

HOMELESSNESS STRATEGY

FOR

EAST AYRSHIRE

2003 – 2006

ACTION PLAN

HOMELESSNESS STRATEGY: ACTION PLAN

Strategic Aim: 1. Improving the response to homelessness in East Ayrshire through the provision of a dedicated and effective homelessness service
1.1 Operational Framework & Development Plan

	Actions	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcomes
1.1.1.	To develop and consolidate the operational staffing and monitoring framework	A	<ul style="list-style-type: none"> • Homes 	<ul style="list-style-type: none"> • Agree structure of centralised, consolidated team. • Appoint Homeless Strategy & Services Manager • Identify accommodation for new posts • Develop induction programme for new posts • Implement new staffing plan <ul style="list-style-type: none"> - revise job outlines - advertise and recruit to new posts • Develop system of monitoring and improving front line service delivery 	Complete Complete Complete Complete	<ul style="list-style-type: none"> • Performance is monitored and analysed by a group of established local performance indicators, i.e. length of stay in temporary accommodation, time taken until homelessness decision reached, etc.
1.1.2.	To develop the resource infrastructure to ensure the provision of adequate housing support to those who are homeless or at risk of homelessness.	A	<ul style="list-style-type: none"> • Homes • Social Services • CMHT • Addiction Services 	Assess support needs within homeless population and those at risk of homelessness <ul style="list-style-type: none"> • Develop proposals for housing support team • Assess eligibility in line with Supporting People • Submit proposals for Committee approval • Develop job outlines • Agree working protocol with partners • Develop induction programme for new posts • Advertise and recruit to new posts 	Complete Complete Complete Complete Ongoing Ongoing Ongoing	<ul style="list-style-type: none"> • Successful outcomes of support structure is monitored and analysed by a group of local performance indicators, i.e. number of sustained tenancies, reduction of rent arrears, reduction in repeat homelessness.

	Actions	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcome
1.1.3.	To Consolidate and Review Homelessness Policy and Procedural Manual	A	<ul style="list-style-type: none"> • Homes • Social Services • NHS Ayrshire and Arran • START • ALLIES • Women's Aid • Blue Triangle • Service Users 	<ul style="list-style-type: none"> • Devise updated Policy • Devise updated procedural manual • Circulate for consultation • Submit for committee approval • Implement • Monitor and review impact of implementation 	Jun 03	<ul style="list-style-type: none"> • Implementation of updated Homelessness Policy and Procedural Manual • Systematic review of Policy and Procedural Manual
1.1.4.	Ensure all Council reception services are delivered in a person-centred manner	C	<ul style="list-style-type: none"> • Homes • Social Services 	<ul style="list-style-type: none"> • Identify all areas of relevant service delivery • Adopt a person-centred approach so that appropriate housing and support solutions are identified 	Sept 04	<ul style="list-style-type: none"> • All reception services are trained in the provision of advice and signposting to services as appropriate
1.1.5	Ensure that support needs of people who are homeless are given due consideration in the development of strategies/policies across partner organisations	A	<ul style="list-style-type: none"> • Homes • NHS Ayrshire and Arran • Social Services 	<ul style="list-style-type: none"> • Provide input to strategy/policy development processes 	Sept 03	<ul style="list-style-type: none"> • Recognition of homelessness issues in strategic and policy documents of partner organisations
1.1.6	To identify staff training needs to ensure quality service delivery and supporting culture	A	<ul style="list-style-type: none"> • Homes 	<ul style="list-style-type: none"> • Identify priority training needs • Identify training source and commission delivery • Evaluate effectiveness of training 	Sep 03	<ul style="list-style-type: none"> • Implementation of a structured training strategy for appropriate staff groups • All relevant staff trained in legislative developments, user participation, equality issues and strategic principles

1.1.7	Nominate a lead Officer within housing to co-ordinate and manage delivery of the plan	A	<ul style="list-style-type: none"> • Homes • Strategy Review Group 	<ul style="list-style-type: none"> • Ensure all policies have regard for implications on homelessness and related issues • Training to promote service cultures which are supportive preventative and collaborative • Liaison with Homelessness Staff to monitor and review implementation of strategy 	Mar 03	<ul style="list-style-type: none"> • Strategic actions are achieved within timescales • Establish Strategy Review Group • Partners and Committee are informed of strategic progress
1.1.8	Develop a structure to ensure that the views of service users are integral to the monitoring and evaluation process	A	<ul style="list-style-type: none"> • Homes • Service Users • START • ALLIES • Women's Aid 	<ul style="list-style-type: none"> • Develop exit surveys for those leaving the hostels • Establish and support hostel residents meetings • Establish management meetings with partner agencies 	Sept 03	<ul style="list-style-type: none"> • Views of service users influence future developments • Operational procedures respond to needs of homeless population

Strategic Aim: 1. Improving the response to homelessness in East Ayrshire through the provision of a dedicated and effective homelessness service

1.2 Information Technology and Performance Monitoring

	Objective	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcome
1.2.1.	Implement HL1 data capture system	A	<ul style="list-style-type: none"> Scottish Executive Benchmarking Group Homes 	<ul style="list-style-type: none"> Test System Devise new application form Provide training to staff as required Implement new system 	Complete Complete Complete Complete	<ul style="list-style-type: none"> Improved format for data collection on homelessness in East Ayrshire
1.2.2.	Develop homelessness management system as part of integrated housing management system.	A	<ul style="list-style-type: none"> Homes Other authorities using OIS 	<ul style="list-style-type: none"> Devise implementation plan with other authorities Identify requirements for management information Agree plan with OIS 	Sept 03	<ul style="list-style-type: none"> Launch of homelessness module of integrated housing management system Effective data extraction from all aspects of service provision to measure performance and inform review of policies/strategies
1.2.3.	Integrate Single Regulatory Framework into daily procedures	A	<ul style="list-style-type: none"> Homes 	<ul style="list-style-type: none"> Identify SRF Standards Measure service standards Prioritise gaps to ensure SRF standards achieved 	Sep 03	<ul style="list-style-type: none"> Evidence that all aspects of service provision meet the requirements of Single Regulatory Framework Activities signed off by Single Regulatory Steering Group

Strategic Aim:	2 Prevention of homelessness in East Ayrshire
	2.1 General

	Actions	Priority	Partners Lead role in Bold	Tasks	Targets	Measurable Outcomes
2.1.1	To review and revise housing management practices and monitor impact on homelessness	B	<ul style="list-style-type: none"> • Homes • Social Services 	<ul style="list-style-type: none"> • Review Repairs and Maintenance Policy to ensure promotion of sustainable tenancies. • Review Allocation and Void Control Policy to ensure promotion of sustainable tenancies. • Monitor the payment of Housing Benefit to assist in the prevention of homelessness. • Review Arrears control procedures and identify specific interventions required to prevent homelessness or to offer alternative solutions • Review Policy on anti-social behaviours and identify strategic interventions and partnerships/ joint work required to prevent homelessness or to offer practical alternative solutions • Review Policy on estate management and identify strategic interventions to prevent homelessness or offer alternative solutions 	Mar 04	<ul style="list-style-type: none"> • Implementation of revised housing management policies. • Reduction in homelessness caused by eviction.
2.1.2	Improve written information for tenants highlighting rights, responsibilities and where to get help to avoid tenancy failure	A	<ul style="list-style-type: none"> • Homes • Social Services 	<ul style="list-style-type: none"> • Tenants Calendar • Tenants Handbook • Housing Options Guide 	Complete Apr 03 Complete	<ul style="list-style-type: none"> • Publication of a range of informative material • Regular update of informative material • Reduction in number of homeless presentations as a result of tenancy failure.

	Action	Priority	Partners	Task	Target	Measurable Outcome
2.1.3	Identify those at risk of homelessness, through tenancy failure and target assistance	B	<ul style="list-style-type: none"> • Homes • Social Services • NHS Ayrshire and Arran 	<ul style="list-style-type: none"> • Ensure that advice & assistance is available for people facing eviction because of rent arrears benefit or debt problems • Develop protocols for people/agencies likely to assess that a person/household is at risk of homelessness 	Mar 04	<ul style="list-style-type: none"> • Evidence of integrated multi agency protocols that are effective in homeless prevention • Reduction in number of homeless presentations as a result of tenancy failure.
2.1.4	Improve pre allocation process to ensure those leaving prison, hospital have access to a planned resettlement thus minimising the need to stay within temporary accommodation	A	<ul style="list-style-type: none"> • Homes • SACRO • NHS Ayrshire and Arran 	<ul style="list-style-type: none"> • Establish outreach surgeries as appropriate • Monitor and evaluate effectiveness 	Jun 03	<ul style="list-style-type: none"> • Implementation of procedures that allow a seamless transition to community resettlement • Develop performance indicators to measure caseload and timescales for assistance.

Strategic Aim: 2. Prevention of homelessness in East Ayrshire

2.2. Youth Homelessness

	Action	Priority	Partners Lead in Bold	Tasks	Target	Measurable Outcome
2.2.1.	Develop Youth Homelessness protocol and procedures by reviewing current strategy & ensure consistency with all other relevant youth strategies	B	<ul style="list-style-type: none"> • Homes • Throughcare Team • Education • Blue Triangle • Start Project 	<ul style="list-style-type: none"> • Evaluate current strategies • Establish sub group to develop youth homelessness strategy 	Mar 04	<ul style="list-style-type: none"> • Implementation of Youth homelessness Strategy • Development of information aimed at young people
2.2.2.	Implement Housing Education Project in all East Ayrshire secondary schools	A	<ul style="list-style-type: none"> • Homes • Education 	<ul style="list-style-type: none"> • Devise lesson plan based on "I'm Offski" • Pilot in 3 schools • Evaluate • Implement across all schools 	<ul style="list-style-type: none"> • Complete Sep 03	<ul style="list-style-type: none"> • Housing education integral to all PSE curriculum across East Ayrshire • Reduction in number of young people presenting as homeless
2.2.3.	Improve written information for young people highlighting rights, responsibilities and where to get help to avoid tenancy failure	A	<ul style="list-style-type: none"> • Homes • Social Services • START Project • Yip World.com • Blue Triangle 	<ul style="list-style-type: none"> • Devise & Print Young Persons Advice Booklet • Distribute & invite feedback • Update for reprint • Devise & Print Young Person's Tenancy Handbook 	<ul style="list-style-type: none"> • Complete • Complete Jun 03	<ul style="list-style-type: none"> • Publication of a range of informative material aimed at young people • Service user participation in the development of all informative material
2.2.4	Develop and implement throughcare and aftercare policy for young people who have been looked after	B	<ul style="list-style-type: none"> • Social Services • Homes 	<ul style="list-style-type: none"> • Review current practice in terms of legislative change 	Mar 04	<ul style="list-style-type: none"> • Reduction in number of homeless presentations made by "Looked after" young people.

Strategic Objective:	2. Prevention of homelessness in East Ayrshire
	2.3. Other Vulnerable Applicant Groups

	Actions	Priority	Partners	Tasks	Target	Measurable Outcome
2.3.1.	Identify and alleviate issues that cause homelessness and tenancy sustainment difficulties for other vulnerable applicant groups	C	Lead role in Bold <ul style="list-style-type: none"> • Homes • CMHT • START • Addiction Services • Allies • Women's Aid • Blue Triangle 	Develop sub-strategies that identify particular needs and target specific interventions to address: <ul style="list-style-type: none"> • Mental Health Issues • Addiction • Older People • Minority Ethnic groups • Women Fleeing Violence • Learning Disabilities 	Sept 04	<ul style="list-style-type: none"> • Reduction in number of homeless presentations made by vulnerable client groups
2.3.2	Ensure people leaving institutional care do not become homeless	C	<ul style="list-style-type: none"> • Homes • NHS Ayrshire and Arran • Social Services 	<ul style="list-style-type: none"> • Review/update hospital admission/discharge protocol • Consider individual needs of client groups for example, older people, mental health and learning disabilities • Review/update discharge protocols with protocols with supported accommodation providers. 	Sept 04	<ul style="list-style-type: none"> • Review and implementation of discharge protocols with partner agencies • Reduction in number of homeless presentations by client leaving institutional care.
2.3.3	Ensure all information and assistance to prevent homelessness is available for the sensory impaired, those with learning disabilities or low literacy levels and in other languages	B	<ul style="list-style-type: none"> • Homes • Social Services 	<ul style="list-style-type: none"> • Identify local need • Develop all publications to meet identified need 	Mar 04	<ul style="list-style-type: none"> • Publication of information to meet all local needs

Strategic Objective: 3. To ensure the provision of information and advice on homelessness and its prevention is accessible, consistent and co-ordinated

3.1 Develop service improvements and establish new services, to meet general and particular needs

	Action	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcomes
3.1.1.	Research into current provision of advice and information	A	<ul style="list-style-type: none"> • Homes • Ann Rosengard Assoc • Service Users • Social Services • Voluntary Sector 	<ul style="list-style-type: none"> • Commission Research • Research Complete • Paper Submitted 	<ul style="list-style-type: none"> • Complete • Complete • Complete 	<ul style="list-style-type: none"> • Assessment of local provision of advice and information services • Dissemination of research findings
3.1.2.	Ensure delivery of information and advice at all contact points within council in terms of National Standards	B	<ul style="list-style-type: none"> • Homes • Social Services • Community Services • Voluntary Sector 	<ul style="list-style-type: none"> • Identify current position • Develop strategy to meet Type 1 of National Standards • Develop strategy to meet Type 2 of National Standards • Develop strategy to meet facilitate delivery of Type 3 National Standards • Monitor and review provision 	Mar 04	<ul style="list-style-type: none"> • Provision of information and advice in terms of National Standards

	Action	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcome
3.1.3	Establish a multi agency Homeless Forum, as part of housing forum, to ensure effective co-ordination & clarity about inter agency roles	A	<ul style="list-style-type: none"> • Homes • All Partners 	<ul style="list-style-type: none"> • Establish Forum • Agree membership/remit • Establish Liaison procedures • Promote Linkage to Housing Forum • Clarity on roles 	Jun 03	<ul style="list-style-type: none"> • Establishment of regular homeless forum • Forum influences policy and practice review
3.1.4.	Establish Effective Information Dissemination Strategy	B	<ul style="list-style-type: none"> • Homes • Service users 	<ul style="list-style-type: none"> • Develop information for publication • Identify most appropriate format • Monitor and evaluate effectiveness 	Mar 04	<ul style="list-style-type: none"> • Implementation of structured publicity strategy • Ensure all relevant groups are involved for example - staff, service users, partners and elected members
3.1.5	Establish Multi Agency Training Forum and Joint training strategy.	B	<ul style="list-style-type: none"> • Homes • Forum Members 	<ul style="list-style-type: none"> • Identify training needs • Link with Training Co-ordinator 	Mar 04	<ul style="list-style-type: none"> • Establishment of structured/joint training strategy
3.1.6	Develop strategy publicity format	A	<ul style="list-style-type: none"> • Homes • Service Users • Forum 	<ul style="list-style-type: none"> • Develop Publicity Action Plan • Produce Publicity 	Sep 03	<ul style="list-style-type: none"> • Publication of all relevant literature in appropriate format
3.1.7	Establish one stop shop facility providing range of housing services	B	<ul style="list-style-type: none"> • Homes 	<ul style="list-style-type: none"> • Identify Service Needs • Identify accommodation • Develop proposals 	Dec 03	<ul style="list-style-type: none"> • Provision of advice bureau facilitating access to person centred information and assistance

Strategic Objective: 3. To ensure the provision of information and advice on homelessness and its prevention is accessible, consistent and co-ordinated
3.2 Vulnerable Group and Particular Needs

	Action	Priority	Partners	Tasks	Target	Measurable Outcome
3.2.1	Ensure that all information and advice is targeted to particular client groups via appropriate agencies	B	Lead role in Bold <ul style="list-style-type: none"> • Homes • NHS Ayrshire and Arran • Social Services 	<ul style="list-style-type: none"> • Identify appropriate format for information • Publish and distribute information as appropriate 	Mar 04	<ul style="list-style-type: none"> • Provision of material appropriate to local needs • Information available to all vulnerable groups, for example, low literacy levels, learning disabilities, ethnic minorities and physically impaired.
3.2.2	Develop protocols for outreach work to deliver advice and information in prisons, hospitals	A	<ul style="list-style-type: none"> • Homes • Social Services • Premier Prison Service • D.W.P. • START • SACRO 	<ul style="list-style-type: none"> • Agree Principles with H.M.P. Kilmarnock • Identify method of service delivery, on behalf of North and South Ayrshire Contacts • Pilot Project • Monitor and evaluate success • Conclude and recommend service options, following pilot process. 	Sept 03	<ul style="list-style-type: none"> • Provision of appropriate outreach as identified
3.2.3	Develop procedures to ensure those in temporary accommodation have every opportunity to secure appropriate accommodation and to resettle effectively	A	<ul style="list-style-type: none"> ▪ Homes ▪ Service Users 	<ul style="list-style-type: none"> ▪ Identify need ▪ Establish advice and assistance ▪ Monitor and evaluate 	Sept 03	<ul style="list-style-type: none"> ▪ Maximum opportunity for those assessed as non priority to access permanent housing options

Strategic Objective: 4. To improve the crisis response and action to alleviate homelessness and establish positive routes out of homelessness

4.1 Develop service improvements and establish new services, to meet general and particular needs

	Actions	Priority	Partners	Tasks	Target	Measurable Outcome
4.1.1.	Increase supply of temporary accommodation for emergency use	A	Lead role in Bold <ul style="list-style-type: none"> • Homes • Women's Aid • Blue Triangle 	<ul style="list-style-type: none"> • Establish temporary furnished flats for emergency use • Agree Action Plan based on research • Consider Options for Supported Accommodation 	Jun 03	<ul style="list-style-type: none"> • Provision of 20 units of temporary accommodation
4.1.2.	Establish Supply of Interim accommodation	A	<ul style="list-style-type: none"> • Homes • Women's Aid • Blue Triangle 	<ul style="list-style-type: none"> • Identify area of need-rural/urban • Establish 12 units for use • Ongoing assessment of need • Consider use of Short SST 	Jun 03	<ul style="list-style-type: none"> • Provision of 12 units of Interim accommodation to meet demand
4.1.3.	Ensure all accommodation meets H.M.O. regulations, where appropriate	A	<ul style="list-style-type: none"> ▪ Community Services ▪ Homes 	<ul style="list-style-type: none"> ▪ Agree action plan & cost ▪ Establish monitoring arrangements to check compliance ▪ Take required action to ensure future compliance 	Jun 03	<ul style="list-style-type: none"> ▪ All units meet HMO standards

	Actions	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcome
4.1.4.	Address Health, Education Social and Recreational needs of children within temporary accommodation via Changing Children's Services Fund	A	<ul style="list-style-type: none"> NHS Ayrshire and Arran Social Services START Homes YIPWorld.com Community Services 	<ul style="list-style-type: none"> To establish sessional play workers in homeless hostels. To work with children and families to improve uptake of local resources. To provide sessional parent support workers to work with families in a flexible and family centred way To provide transport to ensure children, as far as possible continue to attend school/nursery in area in which originally housed. To provide pre-five learning tools and equipment/play materials for older children. In particular the installation of Imac computers 	Jun 03	<ul style="list-style-type: none"> All children within temporary accommodation have access to health, educational and recreational facilities within the community
4.1.5.	Install Public Access Terminals in Hostels (PAT), to increase access to information and advice.	A	<ul style="list-style-type: none"> IT Service Users Homes 	<ul style="list-style-type: none"> Identify Cost Order Terminals Install Terminals Agree information to be included Monitor use of Terminals 	<ul style="list-style-type: none"> Complete Complete Complete Mar 03 	<ul style="list-style-type: none"> Provision of information and advice is available via PAT Service users usage and opinion of the provision will inform
4.1.6	Hostel Information Pack	A	<ul style="list-style-type: none"> START NHS Ayrshire and Arran Social Services Homes 	<ul style="list-style-type: none"> Set up Steering Group to plan and carry out review Carry out review and produce draft pack Consult on draft pack and produce final version 	Jun 03	<ul style="list-style-type: none"> Implementation of Hostel Information Pack

	Actions	Priority	Partners Lead Role in Bold	Tasks	Target	Measurable Outcomes
4.1.7.	Further Develop Service User Feedback System	A	<ul style="list-style-type: none"> • Homes • Service Users • START • NHS Ayrshire and Arran 	<ul style="list-style-type: none"> • Identify staff training needs • Analyse data currently on file via SPSS • Establish Steering Group • Develop new practices for collating feedback • Develop new practice for effective participation 	Sept 03	<ul style="list-style-type: none"> • Evidence of effective service user participation strategy
4.1.8.	Develop access to an appropriate range of services within Hostels to facilitate health, support and routes out of homelessness	A	<ul style="list-style-type: none"> • Social Services • Benefits Agency • NHS Ayrshire and Arran • START • Blue Triangle • Homes • Service Users 	<ul style="list-style-type: none"> • Devise action plan for implementation • Introduce new services • Monitor and Evaluate effectiveness of services 	Sept 03	<ul style="list-style-type: none"> • Provision of access to a range of services within hostel accommodation • Uptake and success of services will be monitored and reviewed as required

	Actions	Priority	Partners Lead Role in Bold	Tasks	Target	Measurable Outcome
4.1.9.	Develop housing support structure within temporary accommodation	A	<ul style="list-style-type: none"> • Homes • Service Users • START 	<ul style="list-style-type: none"> • Quantify need within temporary accommodation. • Identify those in need of follow on support, i.e. those leaving Blue Triangle/Women's Aid • Identify support provision • Measure success via outcomes 	Mar 03	<ul style="list-style-type: none"> • Provision of support within temporary accommodation
4.1.10.	Review and revise admission and exclusion criteria for temporary accommodation to ensure most appropriate and effective use	A	<ul style="list-style-type: none"> • Homes 	<ul style="list-style-type: none"> • Review current practice • Develop resident consultation • Monitor impact on management practices 	Jun 03	<ul style="list-style-type: none"> • Regular review of practices within temporary accommodation • Effective monitoring of exclusions and reasons for such.

	Actions	Priority	Partners Lead Role in Bold	Tasks	Target	Measurable Outcome
4.1.11.	Identify reconfiguration of hostel accommodation considering specific use for client group	A	<ul style="list-style-type: none"> • Homes 	<ul style="list-style-type: none"> • Consider client group • Review staff training needs • Review management and staffing structure • Monitor and evaluate impact of changes on service delivery 	Sept 03	<ul style="list-style-type: none"> • Provision of supported hostel accommodation to meet needs of client group • Provision of continuous support network from point of homeless presentation to resettlement and tenancy sustainment. • Reduction in number of hostel exclusions

Strategic Objective: 4. To improve the crisis response and action to alleviate homelessness and establish positive routes out of homelessness

4.2 Access to housing within all sectors and resettlement support

	Actions	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcome
4.2.1	Establish Rent Deposit Scheme	A	<ul style="list-style-type: none"> • Homes • North Ayrshire Council • NHS Ayrshire and Arran 	<ul style="list-style-type: none"> • Identify most effective means of service delivery • Agree criteria for client group • Develop proposals • Establish Monitoring and Evaluation Framework 	Sep 03	<ul style="list-style-type: none"> • Provision of pilot scheme • Evaluation of pilot scheme • Provision of permanent scheme • Private rented sector an attainable housing option for applicants
4.2.2	Establish Private Sector Forum	A	<ul style="list-style-type: none"> • START • Community Services • Private Sector Landlords • Homes 	<ul style="list-style-type: none"> • Develop proposals for staffing needs • Develop database of private landlords • Set up regular forum meetings • Develop private sector strategy • Monitor and evaluate effectiveness 	Sep 03	<ul style="list-style-type: none"> • Effective partnership with private sector • Ability to access vacant properties within private sector.
4.2.3	Establish Furniture recycling and delivery scheme	A	<ul style="list-style-type: none"> • Homes • Community Services • Procurement 	<ul style="list-style-type: none"> • Identify service gaps • Establish group to develop services for new tenancies • Monitor and review effectiveness of scheme • Link with Starter Pack • Develop and implement contract • Establish protocol • Monitor and evaluate effectiveness 	Mar 03	<ul style="list-style-type: none"> • Provision of furniture scheme to assist in resettlement plans • Quicker resettlement routes for homeless applicants • Reduction in time within temporary accommodation

	Actions	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcome
4.2.4	Provision of Housing Support Services to allow successful resettlement and reduce tenancy failure	A	<ul style="list-style-type: none"> • Social Services • Addiction Services • START • Homes 	<ul style="list-style-type: none"> • Quantify need • Identify partners • Establish Supporting People criteria • Identify Costs • Recruit staff • Induction programme • Commence service • Evaluate and Monitor service delivery 	<ul style="list-style-type: none"> • Complete • Complete • Complete • Complete • Ongoing • Mar 03 	<ul style="list-style-type: none"> • Provision of support structure to facilitate resettlement and reduce risk of tenancy failure • Develop indicators to measure tenancy success • Develop indicators to measure service user development plan achievements
4.2.5	Develop Protocol Agreement with Registered Social Landlords to allow access to housing within all sectors	A	<ul style="list-style-type: none"> • RSLs • Homes 	<ul style="list-style-type: none"> • Meet with all RSLs • Establish Steering Group • Agree Draft Protocol • Agreement and Signing of Protocol • Monitor and Evaluate Delivery 	<ul style="list-style-type: none"> • Complete • Complete • Ongoing • Jun 03 	<ul style="list-style-type: none"> • Implementation of agreed protocol with partners • Implementation of indicators to measure effectiveness of protocol

	Action	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcome
4.2.6	Establish procedure for use of Short SST	A	<ul style="list-style-type: none"> • Homes • Legal 	<ul style="list-style-type: none"> • Develop Short SST based on model agreement • Implement • Monitor and evaluate effectiveness 	Sept 03	<ul style="list-style-type: none"> • Successful use of Short SST to facilitate resettlement • Develop indicators to measure number of applicants who successfully make the transition to SST
4.2.7	Implement Common Housing Register	B	<ul style="list-style-type: none"> • Homes • Shire Housing Association • Cunningham Housing Association 	<ul style="list-style-type: none"> • Develop and test Prototype • Assess local feasibility • Plan implementation • Monitor and evaluate 	Mar 04	<ul style="list-style-type: none"> • Implementation of Common Housing Register • Improved allocation process for relevant landlords
4.2.8	Develop “fast track” allocation for those who are homeless or at risk of homelessness	A	<ul style="list-style-type: none"> • Homes 	<ul style="list-style-type: none"> • Identify areas for improvement • Quantify staffing resource • Develop revised procedures • Implement • Monitor and review 	Mar 03	<ul style="list-style-type: none"> • Revised procedures to meet needs of those either homeless or at risk of homelessness • Reduction in time spent within temporary accommodation

Strategic Objective: 4. To improve the crisis response and action to alleviate homelessness and establish positive routes out of homelessness

4.3 Routes out of homelessness

	Action	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcomes
4.3.1	Develop links to employment and training opportunities for those who are or have been homeless	C	<ul style="list-style-type: none"> • D.W.P. • Homes • START • Social Services 	<ul style="list-style-type: none"> • Develop steering group • Identify opportunities 	Sept 04	<ul style="list-style-type: none"> • Partnership with agencies to facilitate employment or training opportunities
4.3.2	Consider ways to reduce social isolation for those who have been homeless	C	<ul style="list-style-type: none"> • Social Services • Homes • NHS Ayrshire and Arran • SIP 	<ul style="list-style-type: none"> • Develop steering group • Identify opportunities 	Sept 04	<ul style="list-style-type: none"> • Increased opportunities for those who are or have been homeless to participate in social activities
4.3.3	Promote positive alternatives to addictions	A	<ul style="list-style-type: none"> • Bridge project • Social Services • Homes • NHS Ayrshire and Arran • Impact Arts 	<ul style="list-style-type: none"> • Develop proposals • Pilot FABPAD workshop • Evaluate and review • Identify long term funding source 	Sep 03	<ul style="list-style-type: none"> • Provision of a range of services and options to promote alternatives to addiction

Strategic Objective: 5. To ensure the health needs of homeless people are identified and addressed

	Actions	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcome
5.1	To increase knowledge of current level and nature and service needs relating to Health and Homelessness in Ayrshire and Arran	A	<ul style="list-style-type: none"> • NHS Ayrshire and Arran • Homes • Social Services • HMP Kilmarnock 	<ul style="list-style-type: none"> • Conduct a comprehensive needs assessment of health and homelessness in Ayrshire and Arran • Seek user views on service and information needs by means of focus groups under aegis of 'Inside Out' scheme • Development of multi-disciplinary training package on health and homelessness for non specialist workers in health, housing and social work 	Mar 03	<ul style="list-style-type: none"> • Qualifiable service level and identification of service gaps
5.2	To ensure consistency in including Homelessness issues within existing and proposed service strategies	B	<ul style="list-style-type: none"> • NHS Ayrshire and Arran • Homes • Social Services 	<ul style="list-style-type: none"> • Review existing service strategies for inclusion of homelessness issues. • To identify possibilities for linking homeless people into existing strategies • To ensure that an assessment of the impact of any strategy on homeless people is conducted for all new and updated strategy documents 	Dec 03	All relevant strategies are integrated with homelessness strategy & Health and Homelessness Action Plan

	Actions	Priority	Partners	Tasks	Target	Measurable Outcomes
5.3	To produce a co-ordinated response to addressing identified service gaps relating to Health and Homelessness	A	Lead role in Bold <ul style="list-style-type: none"> • NHS Ayrshire and Arran • Homes • Blue Triangle • Communities Scotland • Rowan Alba • Social Services 	<ul style="list-style-type: none"> • To develop multi-agency systems of referral, planning, Information sharing 	Sept 03	<ul style="list-style-type: none"> • Increased provisions of services to meet needs homeless client group
5.4	To link the action regarding Health and Homelessness with social inclusion strategies.	B	<ul style="list-style-type: none"> • NHS Ayrshire and Arran • Homes 	<ul style="list-style-type: none"> • Implementation of draft information sharing protocol between NHS Ayrshire & Arran and Local Authorities 	Mar 04	<ul style="list-style-type: none"> • Implementation of strategies clearly linked to homelessness strategy & Health & Homelessness Action Plan
5.5	To link Health and Homelessness Action Plan with Local Authority Homelessness strategy.	A	<ul style="list-style-type: none"> • NHS Ayrshire and Arran • Homes 	<ul style="list-style-type: none"> • NHS Board Staff representatives being co-opted onto Local Authority Housing Strategy Development Groups • NHS Board Representative co-opted onto housing strategy consultation groups • Local Authority and Voluntary Organisation representatives co-opted onto Action Plan Implementation Group. • Develop formal procedure for integration of action plan into community plan within terms of Housing (Scotland) Act 2001 	Mar 03	<ul style="list-style-type: none"> • Development of combined objectives to address health and homelessness

	Actions	Priority	Partners	Tasks	Target	Measurable Outcomes
5.6	To ensure consistency in Assessment of need in homeless population	C	Lead Role in Bold <ul style="list-style-type: none"> • START PROJECT • NHS Ayrshire and Arran • Acute Trust • Homes • Social Services • Voluntary Organisations 	<ul style="list-style-type: none"> • Development of shared common assessment tool and shared care approach in line with guidelines being developed by Scottish Executive. (Particular reference to young people, mental health and alcohol & drug problems • To ensure consistency in practices relating to onward referral • Implementation of draft information sharing protocols • Standardised Referral protocol incorporating Health, Housing, Social Work, Benefits Agency and Voluntary Organisations. • Seek user views as part of comprehensive needs assessment. • Seek provider views as part of comprehensive needs assessment. 	Sept 04	<ul style="list-style-type: none"> • Implementation of single shared assessment

	Actions	Priority	Partners Lead Role in Bold	Tasks	Target	Measurable Outcome
5.7	Improve prospects of independent living by encouraging/ facilitating utilisation of private rented sector by homeless people	A	<ul style="list-style-type: none"> NHS Ayrshire and Arran Homes North Ayrshire Council 	<ul style="list-style-type: none"> Development of rental deposit guarantee scheme to cover all of North and East Ayrshire and to accommodate 16 – 24 year olds 	March 03	<ul style="list-style-type: none"> Provision of Rent deposit scheme throughout East Ayrshire
5.8	Address the issues related to nutritional requirements of homeless people	C	<ul style="list-style-type: none"> NHS Ayrshire and Arran Homes 	<ul style="list-style-type: none"> Set a long term goal of achieving 5 portions of fruit or vegetables and appropriate consumption of carbohydrates and fats in a day Provide appropriate health promotion message at appropriate point of delivery Introduce nutrition/healthy eating advice and cooking on a budget classes in temporary and emergency accommodation. 	Sept 03	<ul style="list-style-type: none"> Provision of integrated health promotion at appropriate points of service delivery Trained support workers providing cooking skills and nutritional awareness to service users
5.9	Address the lack of access to Primary care Services by Homeless people in Ayrshire and Arran in context of higher levels of morbidity and mortality among homeless population	A	<ul style="list-style-type: none"> NHS Ayrshire and Arran Homes Social Services START Project Blue Triangle 	<ul style="list-style-type: none"> Facilitate access to health services at appropriate points Monitor and evaluate usage of services 	Sept 03	<ul style="list-style-type: none"> Ensure easy access to GP services across East Ayrshire

	Actions	Priority	Partners Lead role in Bold	Tasks	Target	Measurable Outcome
5.10	Address drug and alcohol services for homeless people in context of higher levels of drug & Alcohol use among homeless people	A	<ul style="list-style-type: none"> • NHS Ayrshire and Arran • HM Prison Kilmarnock • Homes 	<ul style="list-style-type: none"> • Proposal for Outreach addictions/ dual diagnosis worker based in harm reduction • Establish system for advance referral of methadone dependant prisoners using Consultant Psychiatrists as necessary to ensure continuity of methadone maintenance regime on release 	<ul style="list-style-type: none"> • April 03 	<ul style="list-style-type: none"> • Health needs of homeless people with addiction are met
5.11	Address issue of higher levels of Mental Health Problems in homeless population	A	<ul style="list-style-type: none"> • NHS Ayrshire and Arran • Homes • Social Services • START Project 	<ul style="list-style-type: none"> • Extension of Primary Care outreach services to hostels and other emergency/ temporary accommodation in Ayrshire and Arran 	<ul style="list-style-type: none"> • March 03 	<ul style="list-style-type: none"> • Health needs of homeless people with Mental health issues are met