

# Scotland's transition to rapid rehousing



## Summary

### Our 5 year vision is to:

1. Increase focus on prevention to stop homelessness happening in the first place
  - Reduce Homelessness by 10% during years 2-4
  - Introduce a “Housing Plus” approach to ensure we are able to support households to sustain their tenancy
2. A settled, mainstream housing outcome as quickly as possible
  - Reduce time on homelessness list by 10%
  - No applicants on list longer than 3 years by year 3/4
3. Time spent in any form of temporary accommodation reduced to a minimum, with the fewer transitions the better.
  - Reduced length of temporary accommodation by 5% (currently 327 days) years 1 and 2
  - Reduce length of stay in temporary accommodation under 300 days
4. When temporary accommodation is needed, the optimum type is mainstream, furnished and within a community
  - Delivered in accordance with our Temporary Accommodation Strategy
5. Ensure homeless households can access existing housing
  - Continue our dual Housing Options approach to ensure applicants are fully aware of the housing options available to them
6. Ensure homeless households can access the right type of support
  - Ensure we record support “level” as well as support need
  - Increase Housing First provision from 12 households to 20
  - Introduce a “Housing Plus” approach to ensure we are able to ensure the right support is provided to assist households to sustain their tenancy including mediation service
7. Increase affordable housing supply to meet needs of homeless households
  - As per SHIP/new build programme
  - Open Market Purchases

1 Increase focus on prevention to stop homelessness happening in the first place						
Current Position		East Dunbartonshire Councils Homelessness and Prevention Team consists of the following: <ul style="list-style-type: none"> <li>- Team Leader</li> <li>- Homelessness Advisor</li> <li>- Homelessness Advisor (Rapid Rehousing)</li> <li>- 4 Homelessness and Prevention Officers. Each Officer has a specialist role and is responsible for joint working with other services/agencies and cascading information to the rest of the team where appropriate.               <ul style="list-style-type: none"> <li>• Domestic Abuse/MARAC</li> <li>• Young People</li> <li>• Households leaving prison (as per SHORE standards)</li> <li>• Welfare Reform</li> </ul> </li> <li>- 1 Advice and Assistance Officer</li> <li>- Rent Deposit and Lead Tenancy Assistant</li> </ul> <p>We offer a dual Housing Options Approach which ensures applicants receive appropriate advice at the earliest possible stage. Our services are delivered in accordance with current legislation and the Homelessness Code of Guidance.</p>				
Action	Timescale	Responsible	Target/Outcome	Comments	Cost	
1.	Roll out "Housing Option" training tool kit to ensure all employees within Housing are aware of homelessness prevention methods/housing options available	Years 1 - 3	Homelessness and Prevention Team Leader	<ul style="list-style-type: none"> <li>- Approx. 50 employees</li> <li>- Homelessness &amp; Prevention Team years 1 and 2</li> <li>- Rest of housing/partners during years 2 and 3</li> </ul>	Training tool kit being developed by Scottish Housing Option HUBs. First module due to go live during 2019.	Licence Fees covered by West HUB
2	Review our approach to Mortgage to Rent applications and ensure Homelessness and Prevention Team are fully aware of this	Year 1	Homelessness Advisor (Rapid Rehousing) and Policy Team	<ul style="list-style-type: none"> <li>- Year 1; review and revise where appropriate.</li> <li>- Awareness training</li> </ul>		N/A
3	Review our approach to support households in or leaving prison and ensure revised approaches are implemented within mainstream activity	Year 1 – 3	Homelessness Advisor(s) and Homelessness and Prevention Officers.  SPS	On average 12 households per year require assistance from our Homelessness and Prevention Team to assist them to secure accommodation following release from Prison	SHORE standards.	Current resources – specialist officer in place
4	Increase housing first provision from 12 to 25 households	Years 1 -5	Homelessness and Prevention Team  Turning Point Scotland		Approximately 10% (40) of households during 2017/18 would have benefited from assistance from Housing First.  In addition to funding from Rapid Rehousing we would look to issue a joint bid for funding from the Scottish Governments "Change Fund"	£600k over 5 years- see page 12 for yearly costs and match funding
5	Implement a Housing Plus Model to enhance Housing Option/Homelessness Prevention and Tenancy sustainment approaches	Years 1-5	Homelessness and Prevention Team	All Homelessness Households moving from temporary accommodation to settled accommodation  Households interested in the private rented sector  Households who have been asked to leave due to relationship breakdown	Support will be provided from existing resources i.e. Housing Support, Housing First, Project Workers, Canal Project, First Stop and Ravenswood.  Additional Posts: 1 FTE Homelessness Advisor - £180k 1 FTE Advice and Assistance Officer £140k 1 FTE Occupational Therapist (mental health) £168k 1 FTE Mediation Officer £105k	£593k over 5 years – see page 12 for yearly costs and match funding
6	Look to raise awareness of Homelessness through school lessons and a "Homelessness and Prevention" awareness week. Promote RDGS in Landlord Newsletters etc.	Year 1	Homelessness and Prevention Team	High schools in the area	The Homelessness Advisor will take a leading role to work alongside Project 101 employees to review the content of school lessons previously delivered	Current resources

2 A settled mainstream housing outcome as quickly as possible						
Current Position		<p>Average length of time spent on the Homelessness waiting list is approx. 518 days. Depending on applicants area preferences this could be longer due to high demand and low turnover in many areas of EDC.</p> <p>As part of our dual housing options/homelessness approach, the Council ensures applicants are provided with our "Housing Option Guide". The Guide provides details of other housing providers in and outwith the EDC area, online information such as "Homehunt", information regarding the Private rented Sector, Rent Deposit Guarantee Scheme and stock information table.</p> <p>Unless there is a significant risk to the household in a particular property, street or area, all applicants since July 2018 are being queued for all areas in EDC allowing the Council to meet their housing need more quickly. This is being piloted and will be reviewed during 2019.</p>				
Action	Timescale	Responsible	Target/Outcome	Comments	Costs	
Revise allocation policy to queue applicants for all areas where we have properties that would meet their housing need.	Year 1 – 2	Homelessness and Prevention Team	<ul style="list-style-type: none"> <li>Year 1 – Review of current cases who have been on the Homelessness List longer than 3 years</li> <li>Year 2 – all applicants</li> </ul>	<p>Housing Support will be offered where appropriate.</p> <p>Where applicants are at risk within a particular street/area this will be taken into account, along with the option to exercise, as per legislation, a referral on behalf of the applicant to be rehoused out-with EDC if appropriate.</p>	Current resources	
Increase letting targets for Homelessness List from 50% to 65%	Year 1	Allocations Team	- 65% allocations to Homelessness List from EDC and common housing partner(s)	Further review will be carried out on an annual basis. A request will be made to Housing Associations operating within EDC to increase their homeless case acceptance rates.	Current resources	
Increase % of referrals to Housing Association/RSL's	Year 1	Allocations team	- All referrals to HA/RSL during year 1 will be Section 5	<p>Will be reviewed on annual basis thereafter and agreed targets set.</p> <p>We will continue to work with other housing providers outwith the EDC area, where we have agreements in place to meet households housing needs where appropriate.</p>	Current resources	
Interview with Rent Deposit Guarantee and Lead Tenancy Officer/Advice and Assistance Officer for all households who require/placed in temporary accommodation	Year 1- 5	Homelessness and Prevention Team	- Year 1 – focus upon households in First Stop and households with children placed in emergency accommodation	<p>Section 32a referrals will be considered where appropriate to enable households to move to Private Accommodation and remain on Homelessness List for up to 12 months.</p> <p>Where the Household wishes to move outwith the area, the Council will work alongside letting agents and other LA employees, where appropriate, to ensure households are referred to other RDGS projects.</p>	Current resources	
Return EDC stock used to provide temporary accommodation to mainstream accommodation	Years 4 and 5	<p>Homelessness and Prevention Team</p> <p>Allocations Team</p>	- Up to 20 properties returned to mainstream.	<p>Review of our temporary accommodation strategy will take place in years 2/3. Impact of other initiatives analysed to ensure that adequate provision is in place before seeking to return 1/5<sup>th</sup> of properties, used as temporary provision, back for mainstream use.</p> <p>On occasions it may be that some households within an existing temp tenancy will have their tenancy agreement converted to a SST, therefore allowing discharge duty but minimising disturbance to the household, where possible.</p>	<p>Associated costs £400 per property for clean out and repair costs i.e. damages to doors etc</p> <p><b>TBC</b> Additional Housing Officer posts to manage larger patches will be required.</p>	

3	Time spent in any form of temporary accommodation reduced to a minimum, with the fewer transitions the better.				
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Current Position	<p>The average length of stay in temporary accommodation is approx. 327 days. During year 1 and 2 we will look to reduce this by 5% and overall to under 300 days.</p> <p>Most households are provided with up to two placements (emergency then a move to self-contained accommodation) - Transitions are only considered where household may be at risk i.e. fleeing violence or property needs to be returned to private landlord etc. Where households within supported accommodation or refuge may be moved to more suitable accommodation, this enables other households who require support to receive appropriate support within these types of properties.</p>				
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Action	Timescale	Responsible	Target/Outcome	Comments	Cost
Interview with Rent Deposit Guarantee and Lead Tenancy Officer/Advice and Assistance Officer for all households who require/placed in temporary accommodation.	Year 1- 5	Homelessness and Prevention Team	- Year 1 – focus upon households in First Stop and households with children placed in emergency accommodation	Section 32a referrals will be considered where appropriate to enable households to move to Private Accommodation and remain on Homelessness List for up to 12 months	Existing resources
Revise allocation policy to queue applicants for all areas where we have properties that would meet their housing need.	Year 1 – 2	Homelessness and Prevention Team	Year 1 – Review of current cases who have been on the Homelessness List longer than 3 years Year 2 – all applicants	Housing Support will be offered where appropriate.  Where applicants are at risk within a particular street/area this will be considered. The Council will consider exercising, as per legislation, making a referral on behalf of the applicant to be rehoused out-with EDC if appropriate.	Existing resources

4 When temporary accommodation is needed, the optimum type is mainstream, furnished and within a community						
Current Position		<p>Approximately 65-70% of homelessness households require temporary accommodation. Offers of temporary accommodation are made in accordance with current legislation. All temporary accommodation is within the EDC area. Emergency Accommodation placements i.e. Bed and Breakfast may be outwith EDC, however households receive visits from Housing Support Officers and are prioritised for offers as/when more suitable accommodation becomes available.</p> <p>The majority of temporary accommodation is self-contained council owned properties; 93.</p> <p>Many households requiring temporary accommodation have their own furniture, therefore "furnished" accommodation is not always required. Where households have no furniture and are offered lead tenancies, they are offered 2<sup>nd</sup> hand goods, or assistance to apply for items from the Scottish Welfare Fund.</p> <p>Some households require supported/interim/refuge accommodation.</p>				
Action	Timescale	Responsible	Target/Outcome	Comments	Costs	
Review temporary accommodation requirements in accordance with EDC's Temporary Accommodation Strategy					n/a	
Review temporary accommodation rental charges to ensure rents are affordable and value for money	Year 1-3	Homelessness and Prevention Team  Rent Team	- Review to be carried out year 1 with recommendations presented to Management Team and/or relevant committees	EDC currently has set rents for furnished, unfurnished and multi-occupancy properties.	<b>TBC</b> Not known	
Continue review meetings with households in First Stop, Canal Project, Ravenswood (three facilities offer Supported Accommodation) and Refuge Accommodation and identify planned moves where appropriate	Year 1-3	Homelessness and Prevention Team	- Households placed within supported accommodation/refuge	Although we prefer to minimise the disturbance for households by limiting the number of moves, planned moves from specific types of accommodation can be beneficial to the household, while also enabling other households to access support from specific types of accommodation.	n/a	

5 Ensure homelessness households can access existing housing						
Current Position		As part of our dual housing options/homelessness approach we ensure applicants are fully aware of other providers in the area, private rented sector and we encourage applicants to register online, using allocation tools such as "Home hunt"				
		Our current allocation target for Homelessness households is 50%				
Action	Timescale	Responsible	Target/Outcome	Comments	costs	
Where households require adapted properties the Council uses its powers under Housing (Scotland) Act 2014 to ensure best use of our adapted stock	Ongoing	Housing	As/when appropriate	Further work will be required to review stock profiles/adaptations.	Not known at this time	
Revise allocation policy to queue applicants for all areas where we have properties that would meet their housing need.	Year 1 – 2	Homelessness and Prevention Team	Year 1 – Review of current cases who have been on the Homelessness List longer than 3 years Year 2 – all applicants	Housing Support will be offered where appropriate.  Where applicants are at risk within a particular street/area this will be taken into account, along with the option to exercise, as per legislation, a referral on behalf of the applicant to be rehoused out with EDC if appropriate.	Existing resources	
Increase letting targets for Homelessness List from 50% to 65%	Year 1	Allocations Team	65% allocations to Homelessness List from EDC and common housing partner(s)	Further review will be carried out on an annual basis. A request will be made to Housing Associations operating within EDC to increase their homeless case acceptance rates.	Existing resources	
Increase % of referrals to Housing Association/RSL's	Year 1	Allocations team	All referrals to HA/RSL during year 1 will be Section 5	Will be reviewed on annual basis thereafter and set targets agreed.  We will continue to work with other housing providers outwith the EDC area where we have agreements in place, to meet households housing needs, where appropriate.	Existing resources	
Interview with Rent Deposit Guarantee and Lead Tenancy Officer/Advice and Assistance Officer for all households who require/placed in temporary accommodation	Year 1- 5	Homelessness and Prevention Team	Year 1 – focus upon households in First Stop and households with children placed in emergency accommodation	Section 32a referrals will be considered, where appropriate, to enable households to move to Private Rented Accommodation and remain on the Homelessness List for up to 12 months  Where the Household wishes to move outwith the area, the Council works alongside letting agents and other LA employees, to ensure households are referred to other RDGS projects.	Existing resources	
Return EDC stock used to provide temporary accommodation to mainstream accommodation	Years 4 and 5	Homelessness and Prevention Team  Allocations Team	Up to 20 properties returned to mainstream	Review of our temporary accommodation strategy, will take place in years 2/3. Impact of other initiatives analysed to ensure that adequate provision is in place before seeking to return 1/5 <sup>th</sup> of properties used as temporary provision back for mainstream use.  On occasions it may be that some households within an existing temporary tenancy will have their tenancy agreement converted to a SST, therefore allowing us to discharge duty but minimising disturbance to the household, where possible.	Associated costs £400 per property for clean out and repair costs i.e. damages to doors etc  <b>TBC</b> Additional Housing Officer posts to manage larger patches will be required.	

**6 Ensure homelessness households can access the right type of support**

Current Position	<p>During 2017/18:</p> <ul style="list-style-type: none"> <li>○ 41% of households had no support needs</li> <li>○ 14% had low support needs</li> <li>○ 18% of households had medium support needs requiring regular support from housing support workers and other services/agencies</li> <li>○ 10% require intensive support from Housing Support Workers and where possible Housing First</li> <li>○ 7% require daily support and would benefit from Supported Accommodation</li> </ul> <p>Where appropriate households are referred to:</p> <ul style="list-style-type: none"> <li>- Housing Support Officers</li> <li>- Housing First</li> <li>- First Stop</li> <li>- Interim Supported Accommodation (Canal Project/Ravenswood)</li> <li>- Internal/external agencies</li> </ul> <p>As a landlord EDC provide mainstream accommodation. With regards long term supported accommodation, there is no provision within the area.</p>
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Action	Time scale	Responsible	Target/Outcome	Comments	Costs
In addition to recording reason for support the Council will implement the recording of support levels.	2019	Homelessness Advisor (Rapid Rehousing)  Homelessness and Prevention Team	All new applications	The Council records reason for requiring support. To provide the summary of support level for each applicant, this was a time consuming manual task. From 2019, the support level (as above) will be recorded for each homeless applicant.	Existing resources
Continue to attend MARAC meetings (domestic abuse)	Ongoing	Homelessness and Prevention Team Leader	Meetings	Checks are carried out pre meeting and assistance given where appropriate	Existing resources
Continue to take a lead role to support households going through the MAPPA process (domestic abuse)	Ongoing	Homelessness Advisor	As agreed		Existing resources
Review our approach to support households in, or leaving prison and ensure revised approaches are implemented within mainstream activity	Year 1 – 3	Homelessness Advisor(s) and Homelessness and Prevention Officers.  SPS	Approx 10 households per year	SHORE standards	Existing resources
Increase housing first provision from 12 to 25 households	Years 1 and 2	Homelessness and Prevention Team  Turning Point Scotland		Approximately 10% (40) of households during 2017/18 would have benefited from assistance from Housing First.  In addition to seeking funding from Rapid Rehousing, the Council will look to issue a joint bid for funding from the Scottish Governments "Change Fund"	As above £600k over 5 years- see page 12 for yearly costs and match funding
Implement a Housing Plus Model to enhance Housing Option/Homelessness Prevention and Tenancy sustainment approaches	Years 1-5	Homelessness and Prevention Team		Support will be provided from existing resources i.e. Housing Support, Housing First, Project Workers, Canal Project, First Stop and Ravenswood.  Additional Posts: 1 FTE Advice and Assistance Officer 1 FTE Occupational Therapist (mental health) 1 FTE Mediation Officer	As above £593k over 5 years – see page 12 for yearly costs and

						match funding
	Further discussions to take place with Health and Social care partnership with regards provision of long term supported accommodation	Years 1-5	Housing  Health and Social Care Partnership	Ongoing	Further discussions to take place	Estimated £3-5m capital to build and £300k to £500k to run annually re revenue

<b>7. Increase affordable housing supply to meet needs of homeless households</b>						
Current Position		The core purpose of the Strategic Housing Investment Plan (SHIP) is to set out the investment priorities for affordable housing over a five year period which are consistent with and achieve the outcomes set out in the Local Housing Strategy (LHS) 2017 -22. The current SHIP is anticipated to deliver around 332 new affordable units by 2022 via EDC's new build programme.				
	<b>Action</b>	<b>Timescale</b>	<b>Responsible</b>	<b>Target/Outcome</b>	<b>Comments</b>	
	Rapid Rehousing Plan to consider other Plans/Strategies i.e. SHIP, LHS, Council Buy Backs etc.	Year 1-5	Housing	<ul style="list-style-type: none"> <li>- 332 additional properties to be built by 2022</li> <li>- Approximately 100 properties via open market purchases</li> </ul>	<b>TBC</b> Tender prices this year are suggesting about £135k per new build home and £110k for an open market purchase (with capital improvements). This would suggest a required est. budget of between £35m - £45m for 19/20. Years 2-5 TBC	
	Review nomination agreement with Knowes Housing Association	Year 1	Homelessness Team Leader	15% of lets	Agreed April 2019	

## Summary of costs

The costs below relate to transformational activities, all of which we are priority to enable us to meet the recommendations set out by the Scottish Government; funding for remaining resources are summarised in sections above.

	Year 1 - £114k	Year 2 - £299K	Year 3 - £289K	Year 4 - £353K	Year 5 - £308K	
Homelessness Advisor	£20k  £20k budget set aside for implementation	£40k	£40k	£40k	£40k	£180K
Advice and Assistance Officer	Funded by EDC	£35k	£35k	£35k	£35k	£140K
Mediation Officer	-	£35k	£35k	£35k	Will Be delivered internally	£105K
Occupational Therapist (Mental Health)	£24k  Recruitment 2 <sup>nd</sup> half of 2019	£48k/£24k  Change Fund Bid – possible match funding year 2	£48k/£24k  Change Fund Bid – possible match funding year 3	£48k	£48k	£168K
Intensive Support (Housing First) based on cost of £7k per person – 25 households	Big Lottery, EDC Housing and Health and Social Care Partnership funding first year	£175k/£125k  Change Fund Bid – possible match funding £50k	£175/125k  Change Fund Bid – possible match funding £50k	£175k	£175k	£600K
Housing Support	£70k	£70k /40k  EDC match fund £30k	£70k /30k  EDC match fund £40k	£70k /20k  EDC match fund £50k	£70k /10k  EDC match fund £60k	£170k
Total	£114k	£299k	£289k	£353k	£308k	£1,363,000

## Additional Costs

	Year 1 - £114k	Year 2 - £299K	Year 3 - £289K	Year 4 - £279K	Year 5 - £269K	
Loss of income from years 4 and 5 Homelessness Temp	£0	£0	£0	£ 197k 18 properties returned (£500 clear out/average repairs costs) difference between rent income approx. £10k to the £187k (average £200 per week difference)	£ 406k 20 properties £500 clear out/average repairs Rental (38 properties) average of £200 per week difference) £396k	<b>£603k</b> (£91k based on additional income from additional temp units)
	During years 1,2,3 we look to increase stock levels as per temporary accommodation strategy rental income will increase. Approx 40 properties (10 year 1 = £104k further 15 year 2= £150 + £104k = £254 and further 15 year 3 = £150+254=£404k Total = £764k – 120k set up costs - £105k Temp Acc Officer – arrears approx. 20% (£150k) = £389k			£603k years 4 and 5 and each year going forward. Assuming 80% collection rate this would be approx. £480k Years 4 and 5 = £480k -Additional income £389k = £91k years 4 and 5 then £480k thereafter		
						£2, 174,000.00 (£1,634,000.00*)

	Required	New Builds – 322 (planned)	Buy Backs - 100 (planned)	Required – planned increase	Shortfall	Total Cost
Properties to meet demand	1285	96 (based on approx. 30% target for allocations)  Approx 193 new build properties will be offered to transfer applicants – 60% of 193 Transfer applicants will be offered to Homelessness list (115 properties)  <b>96+115= 211</b>	100 buy backs approx. 60% will be used for mainstream  60 properties – 60% to homelessness list = <b>36 (40 used initially for homeless temp)</b>	1285 *  - 211 new build/transfer - 36 buy backs  = 1038  Years 4 and 5 look to return 30%-40% of stock used as temp (38)  *It should be noted that the required new build final figure, from this planned increase, needs to be realistically appraised based on land availability.	1000	<b>TBC</b>  Tender price per unit £135k new build and £110k open market  New build example 135x1000= £135m*  Buy back example 110x1000 = £110m  Estimated increased new provision = £122m
		<b>Build Costs</b>	<b>Running Costs</b>	<b>Current placement costs</b>	<b>TOTAL COSTS</b>	
Specialist Supported Accommodation (settled accommodation)	Est £3-5m?		EST £300k-500k?	Not known at this time TBC	<b>TBC</b>	
To be further explored/discussed with Health and Social Care Partnership.						