

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Infrastructure
DATE	16 January 2018
REPORT TITLE	Aberdeen City Local Housing Strategy 2018 – 2023 Progress Update and Homelessness Strategy.
REPORT NUMBER	CHI/17/290
INTERIM DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Mel Booth & Alana Nabulsi

1. PURPOSE OF REPORT:

To provide a progress update on the Aberdeen City Local Housing Strategy 2018-2023 and to approve the chapter in relation to homelessness, which forms part of that strategy. The complete strategy will be presented to committee for approval in March 2018. The report includes a homelessness Joint Delivery Plan and we are seeking approvals for immediate actions required in order to achieve these strategic outcomes.

2. RECOMMENDATION(S)

It is recommended that Committee:-

- (a) Note the progress made in relation to the Aberdeen City Local Housing Strategy 2018 – 2023 as outlined in this report at 3.1 – 3.14;
- (b) Approve Chapter 4 'Homelessness' of the Aberdeen City Local Housing Strategy 2018 – 2023 at Appendix 1;
- (c) Approve the Homelessness Joint Delivery Plan at Appendix 2;
- (d) Approve the Housing First test for change categories as outlined in this report at 3.26;
- (e) Approve changes to the Housing Allocations Policy and allow those applicants designated as 'Housing First' to be given high priority on the Urgent Housing List, from the date they were accepted under the Housing First Criteria as outlined in this report at 3.27;
- (f) Approve changes to the Housing Allocations policy so that the needs of Housing First applicants can be matched with choice of housing area, where possible as outlined in this report at 3.27; and
- (g) Approve a common outcomes framework for housing support.

3. BACKGROUND

- 3.1 The Scottish Government requires all local authorities to develop and implement a local housing strategy which covers all tenures. The strategy should include priorities and actions on housing supply, homelessness, housing support and fuel poverty. The Aberdeen City Local Housing Strategy is the council's key strategic document for housing and sets out the strategic outcomes which the council, together with its partners, will work towards over the next five years.
- 3.2 Officers previously advised of their intention to submit the Local Housing Strategy 2018-2023 to committee in November 2017 for approval (report number CHI/17/285). The completion of this has been delayed due to the following reasons:
- The Housing Need and Demand Assessment (HNDA) has not been finalised. The HNDA is the evidence base for the development of local housing strategies and is produced jointly with Aberdeenshire Council who are the lead on the development of the current HNDA.
 - The Strategic Development Plan Main Issues Report (MIR) which is being prepared by the Aberdeen City and Shire Strategic Development Planning Authority has not been finalised which is where housing supply targets are set. The MIR is the lead document for the Local Housing Strategy (LHS) in terms of housing supply. The LHS needs to be aligned to the MIR ensuring it presents the same figures in terms of housing supply targets. Housing supply targets are set using the evidence base identified in the HNDA.

HNDA

- 3.3 A HNDA estimates the future number of additional homes to meet existing and future housing need and demand. It also captures information on the operation of the housing system to assist local authorities to develop policies on new housing supply, management of existing stock and the provision of housing-related services.
- 3.4 Its purpose is to provide a robust, shared and agreed evidence-base for housing policy and land use and to ensure that both local housing strategies and development plans are based upon a common understanding of existing and future housing requirements.

Housing Supply Targets

- 3.5 The HNDA is used as the basis to set the housing supply target, to inform the development plan process and local housing strategies. The HNDA provides the evidence on which housing supply target is based.
- 3.6 The housing supply target will take the HNDA as its starting point, but will consider policy and practical considerations to reach a view on the level of housing that can actually be delivered over a defined period.
- 3.7 The housing supply target is set in the MIR which cannot be finalised until the HNDA is completed. Once the HNDA is completed, the draft Main Issues Report will be finalised and submitted to the Aberdeen City and Shire Strategic Development Plan Authority for approval and subsequent public consultation. This is likely to take place in the first quarter of 2018.

Local Housing Strategy Project Plan

- 3.8 The HNDA is to be finalised, submitted to Scottish Government's Centre for Housing Market analysis and returned to Aberdeen City Council and Aberdeenshire Council with "robust and credible" status. It is anticipated that "robust and credible" status will be received in late December 2017, early January 2018.
- 3.9 Completion of the HNDA will allow the draft MIR to be finalised. This will set the housing supply targets which will form part of the LHS.
- 3.10 The draft MIR will be approved by SDPA in January/February 2018.
- 3.11 As soon as the MIR is approved, the LHS will be issued for public consultation. Consultation will be open for two weeks.
- 3.12 The LHS will be returned from peer review by end of February 2018. It has been submitted for review on the understanding that the housing supply targets are to be confirmed in the MIR with the LHS amended where necessary.
- 3.13 Comments for consultation and peer review will be taken into consideration with the final draft LHS being submitted to committee for approval in March 2018.
- 3.14 The timeline as outlined above is subject to completion of the HNDA. If by early January, the HNDA is not completed in this time then the project plan will need to be revised.
- 3.15 The strategy has been developed following extensive consultation which involved Registered Social Landlords, local developers, private landlords, residents and other stakeholders and partners.

The Current Operating Context for Homelessness Services

- 3.16 On 31st October 2017 the UK Government issued a policy statement and consultation paper 'Funding Supported Housing' concerning the future funding of supported accommodation. This effectively reversed the previous decision that tenants in social housing would be capped to the Local Housing Allowance (LHA) rate for their rents from April 2018, while on UC, and for supported accommodation, where the implementation date was deferred to April 2019.
- 3.17 Short-term supported housing will now be funded through a new ring-fenced grant to local authorities in England. The Scottish Government approach following the consultation is currently being developed and as such, it is not known at this stage what support will be given to local authorities or on what basis this money will be distributed.
- 3.18 The position on welfare reform is changing constantly, with what appears to be a new policy direction articulated at the Scottish Rents Forum on 15th November 2017 suggesting that all temporary accommodation is to be taken out of the UC System. The projected date for this to happen is April 2018.
- 3.19 New legislation has come into effect that affords far greater security in the private sector. The new regime sees set criteria on which a landlord can evict a tenant. Under The Private Housing (Tenancies) (Scotland) Act 2016 which will take effect from 1 December 2017, a new 'private residential tenancy' is introduced. The tenancy will be

open-ended and will last until a tenant wishes to leave the let property or a landlord uses one (or more) of 18 grounds for eviction.

- 3.20 Locally, the housing market has not complemented the LHA entitlement making prevention work challenging and necessitating local authority interventions in order to resolve homelessness. Due to the reduction in rents seen in the local private rented sector, opportunities have now arisen and rents are broadly in keeping with LHA.

Housing First

- 3.21 Since committee previously approved a Housing First response to resolving homelessness we have been exploring capacity to deliver a service and started consulting with relevant partners across the organisation, including those critical to successful delivery in Estate Management, Children's Services and the Aberdeen City Health and Social Care Partnership.
- 3.22 In order to ensure that a firm foundation of knowledge regarding Housing First existed across the city, information was cascaded at a strategic and operational level through team meetings and the Homelessness Strategy Operations Group (HSOG), culminating in a Housing First Conference on 30th October.
- 3.23 In addition, through review work of existing protocols between Children's Services and with Scottish Prison Service, a further pool of potential customers has also been identified. Case conferences and crisis situations have highlighted the need for outcomes to be improved, with an agreed consensus that a different approach such as the one articulated with Housing First, could likely contribute to a far wider prevention and corporate parenting agenda, preparing young people for their journey out of care, a particularly important and challenging transition.
- 3.24 A service specification is being developed and an application for European Social Fund (ESF) funding has been completed to cover four Housing First 'Key Worker' or 'Support Officer' posts and a Senior Officer to oversee the project. We have also had discussions with Finance and confirmed that in principle, HRA would be able to support such a service as per the terms of reference outlined in this report.
- 3.25 Funding is intended to cover one year of provision and will facilitate three pilots as a test for change. We will be looking to support 20 customers through these initial pilots. The job profiles of 'Support Officer' and 'Senior Support Officer' from the existing establishment will be used as the duties of 'housing support' principally remain the same, as does the customer group being supported.
- 3.26 A Community Psychiatric Nurse (CPN) has also been identified as critical to the success of supporting a Housing First service. The ESF application also supports the recruitment of a CPN, to be shared with the Priority Families project.
- 3.27 Approval is sought for the following priority groups across these three identified categories:
- Looked After Children (LAC);
 - Prison Leavers
 - Complex Needs (those identified as being 'Chronic Homeless').
- 3.28 Key principles of Housing First related to choice and quick access to secure accommodation are not currently supported by our Housing Allocations Policy. We are therefore seeking approval from committee for Housing First customers to be given high priority on the urgent housing list with a degree of choice in order to keep fidelity

of the approach and ensure the same outcomes regarding tenancy sustainment, reduction in ASB, improvements to wellbeing, health, integration, etc., are achieved.

- 3.29 Once funding is confirmed and in place we will commence recruitment to the Housing First service with a view to start training and launch the pilots for 12 months from April into June 2018. By April/June 2019, we expect to have acquired an evidence base and learning to scale up the Housing First model and move towards further embedding a 'Housing Led' approach to improve outcomes for a wider group.

Fidelity and Critical Success Factors

- 3.30 Critical to the success of a Housing First test for change is fidelity to the model and underlying principles of Housing First. In order to ensure that best practice and evidence has been captured, we will be seeking to commission an independent evaluation of the pilots. This would allow for a rigorous independent evaluation, involving longitudinal repeat interviews.
- 3.31 Other critical success factors cited relate to the staffing of the project. Anecdotal evidence locally from our Priority Families project fully support this assessment that having the right people involved in the support is key to getting good outcomes for the customers. As such, subject to approval from the Establishment Control Board, we are looking to offer secondment opportunities across third sector partners so that expertise can be pooled across LAC services and providers, as well as those related to criminal justice and complex needs.

Choice and Outcomes

- 3.32 Year to date, 50% of rehousing offers made to homeless households are either refused or withdrawn. This is also exactly mirrored in 2016/17. This urgently needs to be looked at so that the associated processes can be improved, facilitating choice where possible.
- 3.33 Further choice would also encourage our customers to engage better with providers and contribute to better tenancy sustainment. Currently, we commission housing support through various contracts with individual organisations. Customers are not afforded an opportunity to choose which organisation they would like to work with.
- 3.34 It is therefore recommended that a common outcomes framework is in place following the expiry of housing support contracts in October 2019. This timeframe would help align with the end of our Housing First pilots and allow services to be commissioned that better meet the needs of customers.
- 3.35 The future vision for commissioned housing support services is that customers not only have choice, but that we are able to pay providers based on results, thereby fostering an outcomes focused culture where we can make better use of providers that demonstrate an ability to achieve the best tenancy sustainment and are better able to support our customers to manage their tenancies.
- 3.36 During 2015 officers undertook work with providers to look at the differing outcome tools that are currently utilised in Aberdeen. Officers have individually met with Housing Support providers over the last 3 years to learn from best practice elsewhere in the country and take on board the viewpoint of service providers working with people who have experienced homelessness. Consultation on a Housing Support Framework was also more recently undertaken with providers, landlords and ACC staff in summer 2017.

- 3.37 90% of respondents indicated that a “spot purchase” arrangement with a guaranteed minimum payment would be a suitable compromise that provided a level of financial security for providers. At this time it is not proposed that payment by results is pursued, but the use of a common outcomes framework and measurement tool could provide the evidence and reassurance to providers over time that payment by results is feasible. All findings support the recommendation for an outcomes framework and measurement tool made in this report.
- 3.38 We are therefore seeking approval for a Common Outcomes Tool Framework. Officers will continue to develop the proposed common outcome framework in consultation with providers and report back to committee. Due regard will be given to the new Target Operating Model and the shape of future procurement under the new Director of Commissioning.

Joint Delivery Plan

- 3.39 The Homelessness Joint Delivery Plan at Appendix 2 outlines key actions and a wide range of measures that will allow officers to further develop homelessness services to meet the needs of those who are homeless or threatened with homelessness, and help ensure that successes are scaled up and build upon, wherever possible.

4. FINANCIAL IMPLICATIONS

- 4.1 There is an estimated annual ‘churn’ cost of £21,800 per person for people with the most complex needs. That is, the cost to continually provide services, interventions and benefits to people that don’t result in sustainable and positive housing and health outcomes. A test for change that is able to successfully work with 20 customers therefore has the potential to avoid costs of up to £436,000.
- 4.2 There is potential for substantial savings to be made from implementing a Housing First approach which is backed up by data from Crisis and Turning Point; as well as our own local data from evaluation of the first 6 months of the Priority Families project. Previous cost profiling of homeless journeys demonstrated instances where costs for just one customer were in excess of £96,000.
- 4.3 We currently pay around £365,000p.a for a registered care home, providing supported accommodation for up to 12 people. We pay around £185,000p.a for a high intensity core and cluster support service supporting up to 19 people. A Housing First service would mitigate the need for a registered care home to support high needs complex cases making considerable savings. In addition, expanding shared accommodation options and further efforts to reduce temporary accommodation demands should enable the closure of one of our older, less viable hostels making a further saving of approximately £89,198p.a. in running costs alone.
- 4.4 Clearly, there is the potential for Housing First to reduce the financial costs of homelessness by reducing long-term and repeated homelessness. However it is difficult to quantify exactly how much could be saved compared to the current spend on wider homelessness services as any calculation would need to consider the total financial costs of a long-term or recurrently homeless customer during their lifetime. For further information on calculating the cost of repeat and long term homelessness please see ‘Housing First in England, An Evaluation of Nine Services’, detailed in Section 8.
- 4.5 Comparatively, the estimated cost of a Housing First service in Aberdeen for 12 months is £179,284. This is currently looking to be funded through ESF. There are

however other options, for example, the service could be funded by HRA, similar to how the Priority Families service is set up; or alternatively, we could look at using our commissioning budget or revenue budget following the sale of one of our less viable hostels.

- 4.6 1,032 homeless applications have been received so far this year. This is a 28% increase upon the 806 applications received during the same period in 2016/17. Without further measures to address chronic homelessness and tackle rising further costs will undoubtedly be incurred unless the objectives outlined in this report combined with a Housing First model are adopted.

5. LEGAL IMPLICATIONS

- 5.1 The following Acts place various duties on local authorities to provide temporary accommodation and ensure that it is of a minimum quality.

- Housing (Homeless Persons) Act 1977
- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Homelessness (Scotland) Act 2003
- Housing (Scotland) Act 2010
- The Homeless Person's Interim Accommodation (Scotland) Regulations 2002
- Unsuitable Accommodation Order 2004
- Housing Support Duty – (Section 32B of the Housing (Scotland) Act 1987 inserted by Housing (Scotland) Act 2010
- Private Housing (Tenancies) (Scotland) Act 2016

- 5.2 Failure to provide accommodation to households who are homeless or threatened with homelessness would be in breach of the Council's duty.

- 5.3 Failure to provide suitable accommodation and accommodation that is not of appropriate quality could breach the Unsuitable Accommodation Order 2004. This includes that households with children or pregnant women should not stay in unsuitable accommodation beyond 7 days. The Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2017 was laid in the Scottish Parliament on 31 August 2017 and came into force on 2 October 2017.

6. MANAGEMENT OF RISK

Financial

- 6.1 There is a high financial risk to the Council of the do nothing option. Year to date, there have been 1032 homeless applications and 816 individuals requiring temporary accommodation. It is estimated that we will receive 1,800 applications this year. However, since the last Committee report was written in May earlier this year, there have been several changes to policy expressed by the UK Government which should mitigate some of the impact of welfare reform.

- 6.2 There continues to be a low financial risk that the LHA rates will continue to reduce in line with private rental market, which will further reduce the potential income of the Council, however, improved use of the private rented sector will help reduce the losses incurred.

Employee

- 6.3 There is a risk that employees will not be able to respond to an increase in demand for services unless recommendations in this report are approved.

Customer/Citizen

- 6.4 If demand continues to increase there is a medium risk that homeless journey times become longer. There is potentially greater cost incurred by the customer and they will not be incentivised to remain in employment or access employment due to the high costs of temporary accommodation. The continuing use of B&B accommodation as well as outdated hostel accommodation will be necessitated and customers will receive a poorer experience of temporary accommodation.

Environmental

- 6.5 They have been considered and no risk has been identified.

Technological

- 6.6 They have been considered and no risk has been identified.

Legal

- 6.7 As per section 5 above, there is a risk that we fail to provide accommodation to households who are homeless or threatened with homelessness. This risk is low as we have a Private Rented Sector Leasing scheme and could increase capacity. We will be tendering for an additional accommodation framework which will mitigate impact, but not necessarily cost.
- 6.8 There is also a low risk that we fail to provide suitable accommodation and accommodation that is not of appropriate quality, breaching the Unsuitable Accommodation Order 2004. The recently implemented change may increase the chance that households experience multiple moves in temporary accommodation. However this consequence of the change in legislation was highlighted to Scottish Government in consultation.

Reputational

- 6.9 There is a risk that the Council would have reputational damage if it was unable to provide adequate accommodation of suitable quality.

7. IMPACT SECTION

Economy

- 7.1 Proposals detailed in this report will improve the Council's use of resources and reduce demand for temporary accommodation. The costs of temporary accommodation are prohibitive and provide no incentive for individuals to remain in employment or indeed, access employment.

People

- 7.2 The Housing First model will improve multiple outcomes for some of the most vulnerable groups in our city who have historically been unable to meet the demands

of a treatment first model. At the heart of this model is the fact that everyone has a right to a home and that choice, where possible, and support, where needed, should be provided for as long as it is required,

- 7.3 An [Equality and Human Rights Impact Assessment \(EHRIA\)](#), has been completed.
- 7.4 The intended outcomes for Looked After Children should see them supported, included, and integrated into their communities. Looked After Children are 5 times more likely to experience repeat homelessness and attainment for this group is extremely low. Recent research into rough sleeping in the UK has identified that 1 in 5 rough sleepers are care experienced. This approach also allows us to evidence tangible actions related to our duty to have due regard, and in time, reduce the poverty related attainment gap for Looked After Children.
- 7.5 A Housing First model is by definition far more holistic and based on customer choice. It is proposed that a local Housing First service will be designed around the customer's needs and future needs.
- 7.6 We have consulted with partners across Housing, Localities, Priority Families, Children's Services, Criminal Justice, Health and Social Care Partnership, Building Services, Police Scotland, Scottish Prison Service, third sector agencies including Barnardos, Aberdeen Foyer, Aberdeen Cyrenians, as well as ACVO. Consultation has been carried out through meetings, presentations and a Housing First conference which was attended by over 70 delegates across organisations in the city.
- 7.7 A survey has been carried out during November 2017 of households who have experienced homelessness in Aberdeen. This has been undertaken by telephone interview of formerly homeless households, an online survey and a paper based form. Surveys were provided to all of the housing support providers where ACC refers homeless households to. In addition, a more in-depth interview method was undertaken at Margaret House, where some of the more chaotic customers are referred to. Aberdeen CAB, Aberdeen Cyrenians and Shelter Scotland also proactively assisted people attending their service to complete the questionnaire. The survey was also distributed through the HSOG.
- 7.8 Recommendations in this report will help to resolve homelessness and offer opportunities for staff to work in an innovative new service with smaller caseloads and a huge amount of discretion regarding how the outcomes are achieved. Staff will receive extensive training and be supported and empowered to work in a customer-focused way.
- 7.9 Additional resource to provide a Housing First Service to a small, complex needs group of customers, combined with improved prevention activity and a reduction in demand for temporary accommodation will also allow officers across Children's Services, and the Housing Access and Support Service to concentrate on a more generic caseload, delivering support at earlier intervals before clients reach crisis, thereby improving the staff and customer experience as well as achieving better outcomes for customers.

Place

- 7.10 Homelessness continues to adversely impact upon our communities and the recommendations within this report aim to reduce the effect that our most chronic homeless cases currently have. For example, levels of anti-social behaviour reported by neighbours as a result of temporary accommodation placements, as well as police call outs, A&E admissions and drug and alcohol abuse.

- 7.11 The community approach to resolving homelessness that is outlined in this report will help improve community resilience and cohesion. As with the Syrian refugee resettlement programme, it will also offer opportunities for the community to come together and help some of the most vulnerable groups in our city, providing opportunities to celebrate our partnership working and highlight how people friendly the place is.

Technology

- 7.12 This proposal does not contribute to technology, however, it will require enabling technology in order to be innovative and provide integrated and transformed housing support services that are fit for the future.

8. BACKGROUND PAPERS

Committee Report number CHI/17/069 in May 2017

<http://councilcommittees.acc.gov.uk/ieListDocuments.aspx?CId=503&MId=4320&Ver=4>

Homeless Link Housing First in England key principles –

<http://www.homeless.org.uk/our-work/national-projects/housing-first-england>

UK Government Consultation Paper ‘Funding For Supported Housing’ (2017)

<https://www.gov.uk/government/publications/funding-for-supported-housing>

Eradicating ‘Core Homelessness’ in Scotland’s Four Largest Cities: Providing an Evidence Base and Guiding a Funding Framework

<https://www.sleepinthepark.co.uk/uploads/files/1509440950EradicatingCoreHomelessnessinScotlands4LargestCities.pdf>

Homelessness Projections: Core Homelessness in Great Britain (2017)

<https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/types-of-homelessness/homelessness-projections-core-homelessness-in-great-britain-2017/>

Housing First Feasibility Study for Liverpool City Region (2017)

<https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/housing-models-and-access/housing-first-feasibility-study-for-liverpool-city-region-2017/>

Scottish Government Homelessness and Rough Sleeping Action Group

<https://beta.gov.scot/groups/homelessness-and-rough-sleeping-action-group/>

‘Housing First Europe’, a report by V. Busch-Geertsema

<http://www.habitat.hu/files/FinalReportHousingFirstEurope.pdf>

‘Housing First in England: An Evaluation of Nine Services’, J. Bretherton & N. Pleace

<https://www.york.ac.uk/media/chp/documents/2015/Housing%20First%20England%20Report%20February%202015.pdf>

Turning Point Scotland’s Housing First Project Evaluation, by Sarah Johnsen

<http://www.turningpointscotland.com/wp-content/uploads/2014/02/TPS-Housing-First-Final-Report.pdf>

Crisis’s report on Improving access to the private rented sector in Scotland

https://www.crisis.org.uk/media/236792/crisis_improving_access_to_prs_scotland2016.pdf

9. APPENDICES (if applicable)

Appendix 1: Chapter 4: Homelessness from draft Local Housing Strategy 2018 – 2023.

Appendix 2: Homelessness Joint Delivery Plan

10. REPORT AUTHOR DETAILS

Mel Booth
Senior Housing Strategy Officer
mebooth@aberdeencity.gov.uk
01224 523252

Alana Nabulsi
Support Services Manager
ANabulsi@aberdeencity.gov.uk
01224 52 3846

HEAD OF SERVICE DETAILS

Derek McGowan
Head of Communities and Housing
demcgowan@aberdeencity.gov.uk
01224 522226

Appendix 1

Chapter 4 - Homelessness

Strategic Outcome 7

“

Homelessness is prevented and alleviated.

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Main Issues

Increased number of homeless presentations.
Lack of suitable accommodation for single people.
Length of time spent in temporary accommodation.
Impact of welfare reform, which is not yet fully understood until guidance is available from UK and Scottish Government.
Increase in the number of people who have more complex/multiple needs and require bespoke services and support.
Tenancy sustainment in both social and private sector housing.

Key Actions

Develop a policy for sustainable temporary accommodation.
Implement ‘Housing First’ model in Aberdeen.
Review the process for people leaving prison in line with the SHORE ¹ protocol.
Review the process for supporting looked after children.
Implement a common outcomes tool framework for housing support.
Adopt a preventative approach that will ensure referrals for housing support are made at the appropriate time to avoid homelessness.
Develop a solution for young people who are presenting as homeless.
Develop a policy for improved tenancy sustainment to increase the number of homeless households who have sustained a tenancy for more than one year.
Reduce repeated homelessness.
Promote the use of the private rented sector in Aberdeen to reduce demand on social housing and homeless services.
Roll out the use of the housing options toolkit.
Develop solutions to mitigate the impact of welfare reform.

Introduction

This chapter details the council’s approach to preventing and alleviating homelessness across the city. Homelessness is the most acute form of housing need and places significant demands on housing and other services. We have seen a significant shift in focus in successive strategies relating to homelessness over the last fifteen years reflecting changes in legislation and national guidance.

¹ SHORE - Secure Housing on Release for Everyone: A draft protocol between Housing and Scottish Prison Service

Early strategies focussed on increasing the provision of temporary accommodation and the lack of affordable housing. Subsequently we saw a change in focus towards service quality and sustainable housing solutions and developing preventative services.

More recently, the strategic direction has focused on a person-centred approach recognising that homelessness is often a symptom of other complex issues. Sustainable solutions require effective multi agency working to mitigate the long term health inequalities that have become a feature of our society.

Local authorities have a statutory duty to help people who are homeless or at risk of becoming homeless as detailed within the Housing (Scotland) Act 1987, as amended. These duties include the prevention and alleviation of homelessness and provision of housing support, temporary and permanent accommodation for all unintentionally homeless households.

The Local Outcome Improvement Plan (LOIP) includes a commitment to “work in partnership to strengthen resilience and capacity of people who are at risk of homelessness to maintain stable living arrangements.”

Extent and Nature of Homelessness

Homeless Applications

The council monitors the number of homeless applications it receives. In 2016/17 the number of homeless applicants accounted for 1.4% of all households in Aberdeen. This compares to the national average of 1.5%

Graph XX below shows the number of homeless applications received between 2010/2011 and 2016/2017. It shows a 56% reduction in the number of applications received between 2010/2011 and 2011/2012. This is because the council set out new plans in 2010/2011 for the future delivery of homelessness services to tackle the growing increase in homelessness throughout the city. Central to this was a move towards prevention which was to be incorporated into a wider change in the culture of the service. A Homeless Prevention Team was created with a remit for early intervention in cases where homelessness was likely to occur and to reduce the incidence of homelessness arising.

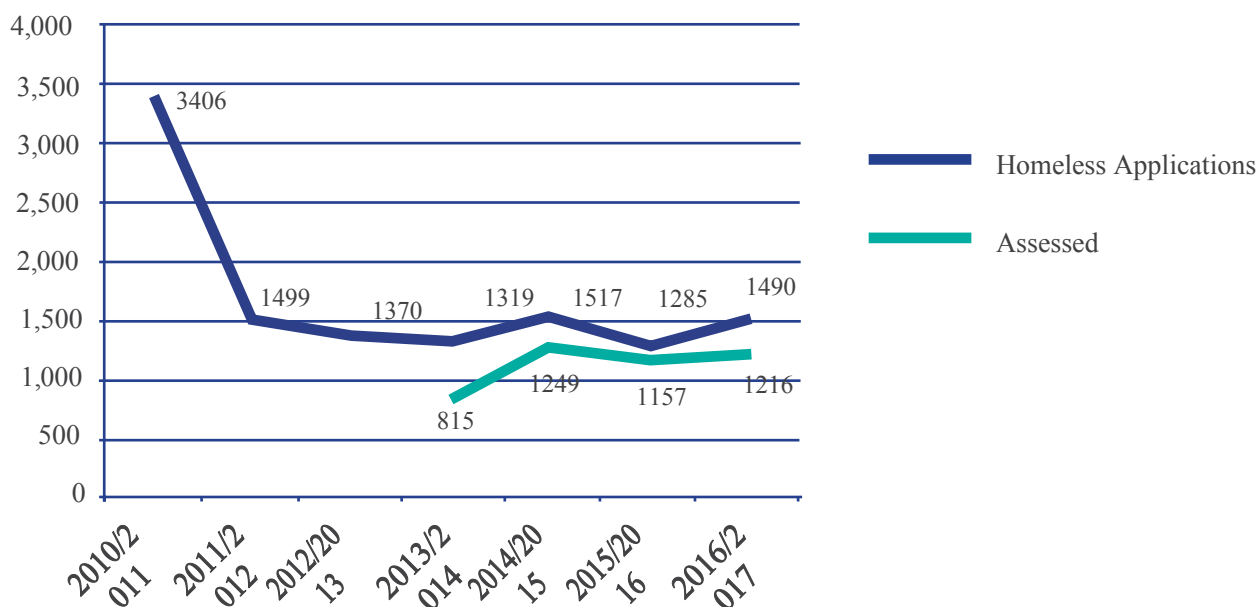
The fall in presentations was mainly due to the impact of new housing options/ homelessness prevention strategies adopted by the council rather than to changes in the underlying drivers of homelessness. Applications then continued to fall until 2013/2014 where they reached their lowest levels since records began at 1,319 applications.

A further review of housing options across the housing service concluded in late 2013, with a central proposal to form a new Housing Access Service, comprising housing advice, prevention, statutory assessment and allocation functions. This new structure was approved and became operational in April 2014. During the first year of operations, a 15% increase in homeless applications was recorded, only to fall by the same margin during 2015/16.

In 2015 the Scottish Housing Regulator completed their annual assessment of risk and began a process of ongoing engagement with the council around improving services and outcomes for homeless people. A key area of enquiry centred upon access to services, advice and prevention for homeless people.

Since then homelessness applications rose by 16% in 2016/2017 where 1,490 applications were received. This increase has continued into 2017/2018 where at the end of November 2017, 1,163 applications had been received which is a 24% increase upon the 935 received during the same period the previous year. Based on the current year to date, a 17% rise in applications is forecast by the end of the year (1,740).

Graph XX – Statutory Homeless Applications



Source: Scottish Government (2017)

As can be seen in Table XX below, since April 2012 the proportion of applicants assessed with no statutory duty has fallen by 5% from 300 to 229. There has also been a 9% fall in the proportion of applicants found to be intentionally homeless where we have a duty to provide temporary accommodation, information and advice. The proportion of applicants found to be unintentionally homeless and owed a duty to be re-housed has increased by 15% rising from 927 households (65%) in 2012/13 to 1,169 (80%) in 2016/17. During 2016/17 the council had a duty to provide permanent accommodation to 1,169 applicants, 242 more than in 2012/13. Forecasts predict that this figure will rise again in 2017/18 if current trends continue.

Table XX: Outcomes of homeless applications

	2012/13	2013/14	2014/15	2015/16	2016/17
Duty to House	927	663	1,012	1,012	1,169
%	65%	60%	64%	74%	80%
Temp & Advice	202	151	238	147	59
%	14%	13%	15%	11%	4.0%
No Duty	300	301	343	217	229
%	21%	27%	21%	16%	16%
Total	1,429	1,115	1,593	1,376	1,457

Source: Aberdeen City Council (2017)

The rise in the number of applications which result in the council having a duty to re-house has placed further pressures on the demand for social housing, particularly bedsit and 1 bed properties. The council is heavily reliant on the use of its own stock to discharge its duty in full to unintentional homeless applicants. Figures show that over the past five years, on average, 83% of all homeless applicants securing a Scottish Secure Tenancy are housed into council owned accommodation. Bedsit and 1 bed properties currently form 37% of the current council lettable stock portfolio where turn-over rates are relatively low (estimated to be around 11%).

The majority of homeless applicants qualify for general need housing which places further restrictions on the availability of stock to meet demand. During the last three years, 99% of the 1,825 homeless households permanently housed by the council have been allocated general need housing. Over the same period, there has been 3,749 general need properties re-let, 48% of which have been allocated to homeless households which is slightly lower than the 50% target set. More recently the general need allocation rates to homeless has increased, with 58% of general need properties allocated to this group so far this year. Furthermore 88% of the bedsit and one bed properties re-let this year to date have gone to homeless households.



Household Composition & Gender

Table XXX below gives the number of homeless applications by household type and gender. Other than 2014/15, total applications have been fairly constant however we have seen a 16% increase between 2015/16 and 2016/17 with the trend within the demographics remaining fairly constant.

The vast majority of applications are being made by single person households with more than twice as many males than females applying. These figures highlight that homelessness remains a major issue in the city with single males being most affected.

Table xx: Homeless applications by household type and sex

		2012/13	2013/14	2014/15	2015/16	2016/17
Single Person	Male	712	644	693	669	761
	Female	287	319	364	316	365
	All	999	963	1,057	985	1,126
Single Person	Male	20	24	55	51	89
	Female	214	201	259	171	173
	All	234	225	314	222	262
Couple	Male	27	17	21	15	12
	Female	25	19	22	25	28
	All	52	36	43	40	40
Couple with Children	Male	42	55	42	17	19
	Female	37	34	46	16	28
	All	79	89	88	33	47
Other	Male	1	1	4	2	0
	Female	2	1	3	0	3
	All	3	2	7	2	3
Other with Children	Male	2	3	4	0	4
	Female	1	1	4	3	8
	All	3	4	8	3	12
Total		1,370	1,320	1,515	1,285	1,490

Source: Aberdeen City Council (2017)

Age Profile

Table XX shows the age profile of homeless applicants. The vast majority of presentations are consistently from people aged 35 or under.

Key actions to address this include:

- The identification of a resource to provide home visits prior to a statutory homeless decision being made for those who are 16 – 25 years old to try and prevent homelessness.
- Assess the viability of the provision of a service similar to the Edinburgh “Nightstop” service whereby young people between the ages of 16 and 25 are provided with emergency accommodation for up to two weeks in the homes of approved volunteers to prevent young people from entering the formal homeless system.
- Raise awareness of the housing options toolkit. It is our intention to promote its use and have other professionals use it to prevent crisis and stop homelessness from actually occurring.

Table XX: Age Profile of Homeless Applicants

Age	2012/13	2013/14	2014/15	2015/16	2016/17
16-17	61	43	62	61	61
18-25	421	365	443	369	416
26-35	420	456	494	422	460
36-45	269	258	272	247	314
46-59	176	166	211	153	203
60+	23	32	33	33	36
Total	1,370	1,320	1,515	1,285	1,490

Source: Aberdeen City Council (2017)

Reason for Homeless Presentation

Homelessness can happen for a variety of reasons. The table XX below shows the ‘reason for homeless presentation’, which shows the most common reason is due to ‘household disputes’.

Table XX: Presentation Reasons

Homeless Applications by Reason	2012/13	2013/14	2014/15	2015/16	2016/17
Termination of tenancy / mortgage due to rent arrears / default on payments	75	85	110	95	132
Other action by landlord resulting in the termination of the tenancy	150	160	185	60	85
Applicant terminated secure accommodation	95	90	90	65	81
Loss of service / tied accommodation	15	15	15	5	11
Discharge from prison / hospital / care / other institution	45	45	85	135	75
Emergency (fire, flood, storm, closing order from Environmental Health etc.)	5	0	0	0	0
Forced division and sale of matrimonial home	10	5	10	5	7
Other reason for loss of accommodation	85	120	120	100	93
Dispute within household: violent or abusive	95	100	205	180	228
Dispute within household / relationship breakdown: non-violent	250	250	320	275	394
Fleeing non-domestic violence	15	10	5	10	12
Harassment	5	5	5	10	10
Overcrowding	5	5	10	5	7
Asked to leave	365	245	260	270	265
Other reason for leaving accommodation / household	145	190	105	70	90
All	1,370	1,320	1,515	1,285	1,490

Source: Aberdeen City Council (2017)

Partnership Working

The council works closely with partners such as registered social landlords and private sector landlords to alleviate homelessness. This collaboration includes private sector leasing with landlords. It can also include entering into nomination agreements with registered social landlords where they have vacancies or making “section 5” referrals.

We have nominations agreements with a number of registered social landlords participating in homehunt® (North East Scotland) NES, which operates a choice based lettings model to allocate 50% of their vacant properties to applicants from the council’s waiting lists. The choice based lettings and homelessness protocol adopts a proactive approach to housing applicants with priority need and aims to meet the statutory obligation to allocate a minimum of 50% of properties referred to within the protocol.

Table XX below shows the number of nominations from the council to RSLs from 2012/2013 to 2016/2017.

Table XX: Nominations to registered social landlords

Year	Total
2012/2013	151
2013/2014	110
2014/2015	147
2015/2016	247
2016/2017	164

Source: Aberdeen City Council (2017)

We do not however make “section 5” referrals but a key action is to review the nomination agreement and “section 5” referrals arrangements with Homehunt NES.

Housing Options Approach

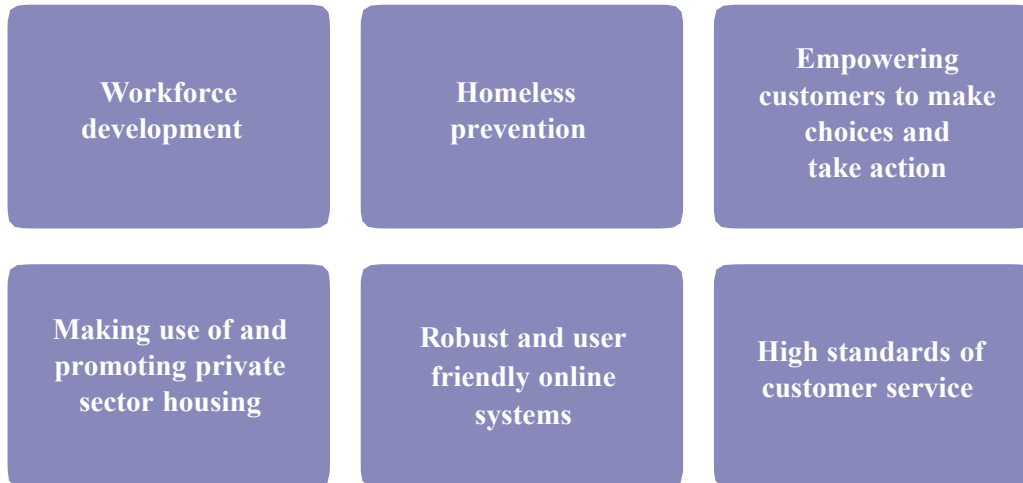
The Scottish Government set out guidance in the Housing (Scotland) Act 2014 that the main focus should be the prevention of homelessness through a housing options approach.

All applications for council housing are screened through the online housing options checker and proactively contacted by the council’s Housing Access Service in an attempt to identify potential issues that could lead to homelessness. In line with the national Housing Options Guidance published in March 2016, the Housing Access Service has been working to establish referral processes for specialist services in the city and improve the information available to households seeking housing to assist them in making informed decisions on their futures.

¹ Registered social landlords have an obligation under Section 5 of the Housing (Scotland) Act 2001 to help provide a permanent home to people experiencing homelessness.

During 2016/2017, Aberdeen recorded the highest levels of housing options approaches throughout Scotland seeing 4,240 registered. This is equivalent to 424 approaches per 10,000 households which is around 4% of all households within Aberdeen and twice the national average of 2%. Because local authorities have discretion to decide what constitutes an approach this leads to substantial differences in the volume of approaches received across the country. 49% of the households approaching the council during the year required basic housing advice only and would not be deemed to be at immediate risk of homelessness.

The following key principles have been identified in relation to our housing options approach:



Workforce development

The success of any housing options approach will be determined by the knowledge, skills, attitude and understanding of not only those delivering services but of the overall organisational awareness of the housing options approach. Staff will be given ongoing training to ensure that their knowledge is kept up to date to deliver an effective housing service for all our customers.

Homeless prevention

The council aims to help people to stay in their existing accommodation or where that cannot be achieved, help them to make a planned move into alternative accommodation. Homelessness prevention can resolve the uncertainty for families more quickly. There are a number of tools that are used to prevent homelessness for example, discretionary housing benefit payments, mortgage rescue schemes or a rent deposit scheme.

Using a preventative approach has already proved to be successful in reducing homelessness in Aberdeen and has been positively received by customers. Developing a flexible prevention service that meets the needs of all households at risk of becoming homeless will remain a key theme to future service development.

Housing Options and Prevention activity is monitored through the 'Prevent 1' Scottish Government statistical return. Graph XX shows the number of approaches for housing options advice has reduced from a monthly high of 590 in June 2016 to 285 in June 2017.

Graph XX: Number of approaches for housing options advice



Source: Aberdeen City Council (2017)



The council’s prevention approach includes:

1. The “prevention fund” which is a financial resource to help prevent homelessness. The prevention fund is set up to provide two types of assistance:
 - Rent Deposit Guarantee Scheme (detailed below)
 - Travel expenses to prevent homelessness such as paying for an applicant to return to the area they have accommodation available.
2. Work by Shelter Scotland who has been commissioned by the council to work with all those households who are at risk of being evicted to promote tenancy sustainment.
3. The council’s Financial Inclusion Team provides money advice to residents of Aberdeen.
4. Work by Aberdeen Cyrenians to provide a service which provides information, advice and support to those who are homeless or at risk of homelessness.

Empowering customers to make choices and take action

The starting point for the delivery of housing options services is a customer’s rights, needs and aspirations, as well as the local authority’s duties towards them.

Whatever housing options are eventually pursued, this decision must be made by the customer, fully informed and fully supported by services. Citizens of Aberdeen have made it clear that they want to be treated as individuals, involved in making their own decisions regarding where they live. Providing households with information about the options available to them so that they can make their own choice about their housing can be a significant element to building more sustainable and vibrant communities. Whatever each households’ priority, people in Aberdeen will welcome having more involvement in choosing where they live and being given the information which allows them to help themselves to avoid becoming homeless.

We are currently contacting every person applying for housing on our waiting lists to discuss their situation and to make them aware of their options for finding accommodation through the self-service tool to empower them to make choices. We are also considering peer worker involvement and how we can involve people with lived experience in service design.

Making use of and promoting private sector housing options

Working with private landlords to raise the standard and availability of private rented accommodation across the city gives customers greater choice in the type and location of their housing. The development of services that caters for all households in the private rented sector will reduce the reliance on social housing which is already unable to meet current demands. It will also decrease the demand for housing services dealing with people in crisis.

The recent reduction in private sector rents makes the private rented sector a more viable option for some people. Rents are now broadly in line with local housing allowance rates which means it is now more affordable than in the past. The changes to the tenancy regime also mean that tenants are afforded more security of tenure with open ended tenancies which last until the tenant wishes to leave or the landlord uses one or more of the 18 grounds for possession.

A key action is to develop the circumstances in which we can discharge our duty to provide housing to the private sector. This is likely to be in cases where the individual is unlikely to be offered accommodation that will be available within the council's target of 100 days or where the individual is deemed to be intentionally homeless. In order to be able to do this successfully we need to develop stronger links with local estate agents and landlords in order to provide up to date information on the availability of housing in the area.

An initiative in the prevention and alleviation of homelessness is the help with the deposit that is needed to secure a privately rented property. This is a particularly cost-effective method for delivering help whereby a deposit guarantee is offered. Rather than handing cash to a landlord or letting agent, a guarantee is given that in certain circumstances such as rent arrears or damage, the landlord will be recompensed up to a set limit.

Table XX below shows the amount paid to private landlords by the council under the Rent Deposit Guarantee Scheme over the last five years in order to prevent homelessness. 59% of these deposits have been provided to those who are 35 years and under.

Table XX: Rent Deposits by Aberdeen City Council

Year	Number Rent Deposits	Payment Amount
2016/17	83	£52,512
2015/16	34	£28,558
2014/15	5	£2,980
2012/13	6	£3,300
Total	128	£87,350

Source: Aberdeen City Council (2017)

High standards of customer service

Central to the delivery of effective housing options is a focus on customer service. The varying demands of customers' means that services are delivered across a number of platforms, allowing customers to interact effectively with services to receive the required advice and information at times and locations convenient to them.

Robust and user friendly online systems

A key component of providing effective and efficient housing options is the provision of suitable on line technology which will allow customers to access information about their housing options online and in accessible locations. The provision of self-assessment tools will allow customers to input their individual circumstance and produce a tailored list of housing options.

Planning for known milestones

Effective partnership working is essential to ensure a joined up approach to planning for known milestones such as looked after children who are leaving care or those leaving institutions such as prison.

Looked after children

The Children and Young People (Scotland) Act 2014 placed new duties on local authorities in terms of their Corporate Parenting responsibilities for looked after children and young people and care leavers. The council's Corporate Parenting Policy makes a commitment to ensure that the needs of children and young people are at the centre of decisions made around housing and any housing support offered to families.

A joint working protocol was agreed between our Housing and Children's Social Work services in April 2011. This protocol is currently being reviewed and there is ongoing work to continue to explore how we improve the outcomes for looked after children following their transition on from care.

Leaving Prison

The council works closely with the Scottish Prison Service (SPS) to prevent homelessness and provide the support prisoners may need on their release from prison. One full time member of staff is based at HMP Grampian to support prisoners manage their housing situation and to plan for their release. There is a single point of contact which has been shared with SPS for them to inform us of an imminent release from either HMP Grampian or other areas of the prison estate.

The Scottish Quality Standards for Housing Advice, Information and Support have produced the Sustainable Housing on Release for Everyone (SHORE) protocol for people on remand or serving short term sentences. The council will review its protocol in line with the recommendations and continue to explore options to improve outcomes for this particularly vulnerable group.

Case conferences and crisis situations have highlighted the need for outcomes to be improved, with an agreed consensus that a different approach such as Housing First, could likely contribute to a far wider prevention agenda. Subject to committee approval, it is proposed that Housing First customers will be identified across these three identified categories:

- Looked after children
- Prison leavers
- Those identified as being chronic homeless

Housing First

Housing First has gained international attention and acclaim as a model to support households with chaotic or complex backgrounds permanently out of a cycle of rough sleeping or homelessness by provision of a solid foundation. There is extensive evidence from Scotland, England and overseas showing that a Housing First model provides a sustainable solution to resolving homelessness.

The principles of a Housing First service are:

- People have a right to a home
- Flexible support is provided for all, as long as needed
- Housing and support provision are separated
- Individuals have choice and control
- An active engagement approach is used
- The service is based on people's strengths, goals and aspirations
- A harm reduction approach

Following extensive consultation with key stakeholders, requirements and resources have been identified and a roadmap to delivering a Housing First service in Aberdeen is well underway. Previous work to map chronic homeless cases and associated costs have been utilised to identify a potential pool of customers for this service.

Scottish Social Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012.

The charter sets out clear standards and outcomes that homeless people or those threatened with homelessness can expect from the council. Section 12 makes specific mention of homeless applicants where it states:

“Homeless people get prompt and easy access to help and advice; are provided with suitable good quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to”.

The role of the Scottish Housing Regulator is to monitor and assess landlords' performance against the Charter, through regulatory assessments, published analysis and thematic work. The regulator will intervene to secure improvement when there is a need to. Each year they publish reports about each social landlord's performance against the charter.

In 2016/17, Aberdeen City Council reported to the regulator that 92% of new tenancies to applicants who were assessed as statutory homeless sustained for more than a year. It also reported 86% of those households who were homeless in the last 12 months were satisfied with the quality of temporary or emergency accommodation.

Welfare Reform

Changes to the benefits system are reducing the value of benefits that people are able to claim which is undermining the current delivery models for temporary accommodation. The full impact of this cannot be assessed until full guidance is available from the UK and Scottish Governments’.

Benefits Cap

In November 2016 the amount of benefits that can be claimed was restricted to:

- £257.69 – single person
- £384.62 – family

In April 2017 the cap affected 46 households in temporary accommodation.

Universal Credit

The implementation of Universal Credit has had a significant impact as claimants are no longer entitled to receive enhanced assistance to meet housing costs whilst in temporary accommodation, which has resulted in rent arrears for those unable to meet the shortfall.

Local Housing Allowance Rate

Changes to housing benefits regulations due to be introduced in April 2018 will see rates capped to the Local Housing Allowance (LHA) rate. Those aged 35 and under will see the rate further reduced to the equivalent of ‘shared room rates’. Table XX shows the LHA rate for 2017/18.

Table xx: Local Housing Allowance Rates for Aberdeen and Aberdeenshire, 2017/18

Number of Bedrooms	Weekly Rate	Calendar Monthly Equivalent
Shared room rate	£75.63	£327.73
1 Bedroom	£120.82	£523.55
2 Bedrooms	£161.10	£698.09
3 Bedrooms	£184.94	£801.40
4 Bedrooms	£235.97	£1,022.53

Source: Scottish Government (2017)

In order to mitigate some of the impacts of welfare reform, shared accommodation is being considered for all single homeless applicants. For those individuals who have been determined as intentionally homeless, temporary accommodation will, as far as possible, be limited to those with non-secure tenancies, for example, managed shared units. There is also to be a review of the rents levied in temporary accommodation.

Temporary Accommodation

The council has a legal duty to help people who are homeless or threatened with homelessness. This duty includes a duty to provide temporary accommodation while their application is being assessed and until they have permanent accommodation if they are deemed to be intentionally homeless.

We currently have a range of fully furnished, self-contained temporary accommodation properties that are a mixture of property types and sizes. As shown in Table XX below, the majority of properties are provided by the council with little reliance on bed and breakfast or hotel accommodation.

Table XX: Temporary Accommodation

	ACC TEMP FLATS	HOSTEL	B&B	HOTEL	PSL	SUPPORTED FLATS	TOTAL
2012/2013	296	60	30	0	86	60	532
2013/2014	297	60	30	0	101	59	547
2014/2015	315	60	30	61	103	37	606
2015/2016	349	63	30	27	139	56	664
2016/2017	325	66	15	0	156	56	618

Source: Aberdeen City Council (2017)

It should be noted that temporary accommodation is not universally used for persons presenting as homeless. At any given time we are consistently using around 12% (74) of the stock for other purposes such as housing mainstream tenants who need to be decanted, Syrian Refugees as part of the New Scots Programme and for interim homeless discharge.

In order to ensure we continue to have a sufficient and effective supply of temporary accommodation, key objectives that underpin the local housing strategy in relation to temporary accommodation are:

- Demand for temporary accommodation will reduce because of the success of our housing options and prevention approach which will reduce our requirement to use bed and breakfast accommodation.
- Through earlier interventions and a housing options approach we will mitigate the need for interim temporary accommodation
- The average length of time spent in temporary accommodation will be reduced and a target of no more than 90 days will be set
- The entire homeless journey will be no more than 100 days.
- Where appropriate, private sector housing will be utilised in order to discharge accommodation duties.

Temporary accommodation and welfare reform

Two of the proposed changes to the welfare benefits system give cause for concern for those who require temporary accommodation. Firstly, the restriction of Local Housing Allowance rates will reduce the level of housing benefit or housing costs element of Universal Credit. Secondly, the abolition of the help with housing costs for those aged 21 or under will also have an effect. To mitigate this, shared accommodation will be better utilised.

Housing Support and Supported Accommodation

The council has a duty to assess the housing support needs of homelessness applicants who are unintentionally homeless or threatened with homelessness and where there is reason to believe there is a housing support need. The council has a housing support team that provides around 720 hours per week of basic tenancy support across all tenures. Table XX below shows the number of applicants assessed and the number where housing support is provided.

Table XX: Housing Support

	2013/2014	2014/2015	2015/2016	2016/2017
Assessed under the Housing Support Regulations	288	553	694	627
Support Provided under the Housing Support Regulations	221	366	403	559

Source: Aberdeen City Council (2017)

In addition to the housing support provided by the council, a range of housing support is commissioned from:

- Aberdeen Cyrenians
- Penumbra
- Grampian Autistic Society
- Inspire
- Turning Point Scotland
- Castlehill Key Project

Supported accommodation services are also commissioned from:

- Aberdeen Cyrenians Margaret House: care home providing 12 spaces
- Scottish Association for Mental Health Bloomfield Road: supported accommodation providing 5 spaces plus outreach services
- Grampian Woman Aid: provide ‘core and cluster’ model that provides self-contained accommodation.

In 2016/17 the following new services were commissioned:

- Aberdeen Foyer: A service for young people providing 27 spaces in supported accommodation
- Barnardos: An outreach housing support service for young people
- Shelter Scotland: A service to prevent evictions and provide in court advice.

Supported Accommodation

On 31 October 2017, the UK Government issued a policy statement and consultation paper ‘Funding Supported Housing’ concerning the future funding of supported accommodation. This effectively reversed the previous decision that tenants in social housing would be capped to the Local Housing Allowance (LHA) rate for their rents from April 2018, while in receipt of Universal Credit and for supported accommodation, where the implementation date was deferred to April 2019.

Short-term supported housing will now be funded through a new ring-fenced grant to local authorities in England. In Wales and Scotland, an equivalent amount will be provided and it will be for our respective administrations to decide how best to allocate funding. UK Government has given commitments to work with sector and devolved Governments on a longer term solution, which will deliver the original policy aims of better oversight and linking funding with outcomes for individuals and value for money.

The Scottish Government approach following the consultation is currently being developed and as such, it is not known at this stage what support will be given to local authorities or on what basis this money will be distributed.

In light of the current unknown financial position and lack of funding instruction for social and supported accommodation, planning ahead and predicting the impact of this is difficult. However, key actions to reduce demand and the subsequent cost of temporary accommodation have been developed and are outlined in the joint delivery plan at appendix XX.

Appendix 2

LHS Chapter							Homelessness Joint Delivery Plan						
Strategic Outcome 2		Homelessness is prevented and alleviated.											
Ref	Key Indicator	Baseline 2017	Target	Frequency	Progress	Red Amber Green							
2.1 (i)	Percentage of statutory homeless decisions reached within 28 days.	97%	100%	Annual	97%	Amber							
2.2 (i)	Length of time spent in temporary accommodation.	103.9 days	90	Annual	103.9	Red							
2.3 (i)	Homeless journey time.	26 weeks	24 weeks	Annual	26	Amber							
2.4 (i)	Reduce repeat homelessness (within 12 months).	5.08%	5% (2016/17) 4% (2020/21) 2% (2026/27)	Annual	5.08%	Green							
2.5 (i)	Increase percentage of households previously homeless that have sustained their tenancy for more than 1 year.	92.7%	94% (2016/17) 96% (2020/21) 100% (2026/27)	Annual	92.7%	Amber							
Strategic Action	Lead Officer	Ref	Operational actions	Target / Milestone	Progress	Red Amber Green							
Develop a sustainable temporary accommodation plan.	Support Services Manager	2.1	Carry out a detailed review of temporary accommodation.										
		2.2	Benchmark with other local authorities and compare our processes with what they do to identify any improvements that can be made to our services.										
		2.3	Explore a Social Letting Agency										

			model and opportunities around support into private sector to prevent and resolve homelessness.			
		2.4	Redesign existing supported accommodation for customers where a housing first/housing led approach will not work.			
		2.5	Redesign existing supported accommodation for customers aged 26 and over.			
		2.6	Review provision of Private Sector Leasing scheme.			
		2.7	Furniture Storage contract renewal.			
Develop and pilot Housing First for 3 client groups	Support Services Manager/ Housing Access Manager	2.8	Explore alternative options for storage of belongings.			
		2.9	Commission an additional accommodation framework.			
		2.10	Increase quality shared accommodation in temporary accommodation to reduce cost to the council.			
		2.11	Review the rental charge levied in temporary accommodation in line with costs of service and welfare reform.			
		2.12	Update Housing Allocation Policy to give priority and choice to Housing First customers.			
		2.13	Complete the review of young people protocol with Children Services.			
		2.14	Develop community response and support.			

		2.15	Reduce the length of time from presentation to delivery of support.			
		2.16	Creation of a Housing First Steering Group.			
		2.17	Provide flexible support which is targeted at earlier interventions.			
		2.18	Identify suitable properties for the Housing First project.			
		2.19	Determine the criteria for clients who will form part of the pilot.			
		2.20	Recruit appropriate staff.			
		2.21	Develop a Housing Support Framework.			
Review the process for people leaving prison in line with the SHORE protocol.	Support Services Manager/ Housing Access Manager	2.22	Complete review of protocol with Scottish Prison Service.			
		2.23	Review of ACC delegated powers with regard to prisoners.			
		2.24	Review internal policies and procedures with regard to prisoners.			
		2.25	Review staff resources in relation to the protocol.			
Review the process for supporting looked after children.	Support Services Manager	2.26	Complete review of young people protocol with Children Services, including criteria for children who are to be considered under Housing First.			
Implement a common outcomes tool framework for	Support Services Manager	2.27	Explore the options for a Common Outcomes Tool			

housing support.						
Adopt a preventative approach that will ensure referrals for housing support are made at the appropriate time to avoid homelessness.	Support Services Manager/ Housing Access Manager	2.28	Ensure that support referrals are made at the appropriate time by Housing Officers, ASBIT, Housing Advice Officers, Case Officers, Arrears Intervention Officers and Social Work.			
Develop a solution for young people who are presenting as homeless.	Support Services Manager/ Housing Access Manager	2.29	Work with schools and colleges, taking an early intervention approach to ensure that vulnerable young people are aware of their rights and responsibilities.			
		2.30	Adopt a Housing Led approach.			
		2.31	Develop performance measurements and targets for prevention.			
		2.32	Ensure all presentations from young people aged 16-25 leaving a family home are visited and offered mediation			
		2.33	Explore NightStop approach to prevent young people coming into temporary accommodation.			
		2.34	Develop a Housing Support Framework.			
Develop a policy for improved tenancy sustainment to increase the number	Support Services Manager	2.35	Ensure the right level of support is delivered timeously to those in temporary and permanent housing.			

of homeless households who have sustained a tenancy for more than one year.						
Reduce repeated homelessness.	Support Services Manager/ Housing Access Manager	2.36	Review eviction processes and embed learning from tenancy sustainment panel.			
		2.37	Provide short term low level support (e.g. visiting to ensure 'settled-in', providing starter pack of furniture/household items).			
		2.38	Ensure tenants are signposted to the correct services for longer term assistance where required (e.g. training to address budgeting, cooking, 'life skills' or befriending to combat isolation).			
		2.39	Develop peer support resources.			
		2.40	Reduce time spent in temporary accommodation.			
		2.41	Investigate the link between the length of homeless journey time and repeat homelessness.			
		2.42	Deliver training to staff on new Private Rented Tenancies Act (2016).			
Promote the use of the private rented sector in Aberdeen to reduce demand on social housing and homeless services.	Housing Access Manager	2.43	Widen the use of Rent Deposit Guarantee Scheme to private landlords.			
		2.44	Increase homelessness prevention and 'discharge of duty' into private rented sector			

		2.45	Explore further opportunities for meeting demand using the private rented sector		
		2.46	Maintain good communication links between landlords, housing benefit administration and support agencies to ensure early identification of vulnerable tenants in the event of missed rent payments.		
		2.47	Create a framework and structure that meets the needs of all audiences (frontline staff, practitioner etc.)		
Roll out the use of the housing options toolkit.	Housing Access Manager	2.48	Creation of a flexible range of training materials.		
		2.49	Map existing resources that can be incorporated within the Housing Options Toolkit.		
		2.50	Investigate IT solutions that can be used between existing resources and the Housing Options Toolkit.		
		2.51	Create outcomes framework for front-line staff using Housing Options Toolkit.		
		2.52	Undertake the required certification or assessment standards that need to be incorporated within the Housing		

			Options Toolkit.			
		2.53	Review of rental charge for temporary accommodation.			
Develop solutions to mitigate the impact of welfare reform.	Support Services Manager	2.54	Develop an information leaflet for customers on the impact of the welfare reform changes.			
		2.55	Identify opportunities for funding that could be gained for projects that could mitigate the impact of welfare reform.			
		2.56	Consider expanding choice based letting to allow applicants more choice.			
Review the Choice Based Lettings service.	Housing Access Manager	2.57	Investigate an IT solution in conjunction with Homehunt NES			
		2.58	Review nomination agreement and section 5 arrangements with Homehunt NES			
Review nomination agreements and Section 5 arrangements.	Housing Access Manager	2.59	Develop a nomination agreement and section 5 arrangements with Langstane Housing Association.			