

# **EAST AYRSHIRE COUNCIL**

## **HOUSING COMMITTEE 18 MAY 2005**

### **HOMELESSNESS STRATEGY UPDATE**

#### **Report by Executive Director of Neighbourhood Services**

#### **1. PURPOSE OF REPORT**

- 1.1 To note and seek approval for proposed expenditure of the funding awarded by the Scottish Executive for 2005/2006 to assist in the delivery of the Homelessness Task Force Recommendations; to advise members of progress toward the implementation of the East Ayrshire Homelessness Strategy 2003 -2006; and, to seek authority to implement identified actions required to achieve the overall objectives of the Strategy.

#### **2. BACKGROUND**

- 2.1 Since enactment of the Housing (Scotland) Act 2001, and the Homelessness etc (Scotland) Act 2003, funding has been available to implement legislative changes and the recommendations made by the Homelessness Task Force in its final report "Helping Homeless People - An Action Plan for Prevention and Effective Response."
- 2.2 East Ayrshire's Homelessness Strategy 2003 – 2006 was submitted to the Scottish Executive in March 2003. Since then, the Department and its partners across statutory agencies and the voluntary sector have worked toward implementation of the actions required to achieve the overall objectives of the Strategy.
- 2.3 East Ayrshire has managed a Rough Sleepers Initiative in partnership with North and South Ayrshire Councils, and funding for such has now been converted to revenue funding, distributed via the Rough Sleepers Grant.

#### **3. HOMELESSNESS STRATEGY DEVELOPMENTS**

- 3.1 A review of the progress made in terms of the Strategy has recently been concluded. A full report detailing the findings of this review is available from Members Information Point and has been submitted to Communities Scotland.
- 3.2 The implementation of the strategy has involved the development of a number of local performance indicators to measure progress toward the objectives, and allow the Department to identify areas for priority action. These indicators have shown a number of substantial achievements in the prevention and alleviation of homelessness, and toward the long term objective of the provision of routes out of homelessness.

- 3.3 East Ayrshire Council's Homelessness Policy has been updated to reflect legislative change and is appended to this report for approval.
- 3.4 Changes introduced to operational procedures has resulted in a decrease in the number of applicants with whom the Department loses contact, dropping from 27% at March 2004, to 13% at March 2005. The number of applicants presenting as repeat homeless was recorded as 23% in March 2003 and has decreased to 18% in March 2005.
- 3.5 760 households were provided with temporary accommodation during 2004/05. The average length of stay within temporary accommodation was 23 days for 2004/05, less than the target of 28 days.
- 3.6 11.3% of homeless presentations within 2002/03 were as a result of tenancy failure, mainly due to rent arrears, from Council, registered social landlords and private sector tenancies. In 2004/05, this had increased to 15.1% of all presentations. Whilst the Department strives to maximise rental income, this issue has been identified as a priority area to seek alternative solutions to eviction where appropriate.
- 3.7 The strategy also recognised the need to prevent homelessness or rooflessness for those leaving either prison or hospital. As such, 101 prisoners due for liberation from Kilmarnock Prison were interviewed throughout 2004/05, and offered temporary accommodation and housing options as appropriate. Homeless presentations from those leaving hospital has decreased from 1.79% in 2002/03 to 0.8% in 2004/05.
- 3.8 Since early 2002 until March 2005, homeless presentations to the Council, have risen by 24.5%. This reflects the national trend following recent legislative change and the Scottish Executive recognise this as local authorities uncovering hidden homelessness and making services more accessible. However, despite this trend, youth homelessness has remained static at just over 4%. The Housing Education programme in East Ayrshire has delivered housing information and advice to all 4<sup>th</sup> year secondary pupils and many have rated the sessions highly as informative and useful.
- 3.9 The Scottish Executive seeks to abolish "Priority Need" for homeless applicants by 2012. In recognition of this target the Council aims to offer a housing option to all homeless people, not just those deemed to be in priority need, as defined within the legislation. The Department has developed the use of Short Scottish Secure Tenancies as an option for those with identified support needs. To date, 104 such tenancies have been created and of those, 55 have successfully converted to a Scottish Secure Tenancy.

- 3.10 The introduction of the Rent Deposit Scheme has assisted 43 households to secure accommodation within the private sector since June 2004. This scheme has proven to be very popular with local landlords and management of the scheme has been awarded to Community Housing Advocacy Project from June 2005, following conclusion of a successful external tendering exercise. It is proposed to introduce a Private Sector Leasing Scheme to enhance the current pool of temporary accommodation. This scheme would allow the Council to lease properties from private landlords on a long term basis within areas where the Department lacks available properties to meet the needs of the client group. Detailed proposals will be submitted to elected members in due course.
- 3.11 A new Young Persons Housing Support Service, funded by Supporting People Grant is currently being procured. In the meantime, the existing Blue Triangle project is being temporarily relocated from its existing accommodation in John Finnie Street following the decision taken at last Housing Committee to declare the accommodation surplus to operational requirements.
- 3.12 In order to assist in the development of befriending services for homeless people, the Scottish Social Networks Forum is running seminars across Scotland to consider national issues and to seek local solutions that enable homeless people to develop personal social networks of support. These seminars flow from the recommendations of the Homelessness Task Force Final Report and will provide an opportunity to raise awareness of the importance of positive social networks and to support the development of befriending within East Ayrshire. It is proposed that this Department hosts a seminar in June 2005.

#### **4. SCOTTISH EXECUTIVE FUNDING**

- 4.1 The Scottish Executive has awarded the Council Homelessness Task Force funding of £486,700 for 2005/06. The Local Outcome Agreement and Profile of Grant Award detailing proposed expenditure are appended to this report for approval.
- 4.2 The Scottish Executive has awarded an additional Furnished Tenancy Grant for this financial year of £247,000. So far 384 furnished Council tenancies have been provided throughout East Ayrshire.
- 4.3 The Rough Sleepers Initiative Grant Funding has been confirmed as £323,825 across North, South and East Ayrshire. The pan Ayrshire Steering group are currently considering proposals to further enhance the use of this funding as a result of strategic developments, and a report on the outcome of these discussions will be submitted to Committee in due course.

## **5. STAFFING PROPOSALS**

- 5.1 It is proposed that the existing temporary posts of Homeless Strategy and Services Manager (SO8), four Homeless Persons Officers (AP4) and one Clerical Assistant (GS1/2) be extended until March 2006.
- 5.2 In order to respond to the increasing demand for assistance under the Act, an additional Homeless Persons Officer (AP4) was recruited on a temporary basis for three months. It is proposed that this post be extended for the term of the current funding until March 2006. Previous approval was given for the temporary appointment of a Senior Clerical Assistant (GS3) to administer the Furnished Tenancy Grant. This funding has been confirmed until March 2006 and it is proposed that the current postholder's contract be extended until then.
- 5.3 East Ayrshire Community Health Partnership has recently funded the part time provision of a Health Visitor to identify and address the health needs of the homeless population. It is proposed to utilise part of the grant to provide funding to increase this post to a full time position.
- 5.4 The strategy detailed proposals to reconfigure the use of the hostel provision for the single homeless client group. In response to this, and in order to meet the varied and challenging needs of this client group, it is proposed that the current position within Peden Court Hostel be amended from that of Lone Workers to the provision of a two person shift.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 The staffing proposals outlined in Paragraphs 5.1 – 5.3 inclusive can be met from the Homelessness Strategy Fund and the Furnished Tenancies Grant.
- 6.2 The proposed staffing changes within Peden Court Hostel as outlined in Paragraph 5.4 will require the recruitment of an additional four Hostel Support Workers. This will be funded from within agreed budgets.

## **7. LEGAL AUTHORITY/IMPLICATIONS**

- 7.1 The Council requires to comply with the legislative provisions contained within the Housing (Scotland) Act 2001 and the Homelessness (Scotland) Act 2003 in relation to homelessness
- 7.2 The implementation of the proposals detailed within the Local Outcome Agreement will assist the Council in meeting its statutory obligations.

## **8. POLICY IMPLICATIONS**

- 8.1 The utilisation of the grant allocation as detailed within the Local Outcome Agreement accords with the objectives of the Council's Homelessness Strategy.

## **9. CONCLUSIONS**

9.1 Implementation of the Homelessness Strategy continues and the majority of the actions have been achieved within target. The continued award of Grant funding supports implementation of the Strategy throughout its term until March 2006.

## **10. RECOMMENDATIONS**

10.1 It is recommended that Members:

- (i) Note the Scottish Executive funding awards as outlined in paragraphs 4.1, 4.2 and 4.3 above;
- (ii) Authorise the Executive Director of Neighbourhood Services, in conjunction with the Head of Personnel, to submit the staffing proposals as outlined in Paragraph 5 for approval by the Corporate Governance Committee;
- (iii) Approve the Homelessness Strategy Local Outcome Agreement for 2005/2006 as appended to this report.
- (iv) To recommend to Council approval of the Homelessness Policy as appended to this report.
- (v) Otherwise note the content of the report.

William Stafford  
Executive Director of Neighbourhood Services

3 May 2005

CMCA/NT/LA

### **LIST OF BACKGROUND PAPERS**

#### **1. East Ayrshire's Homelessness Strategy 2003 - 2006**

Any person wishing to inspect the background papers listed above or requiring further information should telephone 01563 576986 and ask for Nicola Thom.

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**East Ayrshire Council**

**Homelessness Policy**

**May 2005**

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# 1. Legal Authority

The framework for the Homeless Policy is provided by:

- The Housing (Scotland) Act 1987
- The Children's (Scotland) Act 1995
- The Housing (Scotland) Act 2001
- The Homelessness etc. (Scotland) Act 2003 (subject to phased implementation)
- The Human Rights Act 1998
- The Data Protection Act 1998
- The Equal Opportunities Legislation

Regard is given to the Code of Guidance on Homelessness (2004)

## 2. Aims and Objectives

- To comply with legislation
- To carry out enquiries quickly and sympathetically considering all relevant factors
- To ensure that the needs of all applicants who are considered vulnerable are addressed
- To complete enquiries, make assessments and a decision within 28 working days of receiving an application
- To issue a written decision notice no later than 3 working days after completion of the exercise.
- To assist in an assessment of housing support needs of the applicant to assist in resettlement, and prevent repeat homelessness.

## 3. Responsibility

- Homeless Persons Officer
- Tenancy/Hostel Support Worker
- Temporary Accommodation Manager
- Homeless Persons Property Officer
- Homeless Strategy and Services Manager

## 4. Prevention of Homelessness

Local Authorities have a duty to take reasonable steps to ensure that accommodation does not cease to be available to those threatened with homelessness and to give advice and assistance to prevent homelessness. Timely action can prevent homelessness, for instance through advice to applicants threatened with eviction, or by providing a

variety of housing options and advice to allow people to pursue housing prior to homelessness occurring.

Officers will provide advice and information to anyone who is threatened with homelessness. A homeless interview and assessment will be offered to anyone who is likely to become homeless within 2 months.

Housing information and advice to assist in the prevention of homelessness is available within partner services, ie HMP Kilmarnock, Community Health facilities, Crosshouse Hospital and educational establishments.

## **5. Application**

An initial request for assistance for those who are homeless or at risk of homelessness can be made by the individual or anyone acting on his/her behalf.

Reception staff handling initial approaches will not screen applicants prior to arranging a homeless interview. On receipt of an approach, contact should immediately be made with Homeless Services and an appointment arranged, dependant on circumstances.

Appointments will be offered on day of presentation for those who are homeless at that time. For those who are threatened with homelessness, appointment will be offered as soon as possible, but certainly within 3 working days.

## **6. Homeless Interview**

Applicants will have the opportunity of having a friend or adviser attend an interview and be interviewed by someone of the same sex.

Special arrangements will be made for those whose first language is not English, or have other difficulties in expressing themselves, and for those who have suffered violence or sexual or other abuse.

All homeless interviews will be conducted within private facilities.

At the homeless interview, each applicant will receive a clear explanation of the procedures and expected timescales for a decision to be made, and a written record of the interview.

The information provided by the applicant will be assessed using 4 criteria to confirm that the application meets legal requirements to be deemed as homeless in accordance with legislation, namely

- Homeless or threatened with Homelessness
- In Priority Need

- Intentionality
- Local Connection

## 7. Assessment of Homelessness

A person is homeless if:

- He/she has no accommodation
- The applicant has accommodation but cannot secure entry to it, e.g. risk of violence
- The applicant has accommodation but it would not be reasonable for him or her to occupy it.
- A person is threatened with homelessness if it is likely they will become homeless within 2 months

A legal definition of homelessness is included within **Appendix 1**.

## 8. Priority Need

Based on information provided by the applicant, an assessment will be made to determine whether an applicant is in priority need.

A Legal definition of priority need is included within **Appendix 2**.

## 9. Intentionality

In dealing with an application, an assessment of whether an applicant is homeless or threatened with homelessness intentionally, may be carried out. For homelessness to be judged intentional the applicant must have deliberately done or failed to do something as a result of which he or she ceases to occupy their accommodation and where it would otherwise have been reasonable for them to continue to occupy. A person is not intentionally homeless if it would not have been reasonable for him or her to continue to occupy their previous accommodation.

Whilst some applicants may be deemed to be intentionally homeless under the Housing (Scotland) Act 1987, and have no right to accommodation, this classification may be altered if dependent children are residing with them, and as such be offered accommodation and support.

Every investigation will have regard to all the circumstances of an applicant before reaching a decision on intentionality, and each case will be decided on its merits.

## **10. Local Connection**

EAC has the power to refer an application to another local authority if it decides the applicant does not have a local connection to East Ayrshire, but does have a connection to another authority, due to either residence, employment, family associations or any special circumstances.

In such cases, the referral would have to be agreed by the receiving authority. Such agreement will be sought by Section 33(Duty to Accommodate) or Section 38(Request for Assistance) of the 1987 Act.

## **11. Children (Scotland) Act 1995**

Many children and young people previously looked after by a local authority are particularly vulnerable and in need of support. Local authorities duties and powers to provide for this group were extended by the Children (Scotland) Act 1995, and subsequently priority will be awarded to

- Young people aged 18 – 20 years of age who have formerly been in local authority care

## **12. Housing Support**

Housing Support services from the Tenancy Support Team will be offered to every homeless applicant. Applicants will also be advised of other local support providers.

The provision of support will seek to alleviate the crisis of homelessness and provide a sustainable route out of homelessness for the applicant.

## **13. Sections 33 and 38 Referrals – Housing (Scotland) Act 1987**

A referral in terms of Section 33 of the Act (Duty to Accommodate) will be considered by the local Homeless Persons Officer. Notification of decision will be issued within 28 days of receipt of referral.

A referral in terms of Section 38 of the Act (Request for Assistance) will be considered by the Homeless Strategy and Services Manager and will be assessed on the individual merit of the application and circumstances. Notification of decision will be issued within 28 days of receipt of referral.

## **14. Out of Hours Service**

For those who require to access homeless service outwith normal working hours, contact should be made with East Ayrshire Council's Helpline. Alternatively, an applicant may approach any Police station where contact with the Helpline will be made for them.

Should homelessness be established, then the offer of temporary accommodation will be made, pending a homeless interview being carried out at the earliest opportunity.

## **15. Temporary Accommodation**

The Council manages a variety of temporary accommodation including:

- Hostel accommodation  
24 hour supported hostels in Cumnock and Kilmarnock
- Furnished flats  
Scattered throughout East Ayrshire, supported by Tenancy Support Team.
- Clustered furnished flats  
Within Kilmaurs, and Kilmarnock, these properties have caretaking services included within the complex and are supported by Tenancy Support Team.

Immediate access to temporary accommodation will usually be via either one of the hostels. The hostels will primarily be for single persons, although others who would benefit from the available support within the hostel will also be accommodated.

As far as possible, those with children will be considered for temporary furnished flats whilst waiting to secure other accommodation.

Temporary accommodation will be utilised as required in terms of East Ayrshire Council's Civil Emergency Plan.

## **16. Advice and Assistance**

The provision of quality advice and assistance is a fundamental element in preventing homelessness and alleviating it when it does occur. The nature of the advice and assistance needed will be individually tailored to the applicant's needs, but will be wide ranging and comprehensive and comply with government regulations for Homeless Persons Advice and Assistance.

In circumstances where the applicant is assessed as homeless, but either non priority or intentionally homeless, the Council has a duty to provide temporary accommodation for sufficient period to give the applicant a reasonable opportunity to secure their own accommodation. This will be done in a proactive way, actively assisting applicants with the aim of ensuring that applicants find accommodation with security of tenure

Following an assessment of housing and support needs, consideration will be given to offering a Short Scottish Secure Tenancy with housing support integral to the tenancy.

The tenancy will last either 6 or 12 months and this period of time will allow a support plan to be developed and addressed in order to promote independence and subsequently access mainstream housing services.

## **17. Notification of Decisions**

Notification of a decision taken in respect of a homeless application will be issued in writing within 28 days of application.

The notification letter will give full and clear reasons for a decision together with information detailing the Council's obligations to the applicant as a result of the decision.

Applicants will be informed that they can seek independent legal or other advice on the decision if dissatisfied, and also independent representation in the review process.

## **18. Review of Decisions**

Applicants have the right to a review of decisions taken in relation to the assessment or outcome of their homeless application. The following decisions are subject to review:

- What duty (if any) is owed to the applicant
- A decision to notify another local authority
- Whether the conditions of referral are satisfied
- Where accommodation is secured for the applicant, whether it discharges the authority's duty

A request for a review must be made within 21 days of being notified of a homeless decision. The review will be carried out by an officer senior to the officer who made the decision that is under review, and will have had no involvement with the decision making process.

Request for a review should be made, in the first instance to the Homeless Strategy and Services Manager. Whilst a review is pending, temporary accommodation will continue, as appropriate until the conclusion of the review.

- The review will consist of a full and fair hearing of the case and will be held within 14 days of receipt of request.
- Notification of the review will provide at least 7 days notice to the applicant and details of the points to be considered in the review.
- Information on the availability of local independent advocacy will be provided
- The applicant will be advised of his/her right to be accompanied by a friend adviser or legal representative, and to have an interpreter if necessary.
- Applicants may make verbal or written representation.
- Any current property on offer to an applicant will, if feasible, be held pending outcome of the review.
- Review notification letters will advise applicants of their right to apply to the Court of Session for judicial review, and of their right to approach the Scottish Public Services Ombudsman if they are dissatisfied with the way in which their application was handled.

## **19. Offer of Accommodation**

Two offers of accommodation shall be made in terms of the East Ayrshire Council Allocation Policy, taking cognisance of areas of choice, but not restricted to these areas. If suitable accommodation becomes available, an offer will be made. If this offer is refused, a second offer will follow on at the earliest opportunity. The second offer will be made along the lines of the first offer, i.e. taking cognisance of areas of choice, but not restricted thereto. If the applicant refuses the second offer, they will be advised that temporary accommodation will be withdrawn in 7 days (or other reasonable period as appropriate to the circumstances). The applicant will be advised of their right of review. (see section 18)

Within the notice period, and / or during the review process, further suitable offers can be made.

Offers of housing will also be sought from Registered Social Landlords in terms of Section 5 of the 2001 Act, and from private sector landlords, assisted by the Rent Deposit Guarantee Scheme.

## **20. Prisoners**

Prisoners within HMP Kilmarnock can request a Homeless Interview within 8 weeks of their liberation date. Interviews will take place by arrangement within HMP Kilmarnock and applicants will be assessed in accordance with current legislation.

## **21. Protection of Property**

EAC will take reasonable steps to protect the moveable property of an applicant, if there is reason to believe that there is a danger of loss or damage. This assistance may be conditional on the recovery of reasonable charges.

Property will continue to be stored until permanent accommodation is secured for the applicant. If the applicant fails to maintain contact with the authority, every attempt will be made to locate the applicant and arrange delivery of the property. If, after 3 months, contact cannot be made with the applicant, the disposal of the goods will be authorised by the Homeless Persons Property Officer. A notification of such action will be issued to the last known address of the applicant providing 7 days notice of the disposal.

Assistance may be provided for the kennelling of any pets that an applicant may have, should they be unable to keep them within temporary accommodation. This assistance is dependant on the pets having received appropriate immunisations, subject to availability.

# Appendix 1

## ***Definitions of Homelessness***

1. Persons defined in current legislation as homeless persons and persons threatened with homelessness – i.e. those:-
  - without any accommodation in which they can live with their families
  - who can't gain access to their accommodation or would risk domestic violence by living there
  - whose accommodation is “unreasonable”; or is overcrowded and a danger to health
  - whose accommodation is a caravan or boat and they have nowhere to park it.
  
2. Those persons experiencing one or more of the following situations, even if these situations are not covered by the legislation:-

### **Roofless:**

- Those persons without shelter of any kind. This includes people who are sleeping rough, victims of fire and flood, and newly arrived immigrants.

### **Houseless:**

- Those persons living in emergency and temporary accommodation provided for homeless people. Examples of such accommodation are night shelters, hostels and refuges
- Households residing in accommodation which is unsuitable as long-stay accommodation (such as in Bed & Breakfast), because they have no where else to stay
- Those persons staying in institutions only because they have nowhere else to stay

### **Insecure accommodation:**

- Those persons in accommodation that is insecure in reality rather than simply, or necessarily, held on an impermanent tenure. This group includes:-
  - tenants or owner-occupiers likely to be evicted (whether lawfully or unlawfully).

- persons with no legal rights or permission to remain in accommodation, such as squatters or young people asked to leave the family home.
- persons with only a short-term permission to stay, such as those moving around friends' and relatives' houses with no stable base.

**Involuntary Sharing of Housing in Unreasonable Circumstances:**

- Those persons who are involuntarily sharing accommodation with another household on a long-term basis in housing circumstances deemed to be unreasonable.

## Appendix 2

### ***Definitions of Priority Need***

- Pregnant women or a person with whom a pregnant woman resides or might reasonably be expected to reside.
- A person with whom dependent children are living or might reasonably be expected to live.
- A person who is homeless or threatened with homelessness as a result of an emergency such as fire or flood or any other disaster.
- A person who is vulnerable as a result of old age, mental illness, personality disorder, learning disability, physical disability, chronic ill health, having suffered a miscarriage or undergone an abortion, having been discharged from a hospital, a prison or any part of the regular armed forces of the Crown.
- Young people under 21 who were previously either looked after by a local authority under the Children (Scotland) Act 1995, or were in local authority care or subject to a supervision requirement under the Social Work (Scotland) Act 1968 at school leaving age or later
- Young people of 16 or 17 years
- A person aged 18 to 20 at risk of sexual or financial exploitation or involvement in serious drug, alcohol, or solvent abuse because of the circumstances in which they are living
- A person who runs the risk of domestic abuse.
- People at risk of harassment or violence on account of race, colour, illness, sexuality, or ethnic or national origins
- Refugees and other eligible persons subject to immigration control, who are vulnerable because of continuing physical or psychological effects of persecution or other harm suffered before entering the United Kingdom.
- Other special reason

East Ayrshire Council – Proposed Local Outcome Agreement 2005 - 2006

**Strategic Aim - Improving the response to homelessness in East Ayrshire through the dedicated homelessness service**

Actions	Baseline	Resources	Cost	Outcomes	Milestones	Timescale	Evaluation	Lead
Improve standard of temporary accommodation throughout East Ayrshire	Main provision within 2 hostels requiring upgrade.	Homeless Strategy Funding	£15,000	<p>New staffing structure will require office accommodation to be redesigned.</p> <p>Health and Safety Audit will require new storage facilities to be developed.</p>	<p>Replacement Furniture as required</p> <p>Decoration and renewal as required.</p> <p>Redesign of office accommodation within Peden Court to meet new staffing structure.</p> <p>Respond to Health and Safety Audit requirements.</p>	June 05	<p>Increased service user satisfaction</p> <p>Health and Safety Audit targets met.</p>	Neighbourhood Services

East Ayrshire Council – Proposed Local Outcome Agreement 2005 - 2006

**Strategic Aim – Prevention of homeless in East Ayrshire**

Actions	Baseline	Resources	Cost	Outcomes	Milestones	Timescale	Evaluation	Lead
Identify those at risk of homelessness through tenancy failure and target assistance.	Collation of statistics from strategic review April 05 to inform areas of priority.	Homelessness Strategy Fund	Footnote (1)	Reduction in homeless presentations as a result of tenancy failure.	Analysis of priority areas  Development and implementation of outcome based monitoring	June 05	Measure levels of homelessness as a result of tenancy failure.	Neighbourhood Services.

East Ayrshire Council – Proposed Local Outcome Agreement 2005 - 2006

**Strategic Aim – To ensure the provision of information and advice on homelessness and its prevention is accessible, consistent and co-ordinated**

<b>Actions</b>	<b>Baseline</b>	<b>Resources</b>	<b>Cost</b>	<b>Outcomes</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Evaluation</b>	<b>Lead</b>
To enter into contract with provider to offer type 3 information and advice in terms of National Standards.	Information and Advice seminar held with all partners within East Ayrshire. Development of Strategy ongoing and partner to be identified.	Homeless Strategy Fund.	£22,000 (Initial start up costs)	Service Level Agreement in place to provide Type 3 information and advice.	Identify Partner agency  Agree Service Level Agreement  Implement service delivery.	Sept 05	Provision of service that meets the needs of all client groups.	Neighbourhood Services.
Further develop electronic information sharing mechanisms across partners	Analysis of current information complete	Homeless Strategy Funding	£5,000	Partners have an improved understanding of service issues, customer needs and service provision	Implement web based homeless information resource  Provide training for additional staff to enable web developments	Dec 05	Usage of web based resource  Levels of Customer Satisfaction	Neighbourhood Services
Further develop multi agency training programme	Training programme agreed across partners	Homeless Strategy Funding	£5,000	Partners have improved understanding of respective service policies	Agree most effective format with Training Coordinator  Delivery of programme	Sept 05	Post training evaluation of staff knowledge and understanding	Neighbourhood Services

East Ayrshire Council – Proposed Local Outcome Agreement 2005 - 2006

Continue to develop provision of information and advice in terms of National Standards across access points within East Ayrshire.	10 staff currently trained within National Standards. Further 10 staff undergoing training currently. Requirement to train further 42 staff.	Homeless Strategy Funding	£14,669	Front line services delivered by staff trained in provision of information and advice	Identify Staff groups  Nominate for training schedule.	Oct 05	Increased service user satisfaction	Neighbourhood Services.
Develop a Youth Information Leaflet	Booklet currently in draft form for approval.	Homeless Strategy Funding	£5,340	Reduction in youth homelessness	Agree format and design of leaflet  Arrange publication and distribution	June 05	Increased awareness of housing issues amongst young people.	Neighbourhood Services.
Develop Housing Educational Video.	Format and design of information to be provided being developed. Legal services considering contract issues.	Homeless Strategy Funding	£3,000	Reduction in youth homelessness	Agree contract  Identify service users for inclusion.  Develop video for publication and distribution.	Jun 05	Increased awareness of housing issues amongst young people.	Neighbourhood Services.

East Ayrshire Council – Proposed Local Outcome Agreement 2005 - 2006

**Strategic Aim – To improve the crisis response and action to alleviate homelessness and establish positive routes out of homelessness**

	<b>Baseline</b>	<b>Resources</b>	<b>Cost</b>	<b>Outcomes</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Evaluation</b>	<b>Lead</b>
Develop alternative facilities for temporary accommodation in order to meet the needs of specific client groups/legislative change.	Identification of need for specialist accommodation models, ie young people, families.	Homeless Strategy Fund	£10,000	Delivery of a service that offers a range of temporary housing options to meet the specific needs.	Agree appropriate model of accommodation and support  Provision of agreed model	June 05	Provision of a range of options to meet varied needs within homeless population.	Neighbourhood Services.
Develop service delivery to homeless people from the voluntary sector	Mapping exercise complete charting all voluntary sector partners services for homeless people and growth capacity.  Steering Group established within Churches from East Ayrshire	Homeless Strategy Fund  EALHCC	£8,000	Coordinated approach of volunteers providing befriending services throughout East Ayrshire	Agree service needs  Identify and meet training needs	Mar 06	Service user satisfaction with delivery of befriending services.	Neighbourhood Services
Integrate the use of Single Shared Assessment for the homeless population	Single Shared Assessment used within Tenancy Support for complex cases.	Homeless Strategy Fund	Footnote (1)	Single Shared Assessment used as a means of consistent measurement of need for all homeless applicants.	Identify and meet training needs  Implement service	June 05	Coordinated delivery of support and care services for homeless population.	Neighbourhood Services
Further develop provision of Rent Deposit Guarantee Scheme.	Scheme currently provided by EAC. Contract awarded to Community Housing Advocacy Project (CHAP).	Homeless Strategy Fund	£50,486	Provision of a range of housing options within all sectors.	Agree SLA with CHAP  Launch Project  Develop monitoring arrangements	June 05	Increase in housing options secured within the private sector.	CHAP

East Ayrshire Council – Proposed Local Outcome Agreement 2005 - 2006

Continued support for service users and residents of homeless accommodation to participate in the monitoring and development of service provision	Residents and service user groups have been reconfigured to strengthen membership and attendance. Views of attendees assist in the development of new services or improvements to existing services. Statistical tool used for analysis of data.	Homeless Strategy Fund	£1,000	Delivery of services that are responsive to local need	Agree reporting mechanisms	June 05	Increased satisfaction from service users.  Development of core group	Neighbourhood Services.
Increase the provision of temporary accommodation	Current usage of 53 self contained units of temporary accommodation and 2 hostels.	Homeless Strategy Fund	£20,000	A wide range of temporary housing options for homeless people.	Agree Lead Tenancy Scheme for use within Private Sector.	Oct 05	Increased range of options for homeless people.	Neighbourhood Services.

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**Strategic Aim** – To ensure the health needs of the homeless population are identified and addressed

	<b>Baseline</b>	<b>Resources</b>	<b>Cost</b>	<b>Outcomes</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Evaluation</b>	<b>Lead</b>
To provide a dedicated health visitor to facilitate access to health services and contribute to meeting the health needs of the homeless population	Part time post already developed and funded by EACHP.	Homeless Strategy Fund	£18,200	The health needs of the homeless population are identified and addressed.	Implementation of revised action plan  Development of identified services within temporary accommodation	June 05	Improved /increased access to health services for homeless people.	Neighbourhood Services.
Assist in the evaluation of the Homelessness and Addictions Cycle and Pathways within Ayrshire.	Pan Ayrshire agreement to jointly fund a longitudinal study of the needs and service responses to homeless people with a substance misuse problem, with or without a concurrent mental health need. (2 year study)	Homeless Strategy Fund	£7,500	Services within Ayrshire and Arran can be tailored to meet the needs of this client group.	Gain ethical approval  Carry out service user/and provider interviews and analysis.	June 05  Oct 05	Collation of information from service users and providers	NHS Ayrshire and Arran.
Footnote (1) Staffing costs			£297, 745					

