

Housing Options Hub Update for RRTP Sub-group: West Hub

West HUB RRTP Progress Summary

West HUB partners continue to meet on a 6 weekly basis, areas of focus include continuing work to develop the National Housing Options Tool Kit, monitoring performance across housing options and homeless indicators agreed by the HUB, agreeing priority actions for 2020 and monitoring implementation of prevent 1 guidance which should aid performance monitoring/comparison.

RRTP has emerged as a significant focus of the HUB over the last year with updates now featuring as a regular agenda item.

RRTP Co-ordinators across West HUB have now established links and a programme of meetings to discuss the detail of local authority plans and consider any opportunities for joint working. We are aware this may be in addition to a national arrangement and can review our position at a later date.

Common themes across RRTP's are as follows:

- Actions to increase support available, both in terms of preventative activity and response to homelessness are progressing with internal appointments now in place or nearing start dates and a similar position for commissioned services
- Housing First caseloads are increasing
- Capacity to support tenants within the private sector has increased as has support to aid access to this housing market
- Homeless backlogs have decreased in areas, as have timescales to rehouse homeless applicants
- Local letting plans are in place in areas and temporary accommodation planning processes have been reviewed
- Increasing numbers of temporary accommodation units have been "flipped" to permanent tenancies
- Housing pathway plans are being further developed/trialled
- Housing Options approaches/response services are being further developed to increase focus on early intervention
- There are examples of partnership working developing approaches and pathway plans

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- Increasing lets to homeless households across social housing sector
- North Lanarkshire have developed a Home's First team working in partnership with Health & Social Care to update as a multi - agency team.
- Glasgow City Council have tendered for Homeless Alliance 10 year commissioning framework.


Individual West Hub Member Local Authorities' RRTP Implementation Updates

RRTP Updates	
Council/Organisation	Comments
South Lanarkshire Council	<p>Jackie Fernie, Homelessness & Housing Support Manager:</p> <ul style="list-style-type: none"> • RRTP year 1 action plan has been reviewed/reconsidered across our partnership (LHS homelessness group) and priority actions agreed for year 2 based on funding and these are now being progressed. • Expanded rent deposit scheme with a focus on prevention, looking at ways to financially support tenancies at risk in the private sector to prevent homelessness now confirmed. • 'Flipping' temporary accommodation, flipped 22 to date and target is 30 for year one, expect to achieve. • Increase complex need/wrap around support, introducing care manager approach, increasing prevention activity via commissioned service (Salvation Army) – contracts agreed. • Achieving increased % lets to UH, RSL's have also agreed increased targets. • Housing first has expanded, currently have 6 cases and a further 10 cases have been identified to take forward (will progress now intensive support contracts are agreed). Expanded Specialist Housing First Support to support the increased number of cases and lead Support Officers for Housing First identified for each division. Raising awareness of Housing First with HSCP, Mental Health and CaRES (substance misuse teams) and the importance of multi-agency approach. • Increased prevention activity through Housing Options, Housing Management taking a more proactive approach to preventing homelessness and early intervention being carried out, including small budget as test to support tenants in hardship meet rent commitment (not RRTP funded). • Expanding family support in particular with wellbeing assessments for children and support, requested further funding from HSCP and SW to expand beyond the year.

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	<ul style="list-style-type: none"> • Focus on oldest homeless cases to reduce backlog, which will make for a better position going into year 2 (reduced from 140 to 88 deferred cases, 3 cases left older than 2017/18 & 17 cases from 17/18 mostly with plan to end homelessness before April 2020). • HOMESTART team in place within each division with SLC, this is assistance and support for all new tenants to help sustain their tenancy. To date we have provided assistance to over 350 new tenants. This also includes furniture starter packs as required. • Officer appointed to further develop personal housing planning approach for vulnerable groups including woman experiencing domestic abuse and young people leaving care. • Developing a homelessness peer support network, training underway for service users interested in peer mentoring. • Piloting digital inclusion project for 25 families who are homeless and have no other access to the internet by providing Wi-Fi, a tablet and support to utilise (Blue Triangle Bringing IT home project). Provider seeking additional funding available to 3rd sector. • ADP funding received for intensive support for service user with drug and alcohol addictions. • Continue to deliver Housing Options and Homelessness awareness sessions to young people in High Schools, looking to develop a DVD to enable full coverage as part of curriculum across local authority.
East Dumbartonshire Council	<p>Lynsey Douglas – Homelessness & Prevention Team Leader:</p> <ul style="list-style-type: none"> • Housing Support Tender concluded – in place for next 5 years • Mid Market rent pilot with Clyde Valley (Feb-March) – assistance with deposit and month in advance where appropriate • Our Home Partnership starting in Feb 2020 (Homelessness Officer and Welfare Right Officer from CAB will work in partnership to assist households at risk of losing home due to arrears and also support/financial assessments carried out pre tenancy for all homeless applicants under offer) • Homelessness Backlog Reduced • Start of Rapid rehousing we had a number of households on our Homelessness List longer than 3 years (approx. 80) we have revisited these cases and now only one household awaiting offer • We have reduced waiting times by area/size (100% nominations from Housing Association, Homehunt, Section 32a's, offers etc)

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<p>Glasgow City Council</p>	<p>Gary Quinn, Social Work</p> <ul style="list-style-type: none"> R RTP Annual Review drafted Homelessness Policy re-drafted to Ending Homelessness Together Action Plan R RTP Staffing complement now in place Service re-design of Homelessness Service ongoing Annual Local Lettings Plans for each Local Lettings Community now in place Temporary Accommodation Plan to reflect R RTP consequential commissions Void management service re-design complete Homelessness Alliance 10 year Commissioning Framework has been tendered 																																																																																																														

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West Dunbartonshire Council	<p>Claire McKay, Senior Housing Development Officer:</p> <ul style="list-style-type: none"> • Our Conversion programme is still underway with increasing numbers and as are the numbers of Housing First Clients • Our Prevention Officer post has been recruited and is due to start in February. This means we can begin rolling out our additional prevention strategies • The Resettlement Officer post is in the process of being advertised with the intention to start before the end of March • There has been further progress on Mental health protocol which would create a new pathway • All contribution statements submitted have now been signed off by all partner agencies • We are reviewing our Section 11 process to link back in with the new Prevention Officer to extend current activities • We are in the process of reviewing our temporary accommodation model and our RRTP model to update our targets for year 2 • About to start a review of our Leaving Care Housing Protocol in relation to RRTP • Our Armed Forces Pathway is being worked on • Working to secure additional funding to ensure all RRTP aims and objectives are delivered in light of the funding apportionments or something similar.
East Renfrewshire Council	<p>Joshua Campbell, Housing Options Development Officer</p> <p>Temporary Accommodation and Homeless Service Review</p> <ul style="list-style-type: none"> • Arneil Johnston appointed at the beginning of November to carry out a review of all of our temporary accommodation. Currently undertaking a desktop review to give us the baseline data that will allow us to progress many of the other elements of our RRTP. Meetings with frontline staff scheduled for end of January.

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	<ul style="list-style-type: none"> • Work underway to appoint an officer who will work in partnership with housing and the HSCP to coordinate the provision of joint homelessness and housing support services that can fulfil the objectives underpinning the RRTP and work towards developing a corporate homelessness strategy. We have had initial high level meetings to kick start this work and aim to make further progress over the next few months. • Currently working with the HSCP to review housing support services and existing young persons supported accommodation project. Board established and project plan in flight. <p>Homeless Prevention and Housing Options</p> <ul style="list-style-type: none"> • In order to meet our outcome for preventing people from becoming homeless in the first place, we have been developing our housing options service and ensuring that new housing advice staff are able to adequately deliver Housing Options. As part of this we have: <ul style="list-style-type: none"> - Developed a new set of Housing Options procedures and associated guides. We have developed this in consultation with staff and management ensuring that policy and practice is articulated correctly. - Guides include how to book, deliver, and follow up interviews as per Scottish Government guidance standards. It also includes how to upload customer data on to Prevent1 and what the next steps are (including making homeless applications). • We have gone through a period of self-assessment for SNSIAP accreditation in order to prepare for peer review and we anticipate that we will be in a position in the next coming months to go through peer review. • Shelter Training <ul style="list-style-type: none"> - The vast majority of staff who deliver housing advice are going through Shelter Housing Law Type II training and are 50% through the course. Additionally, all staff have undergone training on Private Residential Tenancies. • We have worked alongside HSCP colleagues and Women's Aid to work on the development of the Council's Domestic Abuse policy. We now have a named person for all women accessing the service who have experienced domestic abuse. • We have introduced a new process for capturing, monitoring and measuring how we deliver Type 1 advice and assistance (active assistance in signposting and referring to agencies which does not require casework). Capturing this information will allow us to quantify low level housing options assistance which customers are approaching the service with to understand future demand.

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Renfrewshire Council	<p>Ann Carruthers, Housing Advice and Homeless Service Manager</p> <ul style="list-style-type: none"> • RRTP Coordinator - Kevin Thomas, attended West Hub Coordinators group • RRTP Coordinator has liaised with local and national RSLs on their percentage of lets to homeless households, these figures will be discussed at 2nd meeting of our Steering Group on 31st Jan, chaired by Head of Service • Simon Community appointed to deliver and expand our Shared Living Initiative and assist in the delivery of the Shared Living 'App' (our in-house Shared Living pilot is also being independently evaluated including consultation with Service Users). First new shared tenancies likely to commence in next few weeks. • Upscaling of Housing First – Blue Triangle H.A. appointed to deliver an enhanced service along the lines of Housing First for initial 6 month period – a view will be taken on further expansion Housing First in April / May 2020. • Appointed 3 x Resettlement Officers – recruitment complete – likely to start in December / January. Posts will be funded from RRTP, and be for an initial 12 month period, and will assist those with low/no support needs to move in and sustain tenancies. • Enhanced Starter Packs – have consulted with Service Users on what they like/dislike/would like included in starter packs, will be offering Double Beds to single people, scoping out voucher for free wifi for 3 months at start of tenancy, financial assistance with Utilities at start of tenancy. • Flipping temporary tenancies - have currently “flipped” 6 tenancies • Impact Arts – Scoped out the feasibility of expanding work with this organisation to support the upskilling of homeless applicants to furnish and personalise their new home and considering use of RRTP funding

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North Lanarkshire Council	<p>Lee Valentine, Business Strategy Manager</p> <p>Prevention Working Group established to review processes and templates in relation to:</p> <ul style="list-style-type: none"> • Housing advice and information • Housing options • Policies and practices in relation to evictions • Linkages with housing and other supports • Desktop review due to be complete March 2020 <p>Creation of Homes First Team</p> <ul style="list-style-type: none"> • Two Housing Services Manager posts advertised (One to co-ordinate implementation of RRTP for 1 year and the other as two year post to manage and lead Homes First Team) • Agreement with HSC that High Tariff Resource User Worker within Wishaw General covering Motherwell and Wishaw will work closely with Homes First Team in relation to health needs of Homes First and Homes First Pathway Service Users • Social Work progressing job description and advertising SW post to sit within Homes First Team • Accommodation identified to 'house' team <p>Creation of Homes First Pathway</p> <ul style="list-style-type: none"> • Non-contractual extension sought for existing housing support contracts at Feb Committee to enable test 'pilot' of Third Sector Alliance approach funded via RRTP • Meeting with Dee Fraser from SG Support and Enabling Unit 15 January to start development of Tender documents • Hoping to have Third Sector Alliance Tender issued by end of February and in place May/June 2020 for 2 years • Alliance Team will be co-located with Homes First Team in residential property • Further 3 properties for Homes First Pathway identified – residential supported accommodation with 24/7 on site support • Alliance to also provide outreach support to Homes First Households <p>SDS Working Group established</p> <ul style="list-style-type: none"> • Working on way to ring fence funding for Homes First Households

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	<ul style="list-style-type: none"> • Working on criteria for Priority 3 and 4 Households via Homes First • Working on potential providers with Community Solutions <p>Working group established to consider Joint Assessment Process</p> <ul style="list-style-type: none"> • Agreement to move to Outcome Star Assessment tool for all partners • Licences and training being arranged <ul style="list-style-type: none"> • Working group established to develop joint training plan • Working group established to develop information sharing protocol between organisations/services within Partnership • GIRFEC Notification process reviewed and recommendations being implemented <p>Rapid Rehousing</p> <ul style="list-style-type: none"> • Households in temp accommodation 12 + months identified and 'flipping' process underway • Increase in allocations to homeless households • Working group with RSLs established to consider target lets to homeless households