and breakdown areas to cover access to the service, outcomes, and temporary accommodation.

Theme 4 – Outcome: Ensuring excellence in customer service is at the centre of everything we do

Actions

Action Point 1 A review of Housing Options and Homeless Service internal policies and procedures to ensure assessment, application and appeal targets are being met.

Action Point 2 Implementing a new IT system to support housing options information and homeless application processing, supporting performance management and reporting to allow service improvements to be monitored and evidenced.

Action Point 3 Ensure partnership with RSL's to monitor and continually review the allocation percentage to Homeless clients reflects service demand.

Action Point 4 Review Housing models that would meet the need of Homeless service users with particular needs, including Housing First.

Action Point 5 Develop processes to maximise the use of available funding to support positive outcomes for service users Continue to work closely with Council services and external partners to maximise the use of discretionary funds.

Action Point 6 Review Housing Support currently being delivered and make assessments on what is required to ensure prevention of homelessness and sustainment of tenancies.

Action Point 7 The development of a Customer Engagement Plan to ensure the service is interactive and inclusive with customer engagement to address areas of improvement and keeping channels of communication open and clear.

Summary Action Plan

Theme 1 Access to Housing Options and Homeless Services - Provide a consistent and accessible service across the region				
Action Point	Actions / Milestones	Responsible Service /Officer	Performance Outcome	Due date
1. Review and update contact methods including Housing Options self-service portal, phone interviews, and home visits for Service Users	<ul style="list-style-type: none"> Explore and develop new communication methods and formats i.e. text, online chat, large print, languages, easy read etc. Develop Customer Service initial contact scripts to record details of Homeless service contacts and signposting information for general enquires. 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Housing Options and Homeless Service Communication Plan Contact scripts developed for recording and signposting (Homeless Staff, CSCs and other front line Council staff) 	31 Mar 2019
		Customer Services		31 Mar 2019
2. Review current Housing Options and Homeless Service information held online and in other formats to ensure Service User needs are met.	<ul style="list-style-type: none"> Create information pack for partners, containing Housing Options advice and signposting information Add Frequently Asked Questions to website Ensure information displayed and on websites is reviewed on a regular basis Include with Customer Survey Questionnaires online. Report outcomes from customer feedback 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Action Pack content to be agreed at Homeless Forum/ Housing Options Sub Group, including alternative formats Website holds up to date information and FAQ's on live website – monitoring and review dates agreed Customer surveys monitored and feedback published online 	31 Mar 2019
		Communications		31 Mar 2019
		Communications		31 Mar 2020
		Housing Options and Homeless Service		
3. Ensure customers are given appointments:- The same day where 'roofless' Within 1 day where they are at threat of Homelessness Within 5 days where no threat of Homelessness	<ul style="list-style-type: none"> Publicise Service Standards and appointment times Management of performance data from new IT system to monitor timescales on appointments 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Service Standards compiled, publicised and displayed as widely as possible. Performance data produced and monitored 	30 Jun 2018
		Housing Options and Homeless Service		31 Mar 2019
		Housing Options and Homeless Service		



4. Review resources available internally and externally across the region to ensure homeless service user needs are met	<ul style="list-style-type: none"> • Homeless staffing restructure • Explore options for Housing Options and Homeless service surgeries outwit the existing 4 mains offices • Availability of staff in more remote areas and home visits 	Housing Options and Homeless Service	<ul style="list-style-type: none"> • Full Housing Options and Homeless Service Organisational structure in place. • Information available to support or oppose initiative to offer homeless surgeries and home visiting 	31 May 2018
5. Improve the recording of Housing Options and ensure all intervention work is being reported to the Scottish Government through PREVENT1	<ul style="list-style-type: none"> • Develop online Housing Options module in the new Homeless system • Develop new Housing Options Framework to include partners and improve recording on all intervention work 	Housing Options and Homeless Service	<ul style="list-style-type: none"> • Housing Options service available on council website publicly • Housing Options Framework has been written and agreed with homeless partners – outline has been shared and training delivered to staff and partners 	31 Oct 2019
6. Ensure appropriate training and support is in place for all staff and shared with partners where appropriate	<ul style="list-style-type: none"> • Training needs analysis for internal staff and partners to identify skills and knowledge gaps. • Redeveloped procedures shared with key partners and other council departments (where necessary) to increase knowledge of processes and practices. Involve staff and partners with service developments 	Housing Options and Homeless Service	<ul style="list-style-type: none"> • Training arranged and successfully completed to all staff and relevant partners • Partners communicated on new/amended policies and procedures 	31 Mar 2020
		Housing Options and Homeless Service	<ul style="list-style-type: none"> • Staff and partners involved with all developments and subsequent questions answered as required 	31 Mar 2020
7. Develop a structured partnership approach across health and social care and 3rd Sector to ensure need is identified as early as possible, and there is clear ownership to achieve positive outcomes for service users	<ul style="list-style-type: none"> • Enhance existing and develop new clear referral pathways with partners • Develop a multi-agency process for dealing with complex exceptional cases 	Health and Social Care Integrated Joint Board	<ul style="list-style-type: none"> • Partner pathways have been established and communicated • Multi-agency process and/ or team outlined for future complex homeless cases who cross services/organisations 	31 Mar 2023
		Housing Options and Homeless Service		31 Mar 2021
8. Review provision of out of hours for homelessness including the potential for a wider partnership approach	<ul style="list-style-type: none"> • Include review of accommodation available for out of hours • Review partnership approach to out of hours support to access accommodation 	Housing Options and Homeless Service	<ul style="list-style-type: none"> • Out of Hours policy and procedure in place and staff fully trained • Partnership approach to out of hours emergency accommodation has been agreed or declined 	31 Mar 2021
		Housing Options and Homeless Service		31 Mar 2021

Theme 2 Homeless Prevention				
Action Point	Actions / Milestones	Responsible Service / officer	Performance Measure	Due date
1. Implementation of a Housing Options framework in line with the Scottish Government guidance and in partnership with stakeholders to provide a standardised approach for key partners in Dumfries and Galloway	<ul style="list-style-type: none"> Housing Options framework agreed by Homeless Forum and Housing Options – Sub Group Agreed framework delivered and publicised in key community areas i.e. schools, community GP's and Housing Support providers etc. 	Homeless Forum/ Housing Options - Sub Group	<ul style="list-style-type: none"> Record of agreed framework Distribution of framework and documentation to key partners 	31 Mar 2019
		Housing Options and Homeless Service		31 Mar 2020
2. Review the delivery model of Housing Options to ensure resources are adequately dedicated to prevention work across the partnership	<ul style="list-style-type: none"> Early intervention with Section 11 cases Early notification and intervention on ASP cases. Develop an early notification process for intervention where tenancies are at threat 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Performance monitoring through PREVENT1 and internal reporting tools Recording and monitoring of outcomes from early interventions 	31 Mar 2020
		Social Work Services		31 Mar 2021
		Registered Social Landlords		
3. Review awareness of the Housing Options services available and work with partners to promote this to potential service users at an early stage	<ul style="list-style-type: none"> Review awareness of Housing Options with particular groups: i.e. young people, minority groups etc. Publicise Housing Options (online, publications, leaflets act) to provide a clear overview of what Housing Options 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Continued attendance at various cross-service and partner groups Service users have a clear understanding of Housing Options (for example: evidenced in exit surveys) 	31 Mar 2023
				31 Mar 2023



4. Continue to develop the work of the Strategic Homeless Forum to assist in shaping Housing Options and Homeless Services. Reviewing membership on a regular basis to ensure key stakeholders are represented	<ul style="list-style-type: none"> Annual review of membership and forum Increase circulation of minutes from meetings to all partners Have topical speakers for future forum 'topics' 	Homeless Forum	<ul style="list-style-type: none"> Homeless Forum continues with all relevant stakeholders included 	31 Mar 2019
		Housing Options and Homeless Service	<ul style="list-style-type: none"> Staff and other stakeholders better informed of discussions occurring at the Homeless Forum Homeless Forum attendance continues to be full and topical subjects discussed from relevant organisations 	31 Mar 2019
				31 Mar 2019
5. Review the causes of repeat homelessness and develop actions to address the underlying issues	<ul style="list-style-type: none"> Review the underlying reasons for repeat homelessness. Review Housing Support services to target service users at risk of not maintaining new tenancies 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Higher levels of tenancy sustainment Improved understanding of the causes of repeat homeless 	31 Mar 2020
		Housing Support Providers	<ul style="list-style-type: none"> Repeat Homeless in Dumfries and Galloway reduced to below the national average 	31 Oct 2018
				31 Mar 2019
6. Review the need for and potential effectiveness of mediation services	<ul style="list-style-type: none"> Research other Local Authorities use of mediation: successes/ failings Organise staff training from Domestic Abuse and Violence Against Women (awareness when to use mediation service and when is not an option) 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Benchmarking of other similar LA's to weigh positives and negatives of mediation use – to support future exploration of the methodology and services available Homeless Operational staff trained on DAVAW (Domestic Violence Against Women) 	31 Mar 2020
				31 Mar 2019
7. Develop protocols which address the needs of particular groups including young people, prisoners, hospital discharge and leaving care	<ul style="list-style-type: none"> Prison Discharge Protocol: Develop the standards set out in 'SHORE' in the Prison Discharge protocol Linking South West Scotland MAPPA Strategic Oversight Group objectives with the developed protocol Engagement with Police Scotland (Dumfries and Galloway Local Policing Plan 2017-2020) and the Scottish Prison Service (SPS) 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Prison Discharge protocol developed which sets out processes for sustainable housing options prior to imprisonment and on release Links with MAPPA objectives Improved links with Police Scotland (Dumfries), Scottish Prison Service and the Courts 	31 Mar 2019
				31 Mar 2019
				31 Mar 2020

7. Cont.	<ul style="list-style-type: none"> Hospital Discharge Protocol: Joint approach with Health and Social Care professionals 	<p>Housing Options and Homeless Service</p> <p>Health and Social Care Partners</p>	<ul style="list-style-type: none"> Reduction in presentations to Homeless from hospital discharges 	31 Mar 2020
7. Cont.	<ul style="list-style-type: none"> Care experienced and Young Persons Protocol: Work with CYPLL partners to develop Housing Options and Homeless processes specifically for young people and those who are care experienced 	<p>Housing Options and Homeless Service</p> <p>CYPLL</p>	<ul style="list-style-type: none"> Understand the main causes of homelessness for young people Reduce the number of Homeless presentations from under 25 year olds 	31 Mar 2020
				31 Mar 2022



Theme 3 Temporary Accommodation

Action Point	Actions / Milestones	Responsible Service / Officer	Performance Measure	Due date
1. Develop a 3 year Temporary Accommodation Policy including Temporary Accommodation Standards	<ul style="list-style-type: none"> Review of temporary accommodation – furnished/ unfurnished/disabled needs/family units/ range supported accommodation needs Includes and meets location needs of clients Review of costs Service Standards in line with Shelter Scotland Health and safety needs of service users/ environmental scan 	Housing Options and Homeless Service	Temporary accommodation review complete	30 Jun 2018
			Service User Needs Assessment carried out	30 Jun 2018
			Cost analysis complete and new cost proposals produced	30 Jun 2018
			Service Standards agreed and shared	31 Oct 2018
			Environmental scan and health and safety assessment complete	31 Oct 2018
2. Re-procurement of Temporary Accommodation following completion of the analysis of the current provision and Homeless service demands	<ul style="list-style-type: none"> Scope new temporary accommodation requirements Work with procurement to develop new specifications Tender for new accommodation Work with existing providers to develop options Award new contracts 	Housing Options and Homeless Service	Current contracts ended	31 Mar 2019
			New contracts awarded	01 Apr 2019
3. Review the impact of Welfare Reform on the costs of procuring temporary accommodation	<ul style="list-style-type: none"> Costs for clients on benefits and in work Review of service charges 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Service Charge and Rental Cost analysis carried out 	31 Oct 2018
4. Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation, and taking account of customer needs	<ul style="list-style-type: none"> Review ASARPP access and referral arrangements Monitoring of CHR and CBL allocations Explore other RSL options to discharge homeless duty Set target annually of improving on Scottish average. 	Housing Options and Homeless Service	Monitor length of time in temporary accommodation	Ongoing
			Review of percentage of allocations to Homeless clients	Annual
			Allocation monitoring	Ongoing
			Monitor of all 'discharge of duty' options	Ongoing
5. Review of current temporary accommodation charging models to assess the financial affordability of reducing the levels of rent charged to service users	<ul style="list-style-type: none"> Benchmarking of other local authorities Develop a cost model 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Benchmarking and findings reviewed Cost model developed 	30 Jul 2018

Theme 4 Service User Outcomes				
Action Point	Actions / Milestones	Responsible person / service	Performance Measure	Due date
1. A review of Housing Options and Homeless Service internal policies and procedures to ensure assessment, application and appeal targets are being met	<ul style="list-style-type: none"> Required procedures detailed and reviewed with the implementation of new IT and system Appeals Procedure detailed Key performance indicators highlighted and linked to staff performance monitoring 	Housing Options and Homeless Service	Implementation of new IT processes	30 Nov 2018
			New appeals procedure detailed and recording measures in place	30 Nov 2018
			Service indicators recorded and staff 1-2-1's detail performance information at an individual level	31 Mar 2019
2. Implementing a new IT system to support housing options information and homeless application processing, supporting performance management and reporting to allow service improvements to be monitored and evidenced	<ul style="list-style-type: none"> New system configuration User end testing of configuration Live deployment and staff/user training Live system Decommissioning of legacy systems 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Live operation of new system Access to legacy systems 	30 Nov 2018
3. Ensure partnership with RSL's to monitor and continually review the allocation percentage to Homeless clients reflects service demand	<ul style="list-style-type: none"> Annual review of % allocation targets Engage with Loreburn Housing Association to monitor effect of Choice Based Lettings 	Housing Options and Homeless Service Common Housing Register	Monitoring of allocations to homelessness	30 Jun 2018
4. Review Housing models that would meet the need of Homeless service users with particular needs, including Housing First	<ul style="list-style-type: none"> Review commissioning and partnership approach Include benchmarking Explore alternative Housing models Review of Supported Accommodation needs 	Housing Options and Homeless Service	Outcomes of reviews presented to elected members for decision	31 Mar 2019
			Partnership approach to developing housing models	31 Mar 2020
			Alternative models developed and delivered	31 Mar 2023

5. Develop processes to maximise the use of available funding to support positive outcomes for service users. Continue to work closely with Council Services and external partners to maximise the use of discretionary funds	<ul style="list-style-type: none"> • Dumfries Customer hub development with key partners • Closer working with Welfare support – access to DHP / SWF / HB • Develop CSC closer working for initial contacts • Community resilience – work with ward officers on awareness of housing options and homelessness 	Housing Options and Homeless Service	• Customer Hub progressed	31 Mar 2019
			• Closer working links developed and joint review meetings	31 Mar 2019
			• Closer CSC Ties established and review meetings set	31 Mar 2019
		Financial Well-being and Revenues	• Links set up with community resilience ward workers	31 Mar 2020
6. Review Housing Support currently being delivered and make assessments on what is required to ensure prevention of homelessness and sustainment of tenancies	<ul style="list-style-type: none"> • Continuing Housing Support once clients leave temp accommodation • Monitoring outcome based / measuring hard and soft outcomes for service users 	Housing Options and Homeless Service	• Increased tenancy sustainment levels and reduction of repeat homelessness	31 Mar 2020
			• Outcome monitoring in place	31 Mar 2021
7. The development of a Customer Engagement Strategy to ensure the service is interactive and inclusive with customer engagement to address areas of improvement and keeping channels of communication open and clear	<ul style="list-style-type: none"> • Set a minimum of services user survey returns and ensure feedback on engagement– you said / we did • Commitment to work with CYP LL and focus on prevention work for young people • Commitment to work with established service user groups and our partners to access service users and "at risk" groups • Publication of service user survey outcomes annually / and action plan to address issues 	Homeless Forum members and partners	• Customer Survey uptake and survey analysis reported in the ARC	31 Mar 2018
			• The Customer Engagement Plan 'Actions' will be agreed and reviewed	31 Mar 2019
		Housing Options and Homeless Service	• Review of the Customer Engagement Plan	31 Mar 2020

Glossary of Terms

Alcohol and Drug Partnership Strategy 2017-2020
Setting out the outcomes and targets across treatments and recovery focused services in Dumfries and Galloway

Annual Return of the Charter (ARC)
A Landlord's year's report, sent to the Scottish Housing Regulator showing performance, standards and outcomes

Anti-Poverty Strategy 2015-2020
Sets out Dumfries and Galloway Council's objectives in tackling poverty

Choice-based letting (Loreburn Housing Association)
Allowing customers to bid for available properties themselves rather than waiting to be offered a tenancy by an RSL

Common Housing Register (CHR)
The common housing register for Dumfries and Galloway is 'Homes4D&G' encompassing DGHP, Irvine Housing Association, Home Group (Scotland) Ltd and Cunninghame Housing Association (as of September 2017)

Council Plan 2017-2022
Dumfries and Galloway Council's five year plan which sets out its Vision, the 4 key 'Priorities' and Commitments.

Community Justice Outcomes Improvement Plan 2017-2018
Setting out local priorities, themes and strategic partners when addressing Community Justice Outcomes

Health and Social Care Strategic Plan 2016-2019
The set out cases for change, key challenges, priority areas of focus and Integration Joint Board commitments for health and social care services

Housing First
A recovery-oriented approach to ending homelessness that centres on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed

Housing Need
The need for housing of the right size and type to meet the requirements of a single person or a group of people, including the needs of disabled or older people

Housing Options
A free and accessible advice and information service delivered by the local authority, consisting of: homelessness and the prevention of homelessness and any services which may assist a homeless person or assist in the prevention of homelessness

Housing Support
Externally commissioned services to assist, advise and engage people in relation to the Housing Support Duty
<http://www.gov.scot/Resource/0042/00423606.pdf>

Local Housing Strategy (LHS)
The Local Housing Strategy (LHS) is a local authority's strategic plan for housing in its area

PREVENT1
Statistics reporting on the impact of housing options work submitted to the Scottish Government

Section 5 referral
A RSL's duty to give due priority of housing to homelessness individuals when allocating permanent accommodation

Section 11
The notification to the local authority that Landlords must give when they raise proceedings for possession of a tenancy (eviction proceedings)

Strategic Homeless Forum
Multi-agency partnership of services and organisations who can assist in tackling homelessness

Stock Transfer
The transfer of council owned housing stock to Registered Social Landlord(s)



Abbreviations

ASARPP

Adult Supported Accommodation and Residential Placement Panel

CBL

Choice-based lettings (Loreburn Housing Association)

COSLA

Convention of Scottish Local Authorities

CSC

Customer Service Centre (Dumfries and Galloway Council)

CYPLL

Children Young People and Life-long learning (D&G Council)

DHP

Discretionary Housing Payment

HB

Housing Benefit

LA

Local Authority

LDP

Local Development Plan

LHS

Local Housing Strategy

LOIP

Local Outcome Improvement Plan

RSL

Registered Social Landlord (Housing Association)

SHORE

Sustainable Housing on Release for Everyone (Prisons)

SHIP

Strategic Housing Investment Plan

SHR

Scottish Housing Regulator

SWF

Scottish Welfare Fund



Monitoring and Review

The Homeless Strategy Action Plan will be monitored through the Councils Performance Management framework and be subject to performance reports to the Communities Committee. .

If you wish for further information on this strategy and homelessness in Dumfries and Galloway, or wish to comment - please contact the Homeless Housing Options and Homeless Service: contact@dumgal.gov.uk

If you would like some help understanding this document or need it in another format please contact 030 33 33 3000

For further information please contact us at:

Dumfries and Galloway Council

Housing Options and Homeless Service

Queensberry Square

Dumfries

DG1 1BF

Telephone: 030 33 33 3000

Offices are open: Monday to Friday 9am to 5pm

Website: <http://www.dumgal.gov.uk/article/15280/Help-for-homeless-people>



**If you would like some help understanding this or need it
in another format please contact 030 33 33 3000**

Dumfries and Galloway Rapid Rehousing Transition Plan Stakeholders and Engagement

The development and implementation of the Rapid Rehousing Transition Plan in Dumfries and Galloway is over seen by the region's Homeless Forum. Membership of the Homeless Forum is made up of key stakeholders, however with the development of the RRTP there may be a need for other partners to join for specific workstreams.

The key membership is as follows:

Name	Designation	Organisation
Harry Hay	Head of Neighbourhood Services	D&G Council
Lorna Campbell	Financial Wellbeing and Revenues Manager	D&G Council
Lori Ramos	Project Officer – Homeless Policy and Procedure	D&G Council
Jo Weir	Housing Options and Homelessness Team Leader	D&G Council
Nichola Broadfoot	Housing Options & Homeless Assessment Co-Ordinator	D&G Council
Doreen Beattie	Community Wellbeing & Temp Accommodation Coordinator	D&G Council
Paula Doherty	Team Leader Benefits and Welfare	D&G Council
Lesley Urquhart	Senior Welfare Officer – Welfare Team	D&G Council
Jim O'Neill	Housing Manager	D&G Council
Jayne Moore	Director of Housing	DGHP
Nicola Thom	Interim Director of Housing Services	Loreburn HA
Sue Irving	Chief Executive	DAGCAS
Wendy Jesson	Anti-Poverty Officer	D&G Council
Sheila Clingan	Locality Social Work Manager	D&G Council
Gordon Pattinson	Public Protection Manager	D&G Council
Catherine Knipe	Team Manager Community Justice - SW	D&G Council
Vikki Binnie	Community Justice Manager - SW	D&G Council
Caron Hall	ADP Development Officer	NHS
Julie Morley	Housing Lead Officer	Health and Social Care Partnership
Justina Richie	Service Manager	Mental Health Directorate
Phil Myers	Health & Wellbeing Specialist	NHS
Sheila Mohan	Policy Officer	D&G Council
Karen Lewis	Manager	The Hub
N/A	Senior Manager Children and Families	D&G Council SW
Veronica Wright	Performance Leader	Home Group
Kerry Herriot	Development Officer (DAVAWG) - DGC	D&G Council SW
Kay Forrest	Locality Manager - CFSW	D&G Council SW
June Watters	Health & Social Care Locality Manager	HSC
Gary Sheehan	Health & Social Care Locality Manager	HSC
Jimmy Marshall	Locality Manager – Adult Services	D&G Council SW
Gail Robertson	Patient Flow Manager	NHS
Jason Hall	Senior Social Worker, HMP Dumfries	D&G Council SW
Karen Smith	Governor	HMP Dumfries
Stuart Pomfret		HMP Dumfries



Homeless Forum sessions during 2018 were used to inform the group of the work of HARSAG and the reports and recommendation published. The Forum agreed the steps required to develop our approach to Rapid Rehousing and have taken on oversight of the workstreams.

Engagement with wider stakeholders, staff and service providers was undertaken in a variety of manners including:

- Visits to individual service providers for 1 to 1 discussions,
- Staff engagement sessions at each of the Housing Options and Homeless Offices across the region,
- Meeting with service users and support provider,
- Session with Dumfries and Galloway Tackling Poverty Reference Group¹
- Elected Member and Integration Joint Board Members Seminar

Two larger engagement sessions involving a wide range of stakeholders were also held as detailed below:

Session 1 Transition to Rapid Rehousing of Homeless Households- What Needs to Change?

This session was run by the Scottish Housing Network of behalf of the Housing Options and Homeless Service

It was attended by delegates from the following services/stakeholder groups: Dumfries and Galloway Housing Partnership, Loreburn Housing Association, Home Group, S&A Homes, NHS Mental Health Commissioning, Independent Living Support, Alcohol and Drug Services, Social Work Services, Health and Social Care Partnership, Public Health, Shelter, Bethany Christian Trust, Police Scotland, Dumfries and Galloway Council (Housing, Housing Options and Homelessness Service, Anti-Poverty Officer, Housing Manager, Head of Customer Services, Financial Wellbeing and Revenues Manager)

The following is a summary of the feedback from this session:

Question 1 – In an ideal world, what more could your organisation do to prevent homelessness or meet the needs of households that are homeless?

- Early intervention/ information and advice
- Effective hospital and prison discharge protocols
- Outcome focused support commissions
- Local partnerships and locally agreed outcomes
- Flexible housing support to meet needs
- Increase in suitable accommodation

Question 2 – Should new build housing be part of the answer to homelessness – how can we ensure that supply meets demand? What more could be done to find answers to homelessness in the private rented sector?

New Build

- New housing should be *part* of the solution
- Homes should be 'future-proofed' for growing families and care needs.

¹ <https://awards.cosla.gov.uk/project/tackling-inequalities-and-improving-health-dumfries-galloway-council-tackling-poverty-in-dumfries-and-galloway-2/>

- Tenancies should be 'easily adaptable'
- There is a need for homes for larger families – 4+ children
- If using new build – what support would be required within these developments?

Private Rental Sector discussion

- Dumfries and Galloway Council/Homes4D&G could explore contracting out to a 'Private Sector Leasing Scheme; - see <https://linkhousing.org.uk/what-we-do/private-sector-leasing/> for an example at City of Edinburgh Council
- Landlords need to be confident about effectiveness of housing support to help tenants maintain a tenancy
- We need to support the PRS sector to engage and provide support to solve any issues
- Encouraging owners to make empty homes up to standard

Question 3 - What steps would need to be taken in order for housing associations to make an even bigger contribution towards homelessness?

- More centralised funding and resources to be made available to RSL's
- New pilot projects and innovation need to be considered in the region
- Need better communication between Housing Support Providers and RSLs
- Another accommodation (halfway house) for complex/ addiction needs
- Staged approach from prison release and hospital – some people don't need to be in hospital but can't go 'home'
- Challenges of making sure properties are ready
- Make more stock available short term, increase capacity longer term
- More inventive with Scottish Welfare Fund to support people in for household resources for new tenancies
- Need to ensure any changes do not effect void rent loss targets

Question 4 - In an ideal world, what would the temporary accommodation service in Dumfries and Galloway look like? How would it be different to the present day?

- TA comes with 'targeted support' to meet each individual's need
- Near support network, near public transport, friend, work, low cost supermarkets etc
- Accommodation would be ready to move in to – furnished etc.
- Affordable for people who work
- Flexible housing which is cheap/ mobile/ and can be adapted to suit needs
- Higher standard of accommodation/ energy efficient etc to reduce heating costs
- Prison leavers – loneliness is a big issue
- Client dynamics/needs/vulnerabilities can make sharing complicated
- Rotation of properties to remove stigma of "homeless accommodation"

Question 5 - What is the likely future role of support and supported accommodation in meeting the needs of homeless applicants?

- We must obtain service user perspective

Question 6 – What needs to change in your organisation in order to deliver the rapid rehousing of homeless households?

D&GC

- Research and benchmarking against other LA's, public bodies and organisations
- Senior buy-in, especially from Health and Social Care
- Housing/ homelessness included in educational settings to raise awareness among young people about how to prevent homelessness
- Digital platforms for young people as an alternative to appointments
- Transition from reactive to proactive as a little resource prior to crisis pays dividends.

- Wider communication about what is going on
- Diversify funding – target at areas we want and be radical with procuring services – let “break the mould”
- Map all supported accommodation and look at shared service modelling and commissioning.
- Hostel accommodation could be reinstated for most vulnerable/ chaotic people to take pressure off other sectors
- Discussion about better service user consultation and better inclusion of support providers in planning whole service (co production)

Partnership working

- There needs to be the creation and implementation of Information Sharing Protocols between agencies – and they need to be used
- Multi agency group for high risk homeless cases to ensure a joined up approach to support
- Raising homeless agenda in Health Localities
- Homeless champion in organisations where housing is not key focus – ie NHS/ Education/ HSCP
- Strengthen existing linkages and identify gaps
- Raise awareness with wider partners and with staff on the ground
- Engagement around developing a partnership model/agreement

Partners

- Early homeless intervention must be a key objective – for all agencies
- Prison - Increase availability of Tenancy Award to short term sentences
- Prison - Fully adopt SHORE

Session 2 RRTP Development Day with Support Providers

Attended by delegates from the following stakeholder/services:

Dumfries and Galloway Housing Partnership, Loreburn Housing Association, Bethany Christian Trust, S&A Homes, Independent Living Support, Alcohol and Drug Services, Health and Social Care Partnership, Social Work Services, Housing Options and Homelessness, Welfare and Benefits Team.

The following is a summary of the feedback from this session:

Discussion 1 – Future Housing Support

How could current models of support be improved/adapted in order to help end homelessness?

- Multi agency approach – key workers with links into all the key agencies
- Homeless Officers need to have the authority to co-ordinate the range of support needed for service users
- Greater focus on prevention work
- Ensure Rapid Rehousing is prioritised with support services
- More mobile services who can go to where the person needs it rather than the person coming to the support
- Increase use of technology / information sharing
- Flexible and mobile services that cover the whole geographic area
- Housing Support Duty could be much wider and inclusive
- Providers do low level support and need to access other support for more complex needs
- How do people know that help is out there? – awareness raising
- There are limits on workforce capacity – more partnership working/ sharing info

- Providers have barriers to recruitment for support workers. There is an opportunity for providers to develop workforce strategies and invest in education/ development
- Engagement of clients should be conditional of tenancies
- Budgeting support should be more standardised across region/ same methods used by all
- More support around rent arrears
- Pressure to ensure housing benefit or UC housing element is paid direct to landlord
- Forum for support providers to share good management practice (recruitment/ staff development etc.)

What are the enablers and barriers to ensuring that people with support needs are assisted to avoid homelessness altogether or move out of homelessness swiftly?

Barriers

- Need to resolve GDPR issues / organisations hide behind these
- Services need confidence that supports are in place for service users
- Ensure relationships between service providers are in place and there is mutual respect for their professional opinions
- Need to ensure that the multi-agency approach is working for all.
- Supported accommodation – some people don't want to move out.
- Standards of RSL accommodation needs to improve
- Clients not ready to engage
- Coordinating communication
- All agencies need to engage

Enablers

- committed staff / want to do well
- D&G actually has housing support – some LAs don't have providers
- Good relationships in D&G between partners
- Tenancy comes with support in place
- A link worker structure to provide a coordinated approach
-

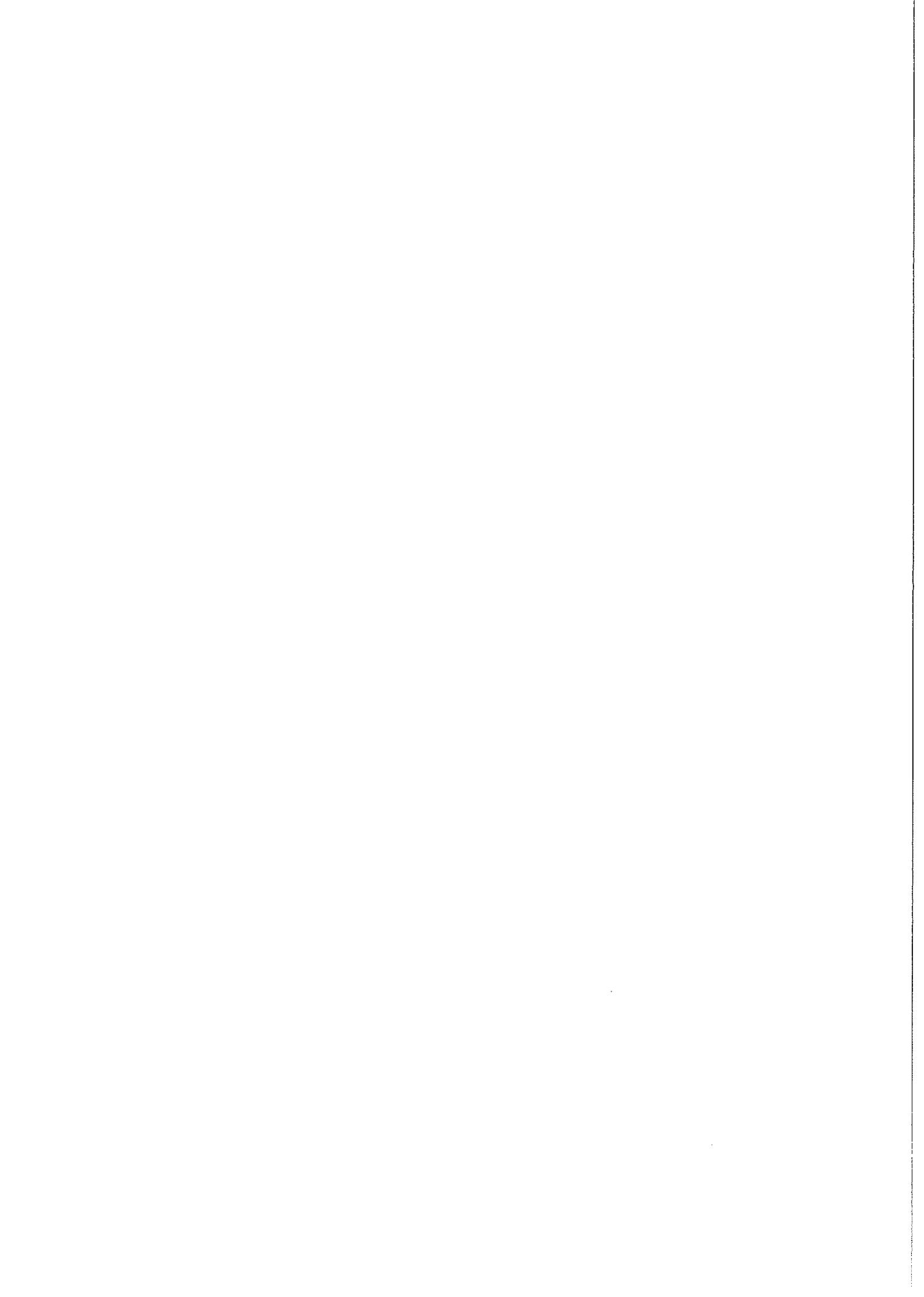
How can housing support help to end homelessness in D&G?

- Use multi-agency approach / named adult for vulnerable person
- Needs clear links to Health & Social Care services
- Named officer needs sufficient 'clout' to get other agency involvement
- There is a lack of opportunities to raise awareness of homelessness at H&SC although this is an improving picture
- Greater co-ordination of services, less emphasis on insufficient budgets and more on doing things differently
- Greater emphasis that Homelessness is everyone's responsibility not just a housing issue
- Services need to be more flexible / tolerant where services users fail to engage or 'break the rules'
- Good relationships currently with Loreburn and the leaving care team dealing with young people. However the good relationships need underpinned by an established protocol/process
- Sometimes difficulties accessing CATS/MASH in crisis situations for some service providers
- Relationships with key services crucial to develop services
- A central response team to support crisis situations.
- ADS work with people with complex needs. There needs to be more emphasis on preventative work and early identification of addiction through better assessment.
- Personalised planning for vulnerable people/ assessment of support level to develop pathways through homelessness
- Professional lead (key worker from most significant issue?) to coordinate integrated services
- Holistic care – vision of 'being better than before'.
- Good communication between providers for joint support planning. At the moment communication systems don't speak to each other.

- 
- Support needs to be for 'all categories' – challenge of non-engagement especially young people
 - Support will need to be over longer period of time.
 - RSLs need to be on board
 - Open referral system from GPs etc. to aid prevention
 - Outcome based monitoring (currently measuring the wrong things)
 - Standards of accommodation need to be established – Community Care Grant to improve accommodation and aid Rapid Rehousing
 - All agencies on board
 - Could we use SST with support for vulnerable clients?
 -
 - Discussion 2 – Future Need Temporary and Supported Accommodation
 - What do the changes mean for service? What are the challenges and opportunities?
 - How does this fit with Loreburn Foyer models?
 - Opportunities for a partnership approach to resolving issues
 - Opportunity to really transform services
 - Key role for 3rd sector
 - Professional respect for the various areas of expertise.
 - Opportunity to support people at a younger age – challenge...how do we sustain it through partnerships etc. – really need to improve communication
 - ADS as a Housing First model
 - Early prevention is missing for addictions at the moment
 - Young people/ isolation/ loneliness/ mental health/ shared tenancies
 - Supported lodgings work for young people coming from foster care - opportunity
 - Knowledge of what's available in the community could even be difficult for link workers
 -
 - What are the key issues we need to explore to ensure that we work together to get ready for this changed service framework?
 - Secure partnership agreements
 - Strategic link from Scottish Government including H&SC partners
 - Clear commitment from key stakeholders
 - Accommodation infrastructure/ opportunity to use current accommodation in different ways
 - Cost of remodelling accommodation/ bringing disused property back into use
 - Mental health support/ lack of engagement/ mental health services – case for introducing CPN post purely for working with homeless clients?
 - Digital communication infrastructure (systems that speak to each other between partners)
 - Raising awareness of support for prevention of homelessness
 - Capacity of staff across all sectors
 - Participatory prioritisation of issues – regular collective discussion
 - Can service users choose support providers?
 - Raising awareness across services that homelessness is not just a housing issue
 -
 - How can we better use the resources we have, including buildings, to fit for the different future that is planned?
 - RSL's can purchase properties to meet specific needs i.e. larger properties
 - Use of Foyer models, not just for young people
 - Potential for Hostel, but function of this needs to be evidenced and clearly defined
 - Hostel for young people who needs somewhere to stay short term but won't engage with services
 - Halfway house for those who have lost all community connections and are not ready to live independently due to risk of isolation (prison leavers?)
 - Locations in Annan/ Dumfries/ Stranraer – rural need?
 - Connections with private landlords (forum through landlord registration)
 - Better management of support staff
 - Skills development of support staff
 - Access to specialist support needs to be better
 -



- What do we need to change to achieve the vision for the future provision?
- Geography remains an issue especially with demands high in the main towns and low in outlying areas
- Transport links for outer areas
- Improved support planning in temporary accommodation
- A crisis hostel/ resource for chaotic people who don't want support/ settled accommodation yet
- Halfway house for young people at significant risk of substance abuse. Somewhere to sleep/ shower /build relationship with support worker/ transition





Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	KPI/Measure
Theme 1 Prevention and Housing Options							
Develop a structured partnership approach across Adult Health and Social Care Partnership and third sector (including charities) to ensure need is identified as early as possible and there is clear ownership to achieve positive outcomes for service users. This will include partnership wide customer engagement and communications plans.	Enhance existing and develop new clear referral pathways with partners	Adult Health and Social Care Partnership Integration Joint Board	Housing Option & Homeless Services Criminal Justice Social Work NHS Dumfries & Galloway Third Sector Organisations and Support Providers	Partner pathways are established and communicated	ongoing	31/03/2020	TBC
	Develop a multi-agency process for dealing with complex exceptional cases which takes a person- centred approach	Adult Health and Social Care Partnership	Housing Option & Homeless Services Criminal Justice Social Work NHS Dumfries & Galloway	Multi Agency group and process agreed and in place	ongoing	31/03/2020	no of complex cases conferences and positive outcomes
Develop protocols which address the needs of particular groups including Young People, Prisoners, Leaving Care, Hospital Discharge, Armed Forces Personnel, and persons with no recourse to public funds	Develop and implement a Hospital Discharge Protocol	Housing Option & Homeless Services	NHS Dumfries & Galloway	Hospital discharge pathway established and in use	Complete		HL1 Discharge from prison/hospital/care/other institution
	Develop and implement a Prisoner Discharge Protocol	Housing Option & Homeless Services/Scottish Prison Service – HMP Dumfries	Criminal Justice Social Work	Prisoner Discharge pathway established and in use	Complete		HL1 Discharge from prison/hospital/care/other institution
	Develop and implement a protocol for Young People	Housing Option & Homeless Services/Children Services		Protocol and pathway established and in use	ongoing	30/09/2019	HL1 Discharge from prison/hospital/care/other institution

	Develop and implement protocol of armed forces personnel in line with current national guidance	Housing Option & Homeless Services		Protocol and pathway established and in use	01/04/2019	30/06/2019	HL1 Formerly a member of the armed services
	Develop an integrated housing pathway for women and children experiencing domestic abuse, sexual abuse or coercive control	Adult Social Work - Public Protection	Housing Option & Homeless Services Criminal Justice Social Work NHS Dumfries & Galloway	Protocol and pathway established and in use	01/04/2019	30/06/2019	HL1 technical reason for application: Dispute within household: violent or abusive
	Review Leaving Care protocol and pathways	Children & Families Social work	Housing Option & Homeless Services NHS Dumfries & Galloway Adult Health and Social Care Partnership	Leaving Care pathway updated and in use across partnership	30/06/2019	31/03/2020	HL1 Looked after as a child by the local authority?
	Develop policy and protocol for working with clients with no recourse to public funds	Joint between Social Work Services and Housing Options and Homeless Service	NHS Dumfries & Galloway Adult Health and Social Care Partnership	Policy and protocol in place	30/06/2019	31/03/2020	No of clients recorded as having no recourse to public funds /outcomes
Review the need for and potential effectiveness of mediation services in preventing homelessness.	Review need for mediation in relation to family breakdowns involving young people and where this would best sit within the partnership	Children & Families Social work	all Homeless Forum partners		01/04/2020	30/09/2020	TBC

	Desktop research of mediation services and other LA experiences of using and commissioning mediation services	Children & Families Social work	Children & Families Social Work	Mediation Service established and in use across the authority/reduction in young people accessing homeless temporary accommodation	01/04/2020	30/09/2020	
	Develop business case and cost model for implementing a mediation service across the region.	Children & Families Social work	Children & Families Social Work		01/10/2020	31/03/2021	
	Commission and implement mediation service	Children & Families Social work	Children & Families Social Work		01/04/2021	31/03/2022	
Review the causes of repeat homelessness and develop actions to address the underlying issues.	Develop a methodology to review each repeat homeless case identified	Housing Option & Homeless Services		An agreed action plan for tackling repeat homeless which is person centred and in place across all partnership organisations	ongoing	30/06/2019	HL1 Repeating cases - reduction in number
	Prepare analysis of repeat homeless based on above methodology	Housing Option & Homeless Services			30/06/2019	31/12/2019	
	Develop and agree action plan for repeat homeless through Homeless Forum	Housing Option & Homeless Services	all Homeless Forum partners		01/01/2020	31/03/2020	

Work with RSLs and private sector landlords to identify and implement early intervention initiatives to improve tenancy sustainment and prevent homelessness.	Additional Temporary Housing Options and Homeless Officers (focussed on prevention and housing options work)	Housing Option & Homeless Services		reduction in number of evictions and households presenting as homeless	01/05/2019		HL1 Statistics
	Introduction of a Housing Options and Homeless Education Programme	Loreburn Housing Association		TBC	TBC	TBC	no of pupils engaging with programme
	Extension of WHO Team	Benefits and Welfare Service		reduction in number of evictions and households presenting as homeless	TBC	TBC	WHO team statistics reported to Communities Committee
	other activities to be agreed	Each individual RSL partner Strategic Housing/Private Sector Housing Team	Housing Options and Homeless Service	Joint early intervention activities in place and being used effectively to prevent homelessness	01/04/2019	31/03/2021	HL1 Applications by technical reason RSL statistics on prevention of eviction?

Review Housing Support currently being delivered and make assessments of what is required to ensure prevention of homelessness and sustainment of tenancies including exploring alternative delivery models for these services.	to be agreed	Housing Option & Homeless Services (but joint commissioning across services being used and some areas will be led by other organisations e.g. DGHSCP)	all Homeless Forum partners	New model of support in place which is person centred.	ongoing	31/03/2022	Support Providers Statistics as reported through contract monitoring
Raise awareness across all sectors of the Housing Options Digital portal and ensure accessibility to it for vulnerable groups.	Arrange access to the portal from Customer Service Centre Accessible PCs	Housing Option & Homeless Services	all Homeless Forum partners	Increased awareness and number of self-service enquiries through use of portal	complete		No of enquiries/users accessing the portal
	Communications Plan and awareness raising with key partners/organisations	Housing Option & Homeless Services	all Homeless Forum partners		ongoing		
Theme 2 Temporary Accommodation							
Work with partners to review temporary accommodation provision and models to ensure they match our future requirements for rapid rehousing.	Review provision of out of hours housing	Housing Options and Homeless Service	RSL partners/Social work Services	Out of hours accommodation provided in self-contained furnished units	ongoing	30/09/2019	
	Review housing with support provision and recommission as necessary	Housing Option & Homeless Services (but joint commissioning across services being used and some areas will be led by other organisations e.g. DGHSCP)	support providers/ Commissioning managers	Services commissioned to underpin RRTP vision	ongoing	31/03/2022	

	Review specialist supported housing provision and recommission as necessary	Housing Option & Homeless Services (but joint commissioning across services being used and some areas will be led by other organisations e.g. DGHSCP)	support providers Adult Health and Social Care Partnership NHS Dumfries and Galloway	Services commissioned to underpin RRTP vision	ongoing	31/03/2022	
	Develop the business case and costings for a core and cluster hostel style provision for short-term placements	DGHSCP	Criminal Justice Social Work Housing Options and Homeless Service RSL partners	Business Case developed and approved by Council Committee	01/04/2020	01/04/2021	
Explore with partners the use of stock within new build developments as part of the temporary accommodation furnished portfolio.		Strategic Housing	All RSLs	X number of TA furnished properties within new build developments	01/04/2019	30/09/2019	number of TA furnished properties within new build developments
Review the impact of Welfare Reform on the costs of procuring temporary accommodation.	Monitor the use of discretionary funding and Scottish Welfare fund to identify trends	Benefits and Welfare Team	Housing Options and Homeless Service	Understanding of the effect of benefit changes on homeless clients and introduce mitigation actions where possible	ongoing		Scottish Welfare Fund Statistics and WHO Team Statistics reported to Communities Committee
	Build portfolio of case studies which show effect of welfare reform on individual clients	Benefits and Welfare Team	Housing Options and Homeless Service		ongoing		N/A

Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation, taking into account customer needs.	Development of a partnership framework for personal housing plans and the use of key workers.	Housing Options and Homeless Service	All homeless forum partners	Personal housing plans for each client agreed and implemented by all key partners	01/04/2019	01/10/2019	% of homeless clients with a personal housing plan in place
Re-profiling of existing Temporary Accommodation taking into account the changing demographics of the clients presenting as homeless and provision for specific client groups.	Reduce the number of PSL properties being used for Temporary Furnished Accommodation	Housing Options and Homeless Service	Private Sector Landlords	Reduction in the number of PSL properties being used for TA	01/04/2019	31/03/2024	% reduction in use of PSL properties
	Introduce a Private Sector Leasing Framework	Housing Options and Homeless Service	Strategic Housing	A Private Sector Leasing Scheme on place and in use	01/04/2019	31/03/2022	no of Private sector landlord signed up to Framework
	Implement Temporary Accommodation Standards as agreed as part of TA Policy	Housing Options and Homeless Service	RSL and PSL partners	All TA accommodation meets accommodation standards	01/04/2019	31/03/2024	% of properties meeting standard on an annual basis
	Agree and implement programme of review for RSL accommodation units used for TA to achieve a reduction in overall numbers and a rotation of existing stock.	Housing Options and Homeless Service	RSL partners	stock rotation within RSL stock being used to provide TA, improvement in condition and standard of accommodation units	01/04/2019	31/03/2024	No of properties rotated each year No of tenancies flipped each year

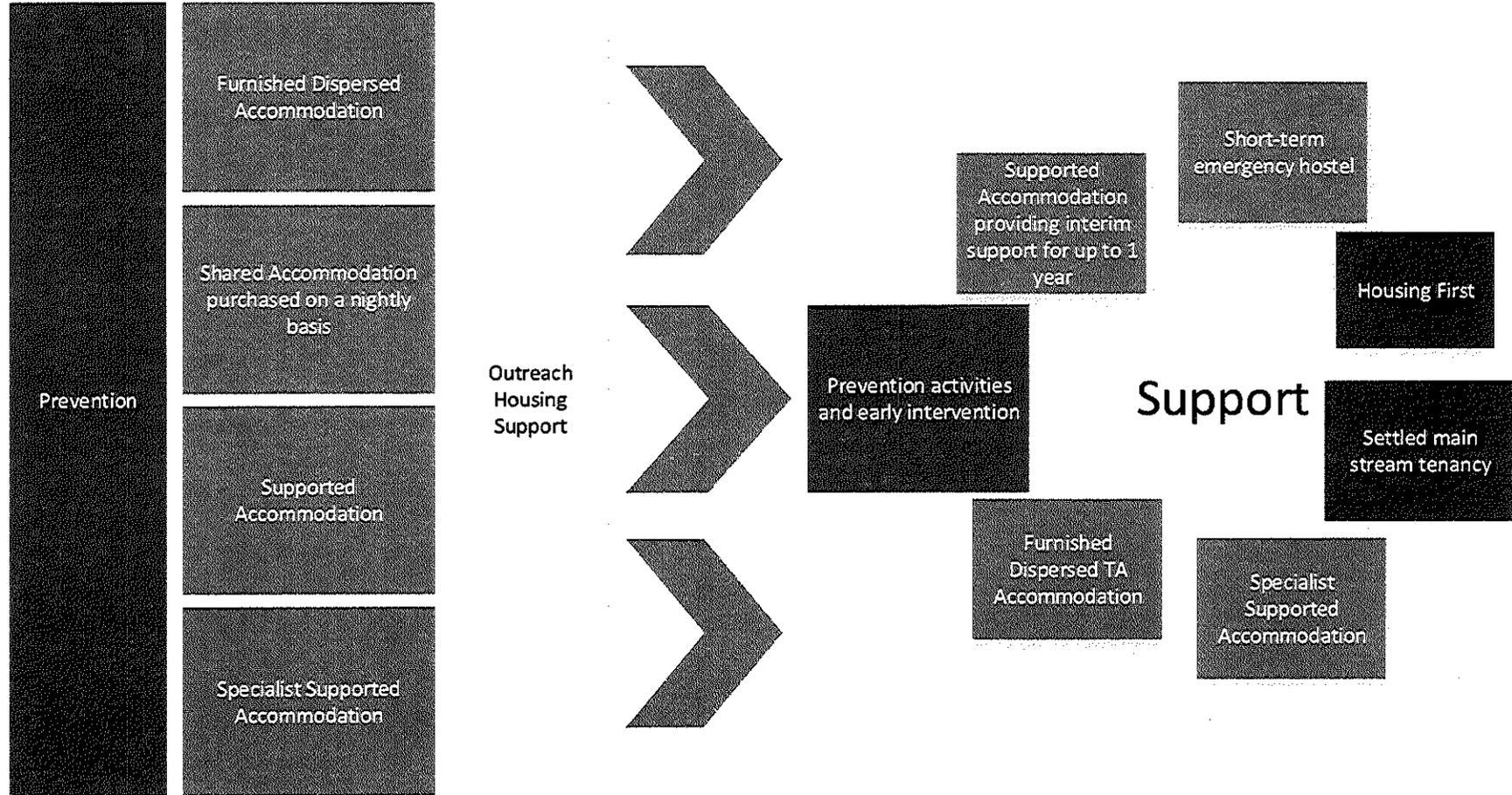
	end the use of spot purchase shared accommodation	Housing Options and Homeless Service		homeless applicants placed in self-contained units where appropriate.	01/04/2019	31/03/2024	% reduction in use of spot purchase
Theme 3 Housing Solutions							
Ensure partnership with RSLs to monitor and continually review the allocation percentage to homeless clients reflects service demand.	Annual review of % allocation targets	Housing Options and Homeless Service/ Common Housing Register		Target set at a level to prevent backlog of homeless allocations	ongoing		annual percentage allocation to homeless clients for each RSL
	Monitor effect of Choice Based Lettings on agreed targets (LHA)	Loreburn Housing Association			ongoing		annual percentage allocation to homeless clients for each RSL
Ensure the housing supply meets the needs of homeless household by including analysis of current and projected homeless need in our HMA profiles to help inform supply targets.		Strategic Housing Team		homeless need is recognised and visible within HNDA with information being used to inform supply targets.	ongoing		
Review Housing Models that would meet the need of homeless service users with particular needs, including Housing First.	Develop a housing first model using the learning from the pathways projects across Scotland	TBC		Housing First in place for use with vulnerable clients	01/04/2021	31/03/2024	no of clients homed through Housing First. no of clients where a Housing First Tenancy has been sustained

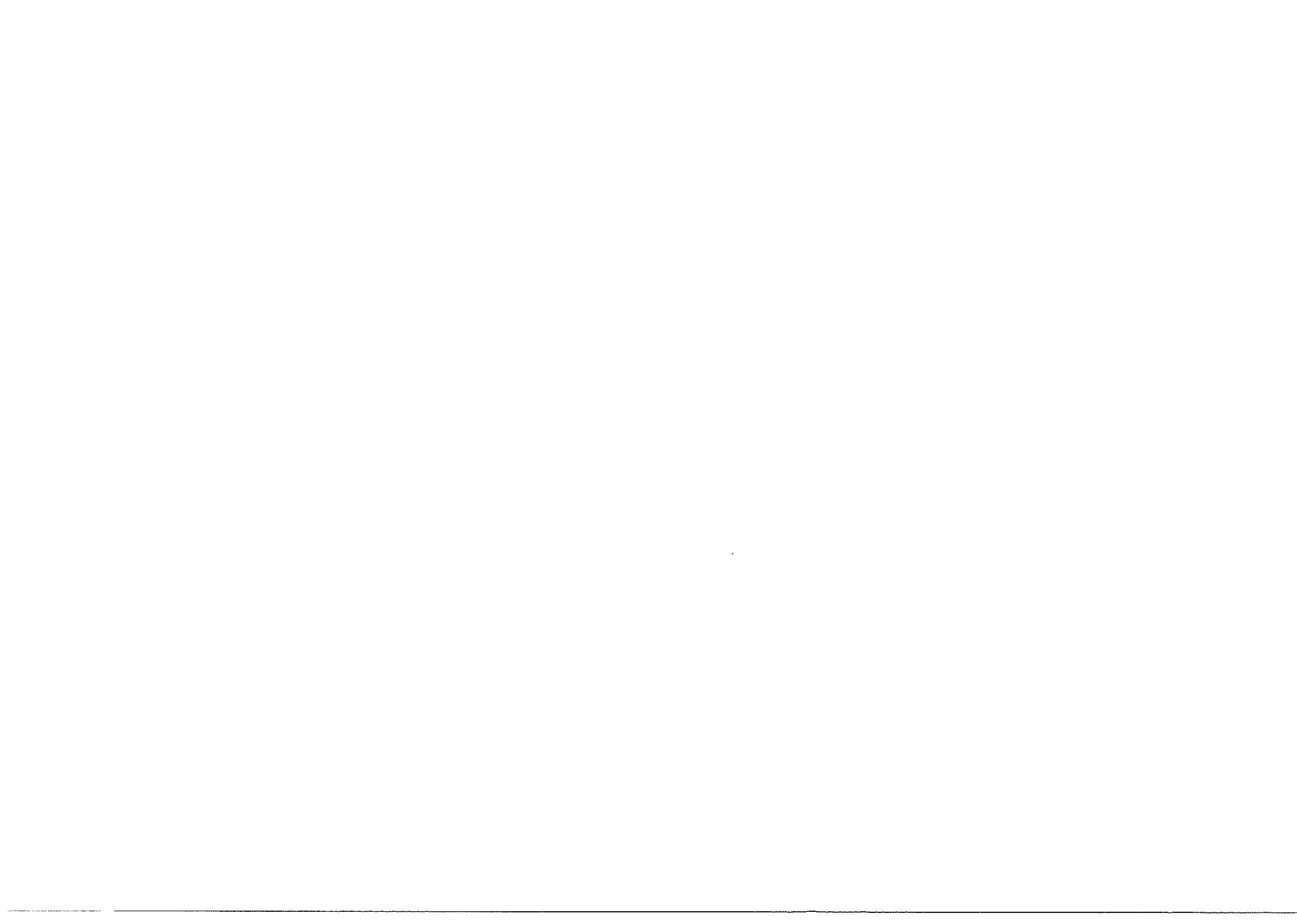
	Explore with partners, alternative housing models which would meet the needs of homeless service users e.g. foyer, shared tenancies	Strategic Housing Team, Housing Options & Homeless Service	RSL partners Adult Health and Social Care Partnership NHS Dumfries & Galloway	A range of housing models to meet the needs of homeless service users across the region	ongoing	31/03/2024	
Develop processes to maximise the use of available funding to support positive outcomes for service users. Continue to work closely with council services and external partners to maximise the use of discretionary funds.		Housing Options & Homeless Service			ongoing		
Develop initiatives to increase the viability of discharging homeless duty to settled accommodation within the Private Rented Sector.	Consider the case for the use of a Social Letting Agency to increase letting within the PRS across the region	RSL Partner (TBC)		business case for the introduction of a Social Letting Agency	01/04/2022	31/03/2023	no of homeless client where duty was discharged to the private sector
	Introduction of a Private Sector Landlord Forum to enable engagement with the sector	Strategic Housing Team	Housing Options & Homeless Service		01/04/2019	31/03/2020	

	Consider the business case for changes to the Empty Homes Scheme within the region to assist in raising the number of lets within the PRS to homeless and low-income groups.	Strategic Housing Team		Recommendation to Council for amendments to current Empty Homes Scheme	01/04/2019	31/03/2023	
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Current Model

Planned Model 2014





Appendix 5 – Welfare and Housing Options (WHO) Case Studies

Case 1

Single parent with 4 children all born prior to 02/04/2017. Customer referred by Homeless team as Customer had rent arrears of £2197 and imminently due in court. RSL was seeking payment in one lump sum.

Prior to speaking with Customer, it was established that the 2 Child limit had been applied but was incorrect. This was raised with Housing Benefit Team and arranged for them to correct and recalculate the Housing Benefit entitlement. This resulted in a back payment of £2128.01 and an ongoing award of £65.35 per week. This was conveyed to the customer by telephone prior to appointment.

A home visit was then conducted by the WHO and Homeless officers. At the meeting it was noted that there was no flooring in the lounge or hall, and with the carpeting on stairs badly worn and lifting it presented a trip hazard. To improve the living environment an application was made and subsequently awarded to the Scottish Welfare Fund for a Community Care Grant. An award value to the customer of £249.90.

A direct debit to pay the 2019/2020 Council Tax was arranged and as a result previous years Council Tax arrears were put hold to allow her to pay without being pursued for more debt than she could manage.

Prior to the WHO Team support, the Customer had been suffering from stress and anxiety and this had badly affected her mental wellbeing. With rent arrears cleared, the threat of eviction removed and full rent being paid going forward the Customer's mental wellbeing improved.

One Off Payment - Housing Benefit	£2128.01
Community Care Grant	£249.90
Ongoing Weekly Awards - Housing Benefit	£65.35 per week.
Debt Managed Council Tax	£1580.45

Case 2

A single parent with 3 children, served with Notice of Proceedings by Registered Social Landlord, due to rent arrears, called at the Office reception as they had seen D & G Councils' Leaflet offering money advice.

Customer had amassed debts, due to separating from her partner, including rent arrears of £810.73. Customer now suffered from anxiety and depression and had stopped the children's activities as unable to afford them.

Financial support was provided by way of a Homelessness Prevention Fund Discretionary Housing payment to clear the rent arrears in two instalments following Customer's engagement and ongoing payment to Council Tax. Customer was supported and signposted for help in contacting those to whom she had debts with to agree minimum repayments. As a result, this aided Customer's wellbeing, removed threat of eviction and allowed for some of the children's activities to recommence, significantly improving their wellbeing.

One off Payment – Homeless Prevention Fund	£800
Debt Managed Council Tax	£2222.96

Case 3

A single customer with mental health issues, living in a Registered Social Landlord property was being affected by anti-social behaviour from neighbours but due to rent arrears, accrued due to Customer's delay in making a claim for UC, was unable to move to a new Tenancy.

Court action had been halted previously, however Tenancy again at threat. In determining the Customer's financial position and living conditions (customer had no carpets or working white goods) financial help was provided by way of Scottish Welfare Community care grant to provide the carpets and white goods and a Crisis Grant for food and fuel.

A Homelessness Prevention Discretionary Housing payment award was made to clear the arrears in 2 instalments following Customer's engagement, maintaining UC claim and making payments without to default to the Council Tax. Council Tax Reduction was applied for and awarded and a hold put on Council Tax arrears. A Hardship Discretionary Housing Payment provided further assistance towards additional Housing Costs and arrears were clear in 3 months. Customer wellbeing improved, allowed an application to move to a new area and 2018/2019 liability paid in full.

One off Payment –	Community Care Grant	£817.76
	Crisis Grant	£149.00
	Discretionary Housing Payment	£565.28
	Homeless Prevention DHP	£1000.00
Debt Managed	Council Tax	£2222.96
Ongoing Weekly Awards -	Council Tax Reduction	£17.34

Case 4

A family of 7, living in an RSL property were on a waiting list for a new property but due to rent arrears and not making regular repayments were unable to gain enough status to improve their chances of a Tenancy being offered.

Customers were juggling their finances due to a change in their Health-related Benefits, their mental wellbeing was significantly affected by debts and overcrowding and one child was attending a school outside of the catchment area due to bullying. A Homelessness Prevention Discretionary Housing Payment was awarded to clear the minimal arrears. With a payment plan set up, and monitored, to pay the ongoing Council Tax a hold was put on arrears.

One off Payment -	Homeless Prevention DHP	£325.00
Debt Managed	Council Tax	£1149.46

Case 5

A single customer, living in an RSL property was visited at Home and provided with Personal Budgeting Support. The Customer suffered from a chronic back complaint, lived in a poor environment, had little in the way of possessions and clothing that fit.

A Community Grant had just provided a voucher for some clothing, but a microwave had been refused as Customer already had a cooker. However, the Customer was unable to bend to use this and unable to stand for lengthy times to prepare food. Information not previously supplied to the SWF. In establishing the environment in which the Customer lived and the extent of their mobility the customer was supported in making a further Community Care Grant application, resulting in a Microwave and an Orthopaedic mattress being awarded.

Customer was supported in making an application for Personal Independence Payment, a Welfare Benefit the Customer had not realised they could apply for. Customer signed a mandate to pay the 2019/2020 Council Tax. The Customer's wellbeing and financial position improved because of working with the WHO Team.

One off Payment – Community Care Grant - £258.75
Ongoing Award – Personal Independence Payment Outcome awaited



Dumfries and Galloway Council

Homeless Service

Temporary Accommodation Policy

2018-2021

1. Introduction

This policy sets out how Dumfries and Galloway Council (the Council) will meet its responsibilities to provide temporary accommodation to people who are homeless or threatened with homelessness in Dumfries and Galloway.

This policy incorporates the aims and objectives set out in the Council's Homeless Strategy and Local Housing Strategy and aligns with Action Point 1 within Theme 3 of the Homeless Strategy to provide good quality affordable accommodation :
Develop a 3 year Temporary Accommodation Policy.

This policy is supported by a set of written procedures on the provision and management of temporary accommodation and a staff training programme.

2. Legal Framework

The Housing (Scotland) Act 2001 amended the Housing (Scotland) Act 1987 to require local authorities to provide temporary accommodation to all homeless applicants whilst either permanent accommodation is found, or, where someone is deemed intentionally homeless, information and assistance is provided to secure alternative accommodation. This duty to provide accommodation also applies pending assessment or appeal in respect of homeless applicants.

The Homelessness etc. (Scotland) Act 2003 removed the priority need distinction meaning all unintentionally homeless households are eligible for permanent accommodation. The act also includes powers to limit the use of bed and breakfast accommodation for families and children.

Subsequently, this power was used to introduce The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014, which requires local authorities to ensure that homeless households with children and pregnant women are not placed in unsuitable temporary accommodation unless exceptional circumstances apply.

Unsuitable accommodation is defined in the order as accommodation which does not meet standards relating to the physical properties of the accommodation, its proximity to health and education services and its suitability to be used by children. Consequently the use of Bed and Breakfast accommodation is deemed unreasonable.

It is expected that all temporary accommodation should meet the nationally agreed performance standards (Performance Standard AS4.8) which states:

"When we arrange temporary or permanent accommodation, we treat homeless people fairly and appropriately in terms of tenancy provisions, quality of housing and location."

The Rough Sleeping Action Group set up by the Scottish Government published initial recommendations in March 2018 in the interim report "Ending Rough Sleeping in Scotland". These recommendations are currently being considered by the Scottish

Government. Any subsequent changes to legislation or government policy as a result of actions taken forward from this report will be reflected in any future reviews of this policy.

3. Strategic Aims

- To ensure provision of a wide range of temporary accommodation options for clients across Dumfries and Galloway which meets the needs of homeless households;
- To ensure that temporary accommodation provided is of an appropriate standard and quality to meet the needs of homeless households;
- To ensure effective management of temporary accommodation, which reflects service users views and ensures Best Value for Dumfries and Galloway Council;
- To ensure the appropriate information, support and contact is provided to homeless households in temporary accommodation.

4. Interim duty to Accommodate

If the Council has reason to believe that an applicant is homeless, the applicant has the right to temporary accommodation provided until a decision has been reached under the Council's interim duty to accommodate.

If the decision goes against the client and an appeal is lodged, the client will be provided with accommodation under the interim duty to accommodate up to a further 28 days whilst the appeal is being considered. We will, to the best of our ability, assist clients to make alternative arrangements.

The Council is committed to taking the personal circumstances of each applicant into account and will apply discretion around our duty to accommodate where this is appropriate.

5. Standards

Unsuitable accommodation

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

"If an applicant is pregnant, or living with a pregnant woman, or has dependent children, the temporary accommodation provided should meet the following accommodation criteria":

- Be within the local authority area; and
- Have adequate and exclusive toilet and personal washing facilities; and
- Have adequate bedrooms, exclusive for the household use; and
- Have adequate cooking facilities and access to a living room; and
- Be useable by the household 24 hours a day; and



- Be within the locality of facilities and services for the purposes of health and education which are being used, or might reasonably be expected to be used

The accommodation would also be deemed to be not suitable if it were not:

- Wind and water tight; or
- Suitable for occupation by children.

Many of our shared temporary accommodation units do not currently meet all these criteria.

Wherever possible this accommodation will not be used for applicants with children or are pregnant, unless in exceptional circumstances as specified below:

1. Homelessness occurs as result of an emergency; or
2. If the applicant is offered suitable accommodation but expresses a wish to be placed elsewhere; or
3. If the accommodation is a women's refuge; or
4. If homelessness occurs out of normal business hours; or
5. Where there is no other suitable accommodation available.

In relation to point 4 and 5, the applicant may only occupy the accommodation for up to 7 days.

If an applicant is placed in emergency through the out of hours service during a weekend or holiday period wherever possible they will be placed in suitable accommodation on the first working day following the emergency placement.

As part of the Review of Temporary Accommodation, accommodation available for our out of hour provision will be explored to ensure that it meets the needs of clients across the region.

6. Physical Standards

All temporary accommodation will comply with the relevant standards set out in our Standards for Temporary Accommodation.

7. Types of Accommodation

As a stock transfer authority, Dumfries and Galloway does not own housing stock. Temporary accommodation is therefore procured from a variety of sources:

- Leased self-contained furnished units from Housing Association stock, the occupancy agreement are managed by the Homeless Service;
- Self-contained furnished units which are leased from private landlords, the occupancy agreement are managed by the Homeless Service;

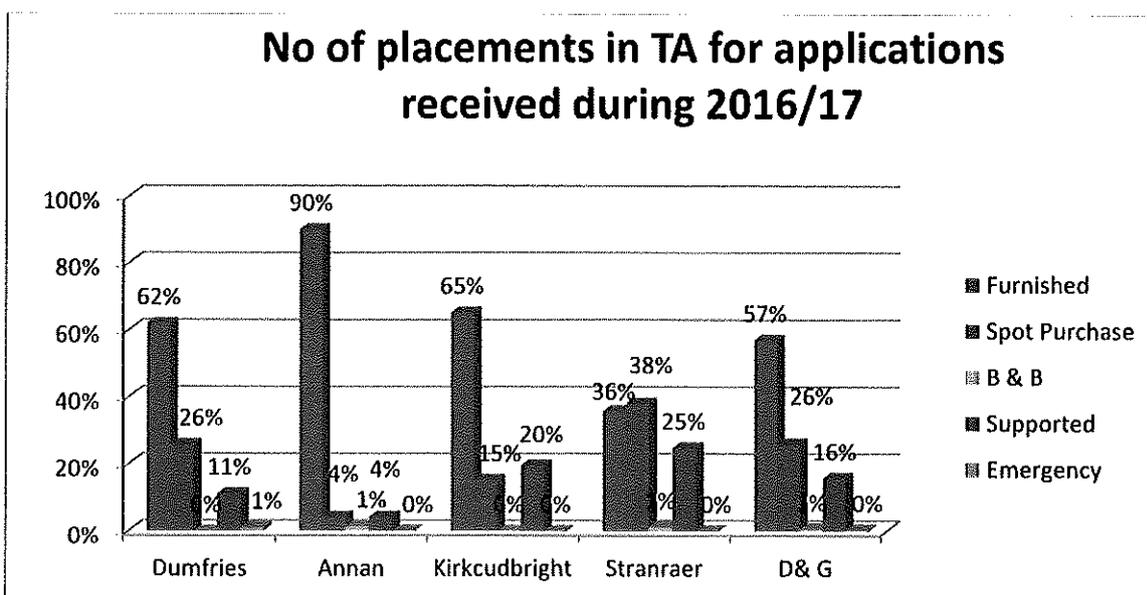


- Shared accommodation where the applicant has sole access to their own bedroom and access to a shared kitchen and bathroom, procured on a spot purchase arrangement;
- Transitional accommodation provided under the Homeless Persons (Provision of Non-permanent Accommodation) (Scotland) Regulations 2010;
- Refuge accommodation.

The provision of unfurnished, self-contained units is being considered as part of the Review of Temporary Accommodation, due to the ongoing demand to store furniture from clients who access the service.

8. Temporary Accommodation Demand

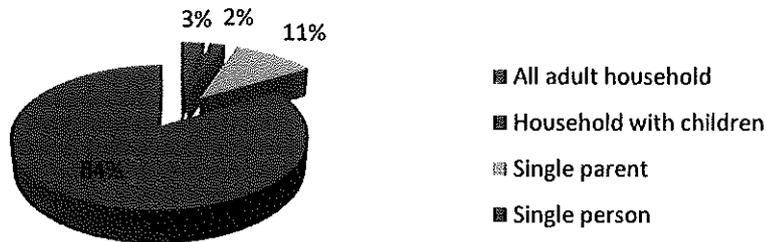
During the financial year 16/17, there were 487 placements of households into temporary accommodation across the region. The following chart shows the distribution of placements across the region by type of accommodation.



84% of all placements were for single person households:

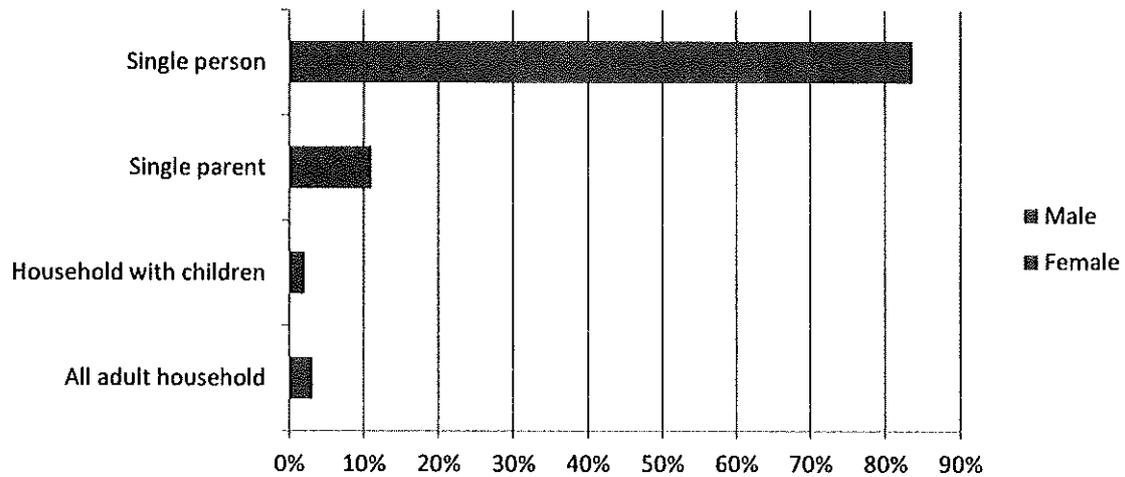


TA Households Dumfries & Galloway 16/17



The percentage of under 35s being placed is 51% of the total placements with single, under 35, males accounting for 39% of all placements, The following chart shows the % of placements by household type and gender for the 2016/17 financial year:

% of placements in TA by household type and gender 16/17

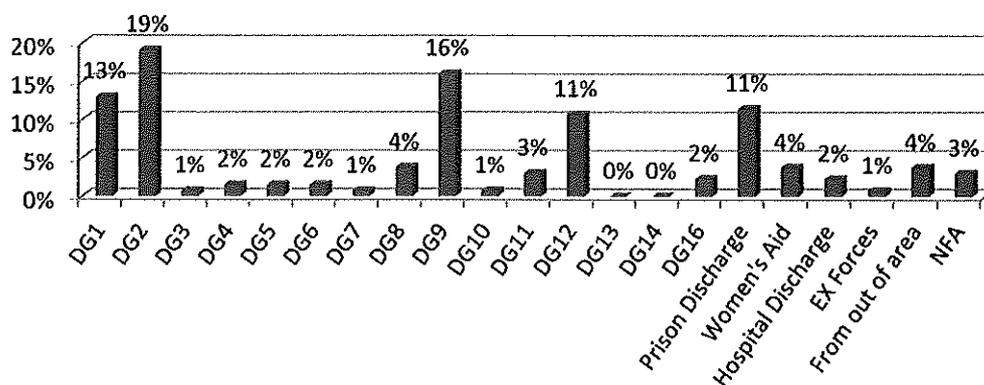


To provide an illustration of demand, a sample of applicants who approached the service during January to March 2017 and were placed within Temporary Accommodation was reviewed.

Geographically, the highest demand areas are lower Nithsdale (DG1 and DG2) 32% and Wigtownshire (DG8 and DG9) 20%. 4% of applicants came from out with the area and 3% were of no fixed abode. 11% of applicants were applying upon discharge from prison:



Homeless applicant accessing TA by postcode



This information will demand information will be used to inform the re-profiling of temporary accommodation stock over the next 3 years.

9. Use of Bed and Breakfast Accommodation

The Scottish Government's amendment to the Homeless Person (Unsuitable Accommodation (Scotland) Order 2014 underpins their commitment to the use of bed and breakfast accommodation **only in exceptional circumstances** when temporarily housing families with children or pregnant women.

In line with the aim of this legislation the Council will only place an applicant in bed and breakfast accommodation, where there are special social, medical, employment or family issues and no temporary accommodation available to meet those needs.

Table 1 shows the number of Bed and Breakfast placements by the Council against the Local Authority Average for the past 3 years:

	2014/15	2015/16	2016/17
Dumfries and Galloway	92	34	10
LA Average	347	330	292

Table 1 *source Scottish Housing Network, Performance Analysis for D & G August 2017(ARC return)

The Council will continue to keep the use of bed and breakfast accommodation to an absolute minimum through effective management of the temporary accommodation portfolio available. If bed and breakfast accommodation is used it will be for the shortest time possible.

10. Temporary Accommodation Portfolio

The Council will actively monitor and review the temporary accommodation portfolio at least on a yearly basis to ensure that it continues to meet the needs of all clients and provides Best Value for the Council.

There will be proactive work with accommodation providers to ensure the following:

- regular rotation of stock within the leased, self-contained furnished units from Housing Association stock;
- Reduction in the use of Private Sector leased stock for furnished accommodation;
- where appropriate; 10% of accommodation within new build projects funded through the Strategic Housing Improvement Plan (SHIP) is allocated for use by the Homeless Service (older stock to be rotated back to the provider on a case by case basis);
- Sufficient stock is available across the region to meet the needs of specific client group's e.g. disabled clients, elderly etc.;
- All accommodation offered meets the standards set out in our Council's Standards for Homeless Temporary Accommodation;
- Where appropriate, the use of shared tenancies to suit individual circumstances;
- Where circumstances dictate, the consideration of changing the client to the appropriate tenancy with the RSL landlord (property to be replaced within the homeless stock by the landlord on a like for like basis). This may include support as appropriate;
- Alternative means of housing clients, dependent on circumstances, such as the use of a Housing First Model.

11. Allocation of Temporary Accommodation

In allocating vacant temporary accommodation the following priorities will be applied:

- Applicants that the Council has a duty to provide temporary accommodation to under the current legislation, who are currently living in unsuitable temporary accommodation as defined in the regulations, will be given priority over all other categories of applicant;
- Applicants who have dependent children;
- Applicants that the Council has a duty to provide temporary accommodation to under the legislation, who previously lived within the local community or living out with the area but have a local connection as defined in the legislation;
- All other applicants who the council has a duty to provide temporary accommodation to;
- All applicants who the council has an interim duty to provide temporary accommodation to.

12. Offers and Refusals

Offers of temporary accommodation will be made verbally to the applicant, and any refusal will be requested in writing.

All offers, and subsequent refusals, will be recorded and reported to the Scottish Government through a HL3 return.



An applicant will receive **one reasonable offer** of temporary accommodation. When considering an offer to a client, the client's circumstances will be taken into account including any necessary health & safety checks and required risk assessments are undertaken in relation to the property and its environment.

Where needed the requirements of clients from minority groups will be taken into account in line with the Equality Act 2010.

A reasonable offer of accommodation is considered to be accommodation that meets the household's needs and any identified health and safety or risk issues based on the information held in relation to the applicant's homeless application at the time of allocation.

13. Right to appeal allocation of temporary accommodation

The applicant has the right to appeal an offer of temporary accommodation. If the applicant appeals an offer which is considered to be reasonable, they will continue to reside in the temporary accommodation provided until their appeal has been completed.

If an applicant wishes to appeal their temporary accommodation allocation, they will be asked to put this in writing, along with their reasons for appeal. This will be done in line with the procedure set out in our Managing Temporary Accommodation Procedures.

14. Length of Stay

Where there is an interim duty to accommodate, applicants will be provided with temporary accommodation until:

- The investigation into their homeless application is complete;
- The outcome of any review is known.

Where there is a duty to secure permanent accommodation applicants will be provided with temporary accommodation until:

- They have been assisted to secure permanent/settled accommodation;
- They have secured their own permanent accommodation;
- The outcome of any appeal against an offer of permanent accommodation is known.

Where there is a duty to provide temporary accommodation and advice and assistance applicants will be provided with temporary accommodation until they have had a reasonable opportunity to secure their own accommodation taking into account the local housing conditions and the personal circumstances of the applicant.

Household



The applicant's household is everyone who normally lives with them, in the place the previously stayed, and who is to be re-housed with the applicant. It does not matter whether the people who normally live with applicant are related to them or not. Someone who stays with the applicant two or three nights a week, would not automatically be included as part of the household.

Split Households

If the applicant has grown-up children (16 years or over) who currently live independently and who wish to be re-housed with them, they should complete their own housing application form, stating they want to live with the applicant. Unless the adult children are also currently statutorily homeless, they will not be considered to be part of the applicant's household in relation to the provision of temporary accommodation. Alternative temporary accommodation will not be a priority in this instance, but the adult children will be included in the assessment of the applicant's future housing needs.

If the applicant has a partner who does not live with them at the time of the homeless application, and who is not statutorily homeless, the temporary accommodation offered will be to meet the needs of the applicant only. If the applicant and their partner wish to live together in this temporary accommodation, and it is suitable for them to do so, the Council will not unreasonably refuse permission for this to happen. Alternative temporary accommodation will not be a priority in this instance. The partner will be included in the assessment of the applicant's future housing needs.

Larger Temporary Accommodation Vacancies

Applicants can be considered for a larger property where there are vacancies in their preferred housing areas if there are no other homeless applicants who meet the size criteria of the accommodation.

Medical Needs

An application may be considered for larger temporary accommodation if they have medical needs, which mean they need additional rooms or additional space. Appropriate medical advice will be sought by the Homeless Service from medical professionals when assessing the bedroom requirements.

Access to Children

The temporary accommodation offered, will where possible, take into account the needs of any applicant who has access to children who do not live with them all of the time (for example, children from a previous relationship).

The size of the accommodation offered will depend on the type, frequency and duration of the access.

Shared Accommodation

Applicants will normally only be considered for shared accommodation if they do not have children, or access to children.

There are additional pressures placed on applicants living in shared accommodation. Any concerns raised by the applicant should be considered fully when offering a placement in shared accommodation.

15. Inspections

Inspections will be carried out at least annually of all temporary accommodation to ensure that it meets the standards as set out in the Standards for Temporary Accommodation Policy.

16. Size of Property

The size of furnished temporary accommodation the applicant will be considered for depends on the number of people in their household. There are a limited number of temporary accommodation vacancies at any one time, but every effort will be made to ensure that each person is considered for the number of rooms as shown below:

Household	No of bedrooms
Single Adult	1
Couple	1
Household with one child	2
Household with 2 children of the same sex, under 16 years with age difference less than six years	2
Household with children of different sexes over 4 years of age	1 each
Household with 2 children of the same sex, under 16 years with age difference more than six years	1 each
Adult (over 16 – or dependent child over 15)	1 each

For example: a household containing a couple with one child aged 15 and one child aged 8 would be placed, where possible in a three bedroom property. There may be exceptions to this where there is a medical need.

17. Services in Temporary Accommodation

The Homeless Service has a set of standards for the services within the accommodation it provides as Temporary Accommodation.



These are set out in a separate document: Standards for Homeless Temporary Accommodation and forms part of our Managing Temporary Accommodation Procedures.

18. Tenancy/Occupancy Agreement

The correct tenancy/occupancy agreement will be used, depending on the nature of the temporary accommodation and the Council's duty to the applicant. As part of our Review of Temporary Accommodation, our occupancy agreements will be reviewed to ensure they are appropriate and in line with the policies set out in this document.

The occupancy agreement sets out both the Council and client responsibilities in terms of the occupancy including information on the recharges a client can expect to pay in the event of damage to the property.

19. Settling in Visit

In all cases, a post tenancy visit will be arranged and completed within a two week period of the tenancy commencing. The rent account will be checked before this visit is carried out and if regular payments are not being made, this will be addressed with the applicant. It is much easier to prevent arrears being built up if problems are dealt with at the earliest opportunity and a regular payment pattern established.

Within the Managing Temporary Accommodation Procedures, there is an arrears management procedure which sets out how arrears recovery will be managed.

20. Ongoing contact

Furnished Accommodation

Temporary Accommodation and Wellbeing Officers will arrange contact and/or visit clients every 4 weeks while they are living in temporary accommodation as a minimum. More frequent visits should be agreed with the applicant as required.

Any breaches of occupancy will be discussed and referrals made for support if needed.

Shared Accommodation

A weekly clinic is held by the responsible Temporary Accommodation and Wellbeing Officer at each of the shared properties. The day and time of this will be provided to the application when placed in a property.

The Officer will discuss any breaches of occupancy and make any referrals for support as necessary.

The ongoing contact is an opportunity to build a positive relationship with the applicant, review support needs and make early referrals where additional housing or support is needed, ensuring the tenancy is maintained and that any problems the

tenant has with their temporary accommodation or neighbours can be addressed at an early stage.

Access

Staff will not access a tenants' temporary accommodation unless they are present (apart from health and safety reasons). Written notice of a visit must be given at least 24 hours in advance. Any period less than 24 hours will be mutually agreed with the tenant.

If the tenant refuses an authorised person entry, the Council has the right to make forcible entry provided the tenant has been given every reasonable opportunity to let the Council, or another authorised person in voluntarily. If the Council has to make forcible entry, the tenant will be liable for the costs of any damage reasonably caused.

Where the tenant cannot be contacted and emergency access is needed, for example a burst pipe or fire, the Council has the right to make forcible entry to the house without notice.

Access can be obtained to communal area at any reasonable time.

Notice of routine and planned visits, will be notified and displayed on noticeboards within shared accommodation.

21. Police Access

Police must not be given access to individual tenanted rooms or properties unless a warrant has been obtained, or the police advise they are exercising their power to enter the subjects without a warrant because a delay in obtaining a warrant would be likely to defeat the ends of justice, for example if they believe that evidence will be removed or destroyed. The police can also make entry if they are in close pursuit of someone who has committed a serious offence, to quell a disturbance, to enforce an arrest warrant or to provide assistance if they hear cries for help. From time to time, they may also request access on the grounds of a welfare check on a vulnerable client. In any of these circumstances where entry is not based on a warrant then staff can only open the tenant's room when the police have stated that they intend to effect a forcible entry and only for the purposes of avoiding damage to the Council's property.

22. Location

The aim of the service is to ensure:



- Accommodation provided is located so that the main services used by a household can be reached by foot or by public transport. Services include supermarket or convenience store, doctors, dentists or other health care providers and advice agencies (where applicable);
- The location of the premises will take into account the need of all household members in terms of reasonable access to place of employment and formal or informal support networks, and, for households with children, easy access to school or nursery. This may not necessarily be the same service provider as the household currently access (i.e. school, medical practice) but mainstream provision will be available;
- The location of the accommodation takes into account the social and economic needs of the household;
- Cultural or religious need are identified and met through the location of the accommodation.

23. Area of Choice

In line with the commitment within the Homeless Customer Service Standards, if someone is placed in temporary accommodation the service will make sure that:

- suitable temporary accommodation is arranged

This includes, as far as possible, endeavouring to provide suitable accommodation in an area of preference for the household.

However, a limited number of temporary properties become available at any one time. For this reason, the applicant will, at a very early stage, be advised that it may not be possible to meet their preferences in relation to temporary accommodation and, whilst any preference will be taken into account, it will not always be possible to fulfil the applicant's request.

24. Rent and Charging Policy

Rents and charges for temporary accommodation are set taking into account the cost to run the service and the available government funding. The rents are set based on the size and type of property and are consistent across the region. Rents and service charges will be reviewed on an annual basis.

The Rent and Charging Policy sets out how rents due are collected, what other charges may be levied and the Council position in recovering these charges.

25. Pets

In self-contained furnished accommodation, a tenant can request written permission to keep one dog or cat, or a reasonable number of small domestic pets such as hamsters, guinea pigs or tropical fish.

The tenant must ensure that keeping the pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law.



The repair of any damage caused to the property by pets will be recharged to the tenant by the Council. The Council may require the removal of the pet if it is causing nuisance or damage.

No pets are allowed within shared accommodation provided by the Homeless Service. Clients should make alternative arrangements for their pets for the duration of their stay in shared accommodation. There are a number of organisations which can help in these circumstances including the Pet Fostering Service Scotland, Dumfries and Galloway Canine Rescue Centre and the SPCA.

26. Change in circumstances

Any change in circumstances that affects the applicant's need in relation to temporary accommodation will be considered on case-by-case basis.

If the change in circumstances increases the duty towards the applicant e.g. a homeless applicant who becomes pregnant, this will lead to a review of their application.

Changes in circumstances that make the temporary accommodation unsuitable, in relation to the 'unsuitable temporary accommodation order', will be given priority for a move to alternative temporary accommodation.

If the applicant's circumstances significantly change prior to the Council discharging its duty to them, for example, the applicant receives a long term custodial sentence; the council may review their duty towards the applicant.

27. Custodial Sentences

If a tenant of temporary accommodation is charged with an offence, the outcome of which may be a custodial sentence, the Housing Options and Assessment Officer should contact the applicant to discuss options in relation to their current temporary accommodation and homeless application. They will also provide advice in relation to what their housing options will be on discharge from prison. If a custodial sentence is likely the tenant will be asked to terminate the temporary occupancy agreement but advised that the Homeless Service will retain its duty to provide temporary accommodation on release as laid out in the **Scottish Quality Standards – Housing Advice, Information and Support for People on Remand or Serving a Short Term Sentence Sustainable Housing on Release for Everyone (SHORE)**.

If the tenant does not terminate their tenancy and subsequently receives a custodial sentence, steps will be taken to terminate the tenancy at that point. Dependant on the length of sentence, the homeless application may remain open, and housing options should be considered close to the applicant's release date in line with the SHORE guidance.

28. Protection of Property

The Council has a prescribed duty to protect the property of those applicants it believes to be homeless and has provided temporary accommodation for. This includes applicants who are 'homeless at home'. Where necessary, the Council will assist clients to consider which belongings need to be stored, and assist with the arrangements to store any items for applicants. Any costs associated with the storage of goods may be charged to the client by the Council. Information and responsibilities around this are set out within our Storage of Goods Guidance.

29. Ending Temporary Occupancy Agreements/Tenancies

If an applicant has been provided with temporary accommodation for a reasonable period and has been provided with advice and assistance to assist them to secure their own alternative accommodation, but they have not made any efforts to do so, they will be issued with a minimum 28 days' notice. The applicant will be advised of their legal rights. If the applicant fails to vacate by the appropriate date, formal eviction action will be instigated.

30. Abandonments

Where an applicant who has been allocated temporary accommodation subsequently abandons the property without any prior notice, and contact cannot be re-established, the homeless service will take appropriate action to re-possess the property. Any items of value left by the client will be stored for six months if it is safe to do so and may thereafter be sold. Any income from the sale of goods will be set against any outstanding charges due by the client.

31. Monitoring

The service will monitor performance against targets in relation to the use of temporary accommodation on monthly basis and take corrective action as required.

This will include:

- Length of time property has been void;
- Use of B & B Accommodation;
- Use of furnished accommodation;
- Use of shared accommodation;
- Use of supported accommodation;
- Tenant arrears;
- Unsuitable Accommodation Order;
- Customer Satisfaction.

The service will also be responsible for monitoring the numbers (by type and size) and geographical distribution of temporary accommodation against any targets set within the Council's Housing Options and Homeless Strategy.



Feedback will be sought from households who use temporary accommodation as described in the Customer Engagement Strategy. The information will be used to assist in reviewing the provision, policies and procedures and to inform improvement activities.

Performance information for the service is published on the following websites:

Dumfries and Galloway Council: <http://www.dumgal.gov.uk/performance>

Scottish Housing Regulator: <https://www.scottishhousingregulator.gov.uk/>

32. For further information please contact us at:

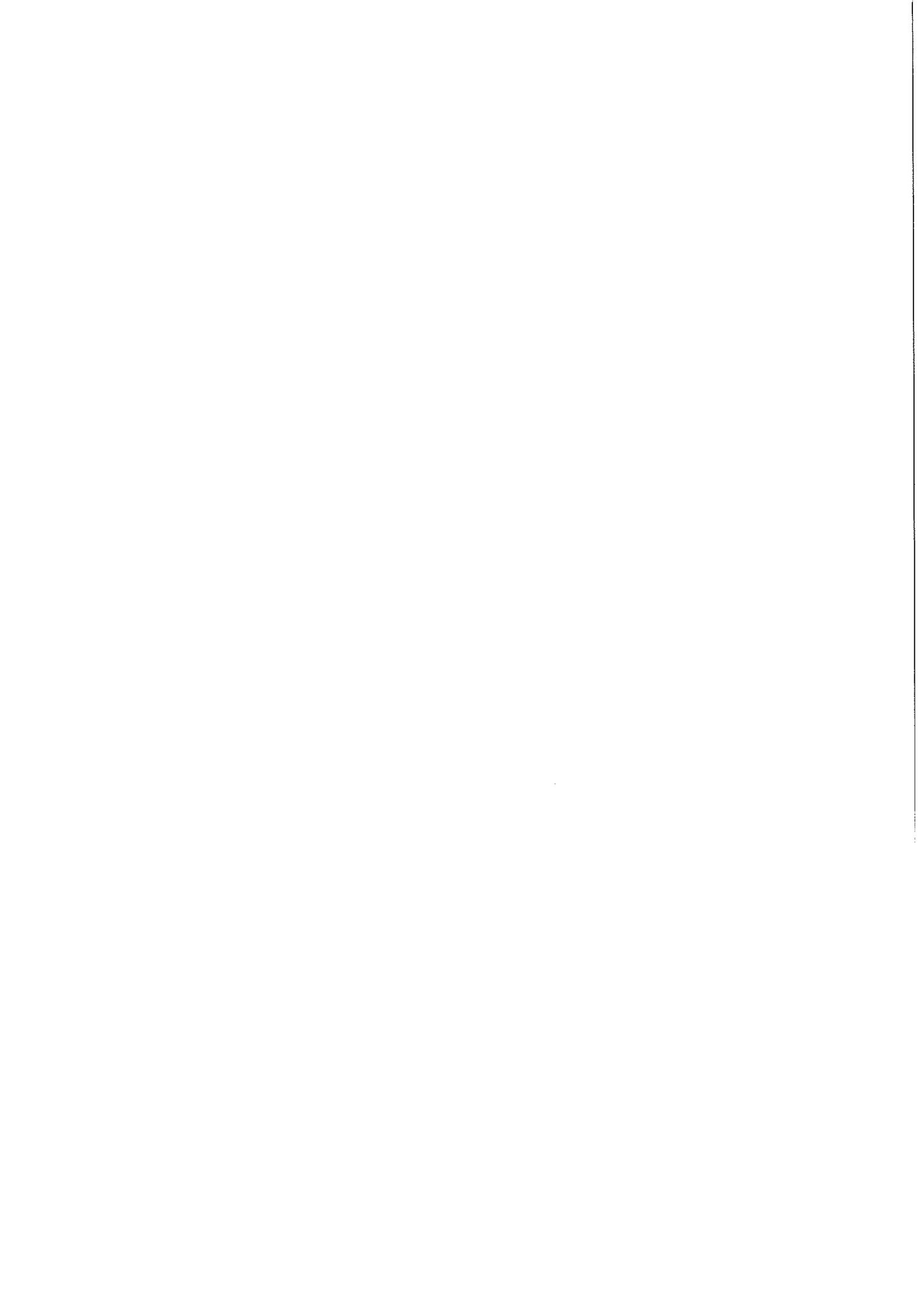
Dumfries and Galloway Council
Housing Options and Homeless Service
Queensberry Square
Dumfries
DG1 1BF
Telephone: 030 33 33 3000

Email: homelessdumfries@dumgal.gov.uk

Website: <http://www.dumgal.gov.uk/article/15280/Help-for-homeless-people>

Our offices are open Monday to Friday 9am to 5pm





Dumfries and Galloway Council
Homeless Service
Standards for Temporary Accommodation
January 2018

Introduction

This document sets out the standards required for Temporary Accommodation provided by Dumfries and Galloway Council and is based on the Shelter Guidance on Standards for Temporary Accommodation, published 2010. Compliance with these standards will ensure all temporary accommodation provided by Dumfries and Galloway Council meets the nationally agreed performance standard AS4.8 which states:

“When we arrange temporary accommodation, we treat homeless people fairly and appropriately in terms of tenancy provisions, quality of housing and location.”

Context

The Homeless Code of Guidance sets out a number of standards that apply to temporary accommodation:

- Scottish Housing Quality Standards (all temporary accommodation provided by the local authority of registered social landlord)
- Houses in Multiple Occupation (HMO) Licensing (bedsits, B & B, hostels and some supported housing)
- National Care Standards for housing support services (supported accommodation such as hostels and scattered dwellings with floating support)
- Unsuitable Accommodation Order (Temporary Accommodation for children and pregnant women if B&B accommodation)
- Tolerable Standard (all accommodation)
- Overcrowding (all accommodation)

Physical Standards

The following physical standards will be applied across all furnished temporary accommodation in Dumfries and Galloway provided by the Homeless Service.

We will:

- Comply with the relevant housing quality standards including health and safety, hygiene and fire legislation and regulations.
- Meet the physical or sensory disability requirements of any member of the household.
- Provide units that are secure with individual locks so people feel they and their belongings are safe. The occupancy agreement will include and agreed

minimum amount of notice Dumfries and Galloway Council or the landlord must give before accessing a person's property or unit and under what circumstances they would give such notice. This will be at least 24 hours.

- Have sufficient bedroom space to meet the needs of the household as far as possible.
- Have adequate communal living space which includes, for example, space for children to play or do homework.
- Have bathroom/toilet facilities for a household (whilst recognising that shared accommodation will mean sharing bathroom facilities).
- Have adequate kitchen facilities for the household (whilst recognising that shared accommodation will mean sharing kitchen facilities).
- Where shared kitchen facilities are provided, each client will have access to a individual lockable storage unit.
- Have access to onsite laundry facilities.
- Have sufficient and affordable heating systems at an acceptable efficiency rating. This will initially be at least E at the point of rental but will be reviewed in line with the Scottish Government minimum standards for energy efficiency as these are brought into use.
- Be accessible 24 hours a day.
- All shared accommodation for 3 or more unrelated persons will have the necessary Housing in Multiple Occupation (HMO) license and this will be displayed on the premises.
- Have adequate double glazing on all windows

Internal Conditions

- Mains powered smoke detectors fitted with battery back-up, in accordance with the accommodation Fire Risk Assessment
- Carbon Monoxide detectors with integrated long life batteries within all rooms hosting a combustion appliance and in any bedrooms or living rooms through which a vent from a combustion appliance passes.
- The accommodation will be provided in a clean and tidy condition.
- The accommodation will be provided in reasonable decorative order.
- Kitchen units and fittings, including drawers, hinges and cupboards will be in working order and fit for purpose.
- Bathroom fittings (bath/shower/WC/wash-hand basin) will be in sound working condition.
- Internal pass doors, skirting's, facings, floors, stairs and banisters will be sound and secure
- Central heating systems and other heating appliance will be in full working order.
- All windows will be functioning adequately for their purpose
- Equipment for operating controlled access communal security doors will be in working order.



- Properties will contain a supply of basic utensils (pots, crockery, cutlery) which will be sound and fit for purpose (where applicable).
- Any furniture and furnishings provided as part of the temporary occupancy agreement will be in accordance with **The Furniture and Furnishings (Fire) (Safety) Regulations 1988**

External Condition

- Any garden area will be clear of rubbish/garden refuse. The grass and hedges will initially be cut to a presentable standard.
- Pathways and steps will be in a safe/functionable condition
- The general condition of the building and its components will be sound and fully wind and water tight.

Safety Checks

All temporary accommodation units shall have the following valid safety certification:

- Gas safety and current Fire Risk Assessment checks to be carried out. (where applicable)
- Electrical safety certificate (Periodic Inspection Report), including smoke detector, report from approved contractor to cover the properties electrical installations and any portable appliances provided by or on behalf of the Council.

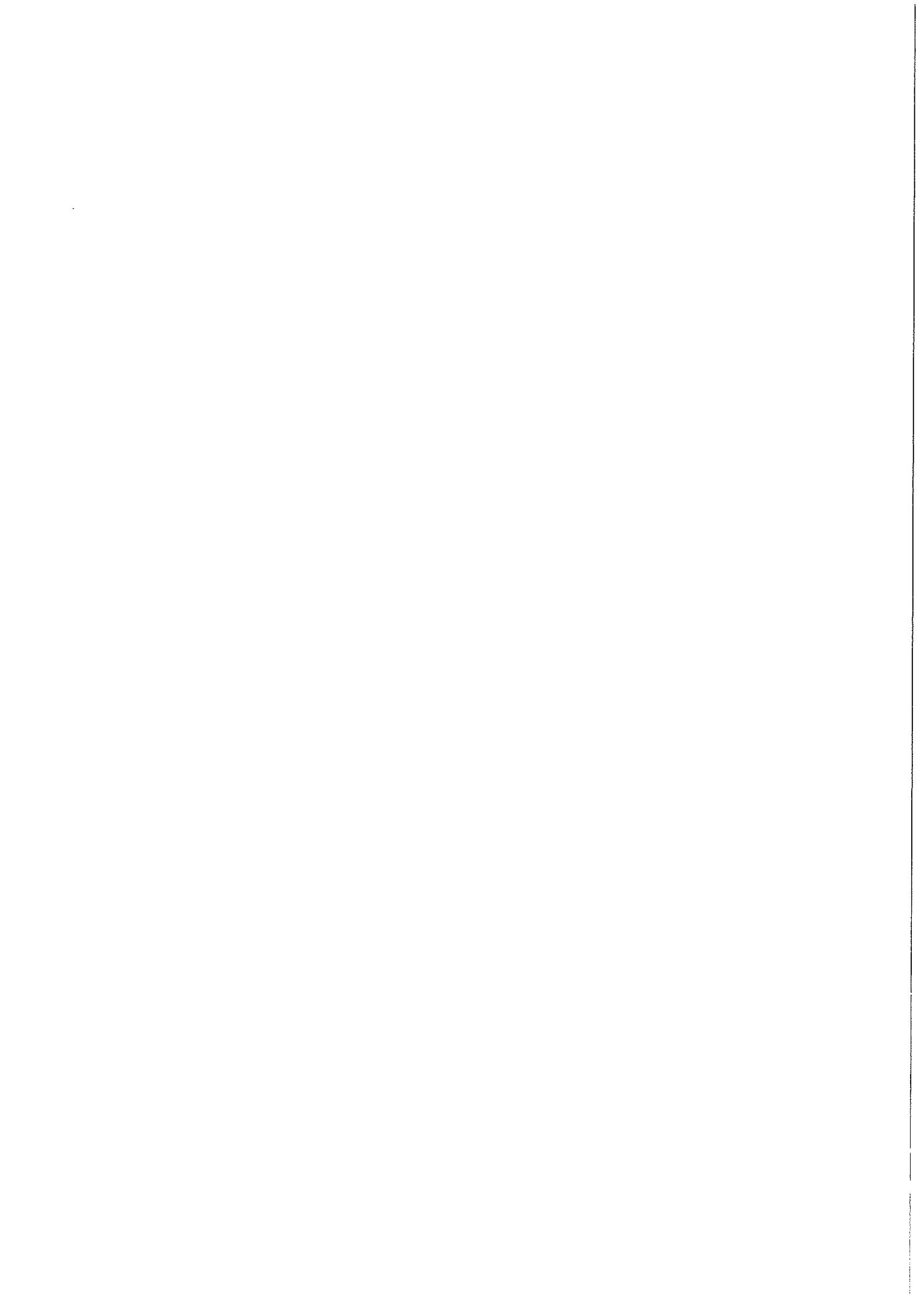
Management Standards

- A written occupancy agreement will be provided and explained to the household during their booking in visit.
- Repairs procedures will be provided to the household
- A tenant handbook for the property will be provided
- For clients placed in hostel type accommodation a copy of the House Rules will be provided and a copy of these will also be on display in the communal area of the hostel
- Notice periods will comply with the law and good practice
- When households move in or are relocated we will seek to minimise the disruption to the household

Inspections

We will carry out inspections at least annually of all temporary accommodation in conjunction with the relevant landlord to ensure that it meets the current standards.







Resource Requirement	Additional Resources required	Current spend (£)	Projected spend per annum (£)	Interim funding requirements from Scottish government	Comments	Reference
RRTP Development/ Implementation	RRTP Implementation Officer to co-ordinate development and oversee co-ordination of RRTP	N/A	£55,000	£165,000 year 1-3 £110,000 additional required years 4-5 if decision taken to extend the post	Post would be based within Housing Options and Homeless Service – initial temporary post for 3 years, review requirements at that point. See Section 2 of the Resource Plan for further information.	Section 2 - Resource Plan
Theme 1 Prevention and Housing Options						
Early intervention initiatives	2 Homeless Prevention Officers	N/A	£73,000	Nil	Both posts being funded by Dumfries and Galloway Council.	
	Housing Options and Homeless Education Project		Project to be funded by Loreburn Housing Association, costs to be confirmed	Nil	Initiative lead by Loreburn Housing Association to provide financial/household management education with an emphasis on what having responsibility for a home means. This programme will be specifically designed for secondary school pupils	
Early intervention initiatives	Who Team	£59,000 (temp funding for 1 year)	£59,000	£59,000 (years 1 and 2) – to cover the cost of 1 post for 2 years. Commitment to fund 2 nd post from DGHP.	Being able to extend this project will assist to consolidate and increase prevention activities especially in terms of tenancy sustainment and eviction prevention. Dumfries and Galloway Housing Partnership have committed to funding one post therefore the ask from the Scottish Government is for funding to cover the second post.	
Mediation Services		N/A	£30,000	£60,000 (years 2 & 3)	Pilot project working with existing provider to test and develop use of mediation as a preventative measure. It is anticipated that this project will be lead by Children and Families Social Work Service on behalf of the partnership.	

Dumfries and Galloway Council – Rapid Rehousing Transition Plan Resource Summary



Resource Requirement	Additional Resources required	Current spend (£)	Projected spend per annum (£)	Interim funding requirements from Scottish government	Comments	Reference
Mental Health Support Workers	2 x full-time posts, 1 based Dumfries, 1 based Stranraer	N/A	£49,000		2 posts sitting within NHS Dumfries and Galloway/Health and Social Care Partnership dedicated to working and providing support to Homeless Clients. This is being considered as part of the joint recommissioning of mental health outreach support services.	
Outreach Housing Support – early intervention	Additional hours of outreach support aimed at early intervention and homelessness prevention.	N/A this would be in addition to current Outreach Support spend	£100,000	See costings under outreach support.	Review of outreach support to look at ways of increasing support for early intervention and providing support to clients identified through the work of the WHO Team to increase client confidence and living skills with and improve tenancy sustainment. Work will be led by Housing Support Providers.	
Housing Options Digital Portal	None	£2,000 per annum as part of Civica contract	£2000.00	NIL	Core costs for Housing Options and Homeless Service	
Multi-Agency Response Team	None	N/A		NIL	Redesign of current protocol involving all partners	
Theme 2 Temporary Accommodation						
Furnished Accommodation	Additional RSL properties required years 1 and 2 but overall reduction achieved by year 5	£817,543	£958,000 year 1 reducing to £656,000 year 5	£81,758 Year 1 £72,580 Year 2 (£154,338)	Interim funding required years 1 and 2 to cover costs of additional furnished units (lease costs, preparation for use, furnishing costs) coming onto TA portfolio and to mitigate the initial costs of rotation of RSL stock and flipping of tenancies. Once we start to reduce the portfolio in Year 3, savings from the reduction in stock will be used to cover ongoing costs.	



Resource Requirement	Additional Resources required	Current spend (£)	Projected spend per annum (£)	Interim funding requirements from Scottish government	Comments	Reference
Supported Accommodation	None – changes will be to how we use this type of accommodation	£1,606,290	£1,606,290 reducing to £1,467,404 years 4 and 5	NIL	Our Supported Accommodation model will be subject to a review process with a view to developing a sustainable model. Part of the specialist supported funding is projected to be moved to Housing First model years 4 and 5 (approx. £180,000).	
Shared Accommodation (spot Purchase)	None	£262,717	£170,000 year 1 reducing to £25,000 by year 5	NIL	Savings from removal of this accommodation will be used towards the proposed Core & Cluster Accommodation	
Private Sector Leasing Scheme	None	N/A	Included in furnished accommodation spend	NIL	Development of Framework	
New provision – Core & Cluster	15 units	N/A	Capital: through SHIP Revenue Costs: approx. £500,000 per annum current anticipated funding gap after savings from TA applied are as follows: Year 3: £500,000 Year 4: £183,498 Year 5: £136,184	£952,686	Capital costs for this project will pursued through the SHIP. Revenue costs will be jointly funded by the partners: NHS D&G, D&G Council and IJB. This project is being led by the Health & Social Care Partnership. Only once agreement in principle has been obtained will a fully costed business case be produced. £547,000 savings approx. from TA reprofiling identified for use by HO and Homeless Service over years 3 to 5	



Resource Requirement	Additional Resources required	Current spend (£)	Projected spend per annum (£)	Interim funding requirements from Scottish government	Comments	Reference
			It is recognised by the partners that long term core funding will need to be allocated to ensure the viability of this project.			
Outreach Support		£1,063,048	£1,169,353 year 1 £1,275,658 year 2 onwards(includes £100,000 shown above for early intervention)	£106,305 Year 1 £212,610 Year 2 £200,895 Year 3 £Total £519,810	Increase in spend anticipated in line with demand and level of engagement.	
Theme 3 Housing Solutions						
Housing First			£8,000 per client supported	£80,000 Year 3	Transition funding required Year 3 for initiation of the housing First Project. From Year 4 onwards, the projected savings from reprofiling of supported accommodation contracts will be used to fund this model up to a maximum of 25 clients.	
Private Sector Development – Social Letting Scheme		N/A			This project will be lead by one of the local RSL partners.	
Housing Supply	None at this point but will be monitored through	RPA 18/19 £19.279m	RPA 19/20 £20.420m			

Dumfries and Galloway Council – Rapid Rehousing Transition Plan Resource Summary



Resource Requirement	Additional Resources required	Current spend (£)	Projected spend per annum (£)	Interim funding requirements from Scottish government	Comments	Reference
	the SHIP on a yearly basis		RPA 20/21 £21.786m			
Total funding requirements – Ending Homelessness Together Fund				£1,990,834		