

Report To: Health and Social Care Committee **Date:** 25th February 2016

Report By: Brian Moore
Corporate Director
(Chief Officer)
Inverclyde Health and Social Care Partnership **Report No:** SW/12/2016/DG

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Subject: HOMELESSNESS SERVICE

1.0 PURPOSE

- 1.1 The purpose of this report is to inform the Health and Social Care Committee of how the Homelessness Service is meeting its statutory duties and how this interacts with other services within the HSCP and external partners.
- 1.2 The report also informs the Committee of current developments and challenges within the Homelessness Service.

2.0 SUMMARY

- 2.1 The trends for our response to homelessness are positive, across a range of measures which inform the whole picture of how the service operates, including prevention, responding to homeless applicants; and addressing the needs of people in respect of support and health.

Homelessness in Inverclyde reached a peak in 2005/06 with 879 applications with 304 households being accommodated in temporary flats, the Inverclyde Centre or Bed and Breakfast.

In 2014 the Scottish Government introduced the housing options approach giving Local Authorities more flexibility in finding successful outcomes for potentially homeless clients. The Housing Options approach places a greater emphasis on prevention of homelessness.

- 2.2 Inverclyde Homelessness Service has successfully reduced homelessness with accepted applications for 2014/15 being 264. The trend in use of temporary accommodation is downwards.
- 2.3 Bed and Breakfast accommodation is no longer routinely used and has decreased year on year since 2010. This type of accommodation is only used in exceptional circumstances and for the shortest period possible. It is worth noting that Inverclyde has never breached the unsuitable accommodation order since its implementation in 2004.
- 2.4 The service is subject to external scrutiny and inspection by the Scottish Housing Regulator and Audit Scotland. There are currently no inspections planned by the Regulator. Audit Scotland for 2013/14 records that housing and homelessness are fully meeting the requirements of public performance monitoring, and recognises the improved links with our RSL partners.

- 2.5 Notwithstanding this, there are significant challenges presented to the ongoing service provision, impacted upon by a number of factors including welfare reform; the management and costs of providing the temporary accommodation; and partnership working in the context of being a stock transfer authority.
- 2.6 Following a follow up internal audit in January 2015 an action plan was required in respect of the management of the rent accounting systems and debt management for temporary accommodation. This is subject to separate reporting to the Audit Committee. The service is working together with finance and DWP colleagues to address the issues identified.
- 2.7 The service is taking forward a number of strands of work in partnership with wider HSCP services and RSL partners, to improve the experience of people presenting to the service, and the outcomes for individuals.

3.0 RECOMMENDATIONS

- 3.1 The Committee is asked to note the progress being made to address the needs of people experiencing homelessness within Inverclyde as detailed within this report.

Brian Moore
Corporate Director (Chief Officer)
Inverclyde Community Health & Care Partnership

4.0 BACKGROUND

Discharge of Key Duties

- 4.1 The Housing (Scotland) Act 2001 introduced the right to temporary accommodation to any homeless client who needed it. This right remains until such times as the local authority discharges its duty to the applicant, generally by way of offering permanent accommodation. As a stock transfer authority Inverclyde relies on the Registered Social Landlord (RSL) to discharge its statutory duty to house homeless households.
- 4.2 Section 5 of the Housing (Scotland) Act 2001 places a duty on Registered Social Landlords to assist the local authorities in its discharge of duty. This allows the local authority to make referrals for housing to an RSL who is then required to make available a suitable offer of housing in line with the request within a reasonable time scale.
- 4.3 A Choice Based Letting and a Common Housing Register was established by four of the main Housing Associations (Oak Tree, Cloch, Larkfield and Link) in January 2012. This allows a single point of access to anyone applying for housing from these organisations. The process allows homeless applicants to bid for properties on their waiting list application while still making provision for them through the Section 5 referral process if required.
- 4.4 River Clyde Homes implemented their own choice based lettings in June 2014. This system merges an applicant's waiting list application and the Section 5 referral and as a result reduces opportunity for homelessness to be resolved. Applicants regardless of their circumstance must bid for a property in order to achieve housing from River Clyde Homes. This has seen a reduction in homeless applicants accessing housing from this particular provider. The Homelessness Service is working with River Clyde Homes to address this and has agreed an interim solution while River Clyde Homes reviews its allocation system.
- 4.5 The introduction of these systems has resulted overall in a reduced number of homeless applicants accessing housing through section 5 referral process. The service has been working with our Strategic Housing Service and the RSL's to review the Section 5 protocol and improve information sharing in order to resolve some of the issues currently being experienced.
- 4.6 In 2010 the Scottish Government established 5 regional housing option hubs and the housing option approach. The main aim of this approach is to intervene early to prevent a crisis/ homelessness occurring and to provide information regarding housing/ accommodation options to allow applicants to make informed choices. This change also removed the need to secure permanent accommodation and introduced settled accommodation therefore opening other avenues which were not previously available to homeless applicants. This has involved closer working with the private rented sector. To achieve this, the Homelessness Service held an information event in 2014 with private landlords in Inverclyde. As a result we have 10 private landlords working with us who are willing to accept homeless applicants dependant on supply.
- 4.7 The Housing Options approach has seen a reduction in homeless applications both nationally and locally. With homeless applications nationally reducing by 19 % in 2010/11 and by a further 13% in 2012/13. In 2010/11 in Inverclyde we received 534 applications. This has reduced to 264 applications in 2014/15 representing a 49% decrease in accepted applications.
- 4.8 As there is now a greater emphasis on the prevention of homelessness through the housing options approach, the Scottish Government developed Prevent 1 as a means of monitoring and recording prevention activity. This monitoring system records that of the 1024 applications to Homelessness Service in 2014/15 only 264 made a homeless application. Of the 1024 approaches 251 were due to some type of family breakdown, 193 due to threat of repossession/eviction and 134 looking for general housing advice. The

activity undertaken by the Assessment and Support team evidences that the 67% of interaction with clients is general housing advice, liaising with landlord and advising of homelessness rights.

- 4.9 Repeat homelessness for Scottish Government purposes is defined as anyone re-presenting to the service within a twelve month period. Current performance information indicates that repeat homelessness is not a particular problem in Inverclyde.

Inverclyde repeat homelessness is show in the table below for the reporting year 2014/15:

	Q 1	Q2	Q3	Q4
Applications	65	77	49	73
Repeat	2	4	4	6
%	4.17	8.16	10.53	12.0

It is worth noting that a repeat homeless presentation is not necessarily a failed tenancy. However, this may be an indication that some of our more difficult to engage clients, who are often involved with several HSCP services, are not managing to achieve a sustainable solution. In order to have a better understanding of this statistic and to support the work being undertaken by Scottish Government around the multiply excluded homeless some joint work across Health and Homelessness Action Group and the HSCP is required to find solutions for this particular client group.

- 4.10 The attached appendices demonstrate the performance within the Homelessness service, including prevention activity, as described above, and further within this report. Appendix 1, Quarterly Performance Review, Appendix 2, Prevent Activity.
- 4.11 The Housing (Scotland) Act 2010 placed a duty on all local authorities to conduct a housing support assessment for applicants who are unintentionally homeless or threatened with homelessness and which they have 'reason to believe' are in need of housing support services. The main purpose of the housing support duty is to help prevent further homelessness among people that the local authority believes may have difficulties in sustaining their tenancy.

There are four prescribed housing support elements.

- Advising or assisting a person with personal budgeting, debt counselling or dealing with welfare benefit claims;
- Assisting a person to engage with individuals, professional or other bodies with an interest in that person's welfare;
- Advising a person in understanding and managing their tenancy rights and responsibilities, including assisting a person in disputes about those rights and responsibilities;
- Advising or assisting a person in settling into a tenancy.

This duty extends to other members of the household and once an assessment has been carried out the local authority must ensure that the support is provided.

The initial assessment is undertaken by the Assessment Support Officers. The Homemakers within the homelessness service directly provide housing support by providing assistance in making and keeping appointments, budgeting support, assistance in applying for Community Care Grants and carrying out supervised spends. The Service also commissions housing support services from The Richmond Fellowship for some of the more vulnerable clients who require extended support. This service will provide a minimum of 10 hours a week support to an individual, for a maximum of 8 clients at any given time.

- 4.12 The provision of housing support extends into many service areas with in the HSCP. This includes where existing service users become homeless. Current performance reporting in respect of housing support specifically for tenancy sustainment for people who are

homeless can only be identified within the homelessness discreet services, and within that reporting system. There is therefore an underreporting of the support provided to people who are experiencing homelessness in our community from the HSCP at this time.

- 4.13 The shorter period of time spent in temporary accommodation reduces the opportunity to support and work with homeless applicants to address their problems and become more 'housing ready' and impacts on the need for ongoing support as they achieve a permanent tenancy.
- 4.14 In September 2014 the Scottish Government published guidance on the implementation of the housing support duty. The guidance places emphasis on corporate responsibility and joint working across various departments, housing, social work, mental health, drugs and alcohol services.

The HSCP is well placed in this respect with good working arrangements with internal agencies. The legislation does not give details about appropriate timescale for support and this was a deliberate action in order to allow flexibility to respond to individual circumstances. A resettlement plan would be expected to run for a period following the provision of settled accommodation. However this will be dependent on the individuals support needs.

- 4.15 Tenancy sustainment support is provided by the RSLs on an ongoing basis where this is required. HSCP services providing ongoing housing support will contribute to tenancy sustainment within wider packages of support. There is currently consideration being given to the mapping of models and availability of ongoing support particularly for people who are not in receipt of wider services from the HSCP. This is to ensure that people continue to receive appropriate support at the point of transition from the homeless service, once the homelessness duty has been discharged.
- 4.16 To ensure that the Homelessness Service complied and could clearly evidence the support being provided Outcome Star was introduced. Outcome Star is a unique suite of tools for supporting and measuring change when working with people. The Homelessness Service first used the Outcomes Star model in January 2014.

This model is very visual and enables service users to identify their own support requirements and map their progress. This approach is also extending into other service areas, and is currently in practice in the Addictions service. This provides an opportunity, where services use the star tool, for service users to retain the same model of support planning once they have moved on from the homelessness service, and to continue to reflect on their personal outcomes. The use of Outcome Star is still being developed and it is envisaged that this will provide us with a useful reporting tool to evidence the support being provided and areas of success. Feedback from service users has been positive:

"My confidence has improved as this was more about me and not being told what to do. I have been seen as a person who was homeless rather than a problem".

"I have just been given a tenancy and the star has helped me to see where I am right now and show me what I have to work on. I have never managed to keep a tenancy before, but I can see that I have a better chance if I work through my problems."

4.17 Health and Homelessness

Homelessness service users have direct access to a range of health services as many are no longer engaged in mainstream services or registered with a GP for a variety of reasons. At the Inverclyde Centre there is an alcohol counsellor, a drugs worker and a nurse, all of whom link directly into the community based health services. This allows an immediate response to any health concerns. All service users are offered a health check, support to register with a GP and support to address any addiction issues. The officers concerned work with the service user while homeless and through into their tenancies until they are fully engaged with the community services. Alongside this they hold a weekly event (HAD-IT) Health, alcohol, drugs information talk.

- 4.18 The service is looking to develop these services in a pilot project focusing on our multiply excluded homeless. Multiple exclusion homelessness means situations where homelessness intersects with other complex support needs, such as alcohol or drug dependency, and mental health problems.
- 4.19 The pilot work will focus on repeat homelessness. It is intended to utilise the expertise of our Health, Homelessness and Housing Lead to co-ordinate this work and engage with the social landlords on behalf of the service users to develop the model. This is a particular area of focus by the Scottish Government following the publication of a report by the Scottish Public Health Network, Restoring the response to homelessness in Scotland, 2015.

5.0 Service User Engagement

- 5.1 Following an initial engagement event in 2012 facilitated by Shared Solutions the service identified a need for ongoing engagement with service users in respect of responding to their issues of concern. The service took this forward via a programme of service user engagement facilitated by Your Voice and which took the form of conversation cafés. The services users involved were predominately residents of the Inverclyde Centre.
- 5.2 The main issue raised was social isolation which is a feature of homelessness and in particular for those living in the hostel environment. This has resulted in the formation of a small working group to consider ways to help address this problem. The health workers are developing a lending library of Books, DVDs and board games. Community Learning and Development staff visit the centre on a Monday to help with issues around literacy. A number of community groups have been identified and this will be actively promoted within the service to assist in addressing the isolation our service users' experience.

6.0 Accommodation Provision

- 6.1 The local authority has a statutory duty to provide temporary accommodation to anyone who requires it. Currently the Homelessness service has the Inverclyde Centre which comprises of 27 self contained bedsits, two of which can accommodate couples and two which are fully disabled adapted. There is a further 4 units for single people with shared facilities. We also had 51 temporary flats within the community which were leased from the Registered Social Landlords at the start of 2015.
- 6.2 In 2010/11 Bed and Breakfast accommodation was more routinely used, with 240 occasions where the use of B/B was necessary. This was generally for short stay accommodation with the range being between one night and 44 nights which was a particularly challenging client. There is a significant reduction in use of bed and breakfast accommodation.
- 6.3 Prior to the implementation of the housing options approach in 2012 the Inverclyde Centre hostel had 25 bedsits, two of which could accommodate couples and a further 4 emergency bed spaces. This facility operated at a 100% occupancy rate. Since the introduction of the housing options approach the requirement for temporary accommodation has decreased.
- 6.4 The accommodation in the Hostel was increased by two units in 2014 to help mitigate the potential impact on homelessness by the introduction of the bedroom tax. The planning for extended provision in the Inverclyde centre took place before realisation of the impact of the housing options approach, and the anticipated increase in homelessness did not materialize. The occupancy of the Inverclyde Centre is currently running at 63%.
- 6.5 We have utilised 51 temporary flats within the community which are leased from the Registered Social Landlords through 2015. The flats in the community have operated at 60% occupancy throughout this year.

- 6.6 The Homelessness service has always had a number of temporary flats leased from the RSL's, which includes costs of rental, council tax, and repairs and renewals. At a point of high demand additional flats were rented from the private sector, managed via Oaktree Housing Association. The target previously set for occupancy of temporary flats was 90%, with 10% void built into budget. The changed demand for temporary accommodation has resulted in a significant budget pressure.
- 6.7 The service is currently under taking a programmed approach to return temporary flats to the landlords to reduce expenditure in retaining properties for which there is no demand at present. During 2015 15 flats have been returned with a further three flats in notice period. We will retain 32 properties.
- 6.8 The unpredictable nature of homelessness and the inability to accurately assess the impact of both the Housing (Scotland) Act 2014 and the roll out of universal credit makes it difficult to project the future demand for temporary accommodation in either the hostel or the temporary flats. The plan is to retain 32, but manage a turnover of property away from the more costly private rented flats, to RSL, and to rebalance proportionately to the stock of each RSL provider. This will be kept under review.

7.0 Inverclyde Centre

- 7.1 The Inverclyde Centre (Hostel) is the only temporary accommodation owned by the Council. The building was built in 1944. The interior of the property has been fully refurbished to create the self-contained units as described above.
- 7.2 The centre is staffed 24/7, with accommodation officers and assistants managing the temporary accommodation, and providing an emergency response out of hours to residents within the hostel, and the flats.
- 7.3 The reduction in homeless presentations has resulted in a higher proportion of applicants with multiple needs concentrated in temporary accommodation. The challenges presented by the behaviour/needs of these service users present difficulties in the management of the Inverclyde Centre in particular, with residents struggling to adhere to the communal life style, and disputes arising between residents. This has been mitigated somewhat by transferring the first point of contact for the service away from the Inverclyde Centre, and promoting the centre as people's temporary home. [The reception service is now based at Hector McNeil House.]

In assessing the needs of people for temporary accommodation, consideration is given to the type of temporary accommodation offered based on need and vulnerability, depending on the available properties.

- 7.4 Given the age of the Inverclyde Centre and the public perception of the centre, and the reduced demand for temporary accommodation, together with the cost implications there is a need to review the current temporary accommodation model and consider alternative models in the longer term.
- 7.5 At the point of stock transfer the management of temporary accommodation transferred to the homelessness service in totality including responsibility for rental income, repairs and debt recovery. There has been a historical difficulty in undertaking these extended responsibilities, with systems not fully fit for purpose.

An internal audit undertaken in 2011/12 identified a range of matters to be addressed to improve this. In order to overcome the difficulties the Homelessness Service entered into an arrangement with Oak Tree Housing Association to use their rent accounting system in May 2014. This is a much more comprehensive housing management system and managed effectively should provide reliable information.

The follow up internal audit carried out January 2015 highlighted concerns regarding rent

accounting, and accrued debt, which related to the previous system. It also identified a need for more robust procedures to manage the system moving forward.

A short life working group has been set up to address the issues raised in the audit. The outcome of this work should enable a more sustainable financial and management system into the future, when taken together with closer management of demand and capacity within temporary accommodation.

8.0 Universal Credit / Specified Accommodation

8.1 Following the implementation of Universal Credit in October 2015 it is anticipated that this will present major challenges for the Homelessness Service. Universal Credit incorporates the housing element into an individual benefit entitlement. The roll out of Universal Credit will present a budget pressure and additional administrative demands regarding rent collection.

At present homeless people are exempt from Universal Credit and therefore will still have their rent element paid by housing benefit direct to the landlord. However, as universal credit rolls out individuals will present as homeless. Universal Credit including housing cost will be paid direct to the claimant making rent collection even more challenging for the service.

The experience of Highland Council which was an early implementer of Universal Credit reflects this concern with 89% of tenants on Universal Credit being in arrears, of which 33% were in temporary accommodation.

Universal Credit regulations limit the amount of housing costs payable to tenants in temporary accommodation, and costs are subject to the appropriate local housing allowance rate. It also introduces a cap on the Management Fee of £45 per week. Highland council utilised the Discretionary housing payment to meet this shortfall in rental income which resulted in a reduced allowance for use in other areas of rental shortfall.

The implications of this in relation to the budget required for the delivery of temporary accommodation are currently being considered, together with proposals to manage this into the future. This includes the designation of the temporary accommodation, impacting on how housing benefit is paid.

The impact of increasing incidence of people in receipt of Universal Credit getting into difficulties with their rent could result in an increase in evictions by landlords and therefore an increase in homelessness presentations and an increase demand for temporary accommodation. The Local RSLs are now requiring prospective tenants to pay in advance of signing for a permanent tenancy as follows :-

River Clyde Homes between £75-£85
Oak Tree Housing Association £25
Cloch Housing Association £20
Larkfield Housing Association £5

This matter has been addressed through consideration of the use of the Discretionary Housing Payment, and this was agreed at Policy and Resources Committee on 17th November 2015.

9.0 Access to Housing and Housing Advice

9.1 The implementation of a one stop shop, housing advice hub is a key priority within Inverclyde Councils Local Housing Strategy (LHS). The main feature of this approach was to provide direct access to all housing related needs including homelessness. This opened up the service to a wider range of clients including the most vulnerable who were reluctant to present at the Inverclyde Centre due to historical perceptions.

9.2 A pilot project was implemented in partnership with Oak Tree Housing Association and operated between May 2013 and July 2014. This provided direct access to Inverclyde's Common Housing Register involving Oak Tree, Cloch Larkfield and Link Housing Associations as well as Homelessness Services. The pilot proved successful in enabling access to housing, and further development of cooperative working between the agencies involved.

9.3 It was initially thought that a merger between Oak Tree Housing Association and Cloch Housing Association would free up accommodation to allow the long term development of this project. However this merger did not progress as anticipated.

The search for alternative premises proved cost prohibitive in context of a lack of clarity about the expectations of all partners in contributing to such a development.

9.4 In July 2014 the pilot project was suspended as no suitable accommodation had been found, and Oak Tree could no longer host this. The service continues to work closely with the RSL's to access housing and advice.

9.5 The Homelessness Service is now a member of the RSL liaison/Strategic Housing Tripartite group and this will enable further consideration of opportunities to progress this objective.

9.6 The homelessness duty service now operates within Hector McNeil House, enabling increased engagement with other HSCP services including advice services that are also involved in responding to the needs of people presenting for advice and support.

10.0 Interdependencies and Partnership Working

10.1 Tackling homelessness, especially in context of a stock transfer authority, requires a high degree of cooperative working both with the RSLs and strategic housing colleagues. The Homelessness service /HSCP is now engaged within the tripartite meeting which has enabled the service to consider operational matters which impact on performance and response to homeless people.

10.2 This has included shared review of performance information; review of the section 5 protocol, and identifying opportunities to develop stronger working arrangements.

10.3 The Public Bodies [Joint Working] Scotland Act 2014 requires the HSCP to ensure that housing partners are involved in the Strategic Planning Process. This is underpinned by the requirement for a Housing Contribution Statement, which sets out the role of the local housing sector in the achievement of outcomes required of the Integrated Joint Board. This affords further opportunity to consider joined up initiatives that will support the prevention of homelessness, tenancy sustainment and early intervention through the further development of housing options.

10.4 South West Housing Options Hub

The Scottish Government established 5 regional housing options hubs in 2010. Inverclyde participate in the South West Scotland Hub.

10.5 During 2013 the Hub established a shared vision of how housing options should be delivered across the Hub and developed a quality assurance framework which would support continuous improvement towards achieving the vision. The Hub enables the homelessness services to share experience and learning, and this has included peer review.

10.6 The purpose of peer review is to develop good practice and encourage shared learning which will inform and support service improvement whilst providing each local authority being reviewed an independent appraisal of service practice. Staff from Inverclyde have

received training to undertake peer review, and participated in an initial review in South Ayrshire. This tested accessibility to the housing options services, ensuring that services were well publicised and that there were no barriers to access for people in housing need.

- 10.7 Inverclyde Homelessness service remains an active member of the Hub. Currently consideration is being given to extend participation of Strategic Housing and RSL partners in the Hub, given the significance of all partners' contribution to enabling real housing options for individuals in housing need.

11.0 Developing Policy and Legislation

- 11.1 The Scottish Government retain a keen focus on the Housing Options approach. This is as a result of a thematic review of Housing Options by the Scottish Housing Regulator in 2014 which noted that diversion from a homelessness assessment was not always appropriate and other interventions offered may not have resulted in a positive outcome for the individual in achieving appropriate housing. The Scottish Government intend to issue non statutory guidance which will inform how this will be further implemented, and include a training toolkit for use by both staff and elected members.
- 11.2 The Housing (Scotland) Act 2014 received Royal Assent on 1st August 2014. This Act increases the powers of the landlord and decreases the rights of applicants and tenants. This is mainly around increasing the opportunities for landlord to create a Short Scottish Secure Tenancy (SSST). The award of a SSST should ensure that the tenant receives support in order to ensure tenancy sustainability.

However the Local authority cannot discharge its homelessness duty to a SSST.

- Section 7 allows social landlords to introduce a suspension period for housing applications in circumstances where the applicant has acted in an anti-social manner, in the locality of their house or towards an employee of the social landlords, in the course of making the application.
- The suspension period can also be used in other circumstances, such as where the applicant has been convicted of an offence committed in the locality of their house, owes rent or has been evicted from a previous tenancy.
- The Act also introduces changes to sections 34 and 35 of the 2001 Act by enabling social landlords to create a Short Scottish Secure Tenancy (SSST) or to convert a tenancy to a SSST where applicants have acted in an anti-social manner within the last three years.
- Part 2 of the Act extends the minimum term of a SSST from six months to one year and allows a further six months extension where further tenancy support is required.
- Where the landlord is seeking to terminate a SSST, it will now be required to notify the tenant of the reason for the action and the tenant will have the opportunity to ask the landlord for a review of its decision.
- Section 14 removes the 'reasonableness' test in actions for recovery of possession raised on the grounds that the tenant has been convicted of using the house for immoral or illegal purposes or an offence punishable by imprisonment committed in, or in the locality of, the house within the past year – which could include breach of an ASBO or drugs offences.

The legislation has not yet been enacted, and there is no clear timescale for this.

- 11.3 Improving responses to youth homelessness has been a focus of activity in recent years. The measures introduced in the Children and Young People [Scotland] Act 2014 for care leavers aims to offer a smoother transition out of care, and to enable positive relationships

between young people and their carers to be maintained into adulthood. The key requirement for all young people to have a “Named Person” who can ensure the provision of adequate support where needed and act as a point of contact for other professionals concerned with the wellbeing of the young person has the potential to facilitate better and earlier responses to young people’s housing needs.

- 11.4 If effectively implemented these provisions should ensure that people leaving care, and other young people do not have to rely on the statutory homelessness service to find accommodation. This is an area for further consideration within Inverclyde with respect to homelessness service.

12.0 Governance arrangements and scrutiny

- 12.1 The Homelessness Service is subject to regulation from the Scottish Housing Regulator and is required to completed the annual return on the charter (ARC). There is also quarterly reporting to the Scottish Government on both Homelessness (HL1) and the prevention of homelessness, (Prevent 1). This reporting is being further developed to include temporary accommodation use, (HL3).

- 12.2 The service was subject to inspection from the Scottish Housing regulator in 2011, based on self-assessment. The service was assessed as green, with the Regulator advising of assuming a “watching brief” regarding access to housing. This is monitored through regular returns. Audit Scotland reports for Inverclyde in 2011/12 and 2012/13 note housing and homelessness as an area for improvement. The latest report for 2013/14 records that we are fully meeting the requirements in respect of reporting requirements, and in our demonstrated performance.

- 12.3 The Service is also subject to inspection from the Care Inspectorate in relation to the housing support element of the service. The last on site inspection was in April 2014 and was an unannounced inspection. Three elements were inspected: quality of support; staffing; management and leadership, all of which were graded good [4].

- 12.4 There were two recommendations:

The service should research how it can minimise social isolation within the Inverclyde Centre:

The provider should repeat the shared solutions event held in 2012 to review service users opinions of the service.

These recommendations have informed areas of ongoing work described above.

13.0 IMPLICATIONS

Finance

- 13.1 A financial review of the budget position and issues arising from the audit is currently being undertaken, and will be reported to committee at later date.

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

Legal

13.2 There are no legal implications.

Human Resources

13.3 There are no Human Resource implications.

Equalities

13.4 There are no equalities implications.

	YES (see attached appendix)
√	NO -

Repopulation

13.5 None.

14.0 CONSULTATION

14.1 This report has been prepared by the Chief Officer, Inverclyde Health and Social Care Partnership.

15.0 LIST OF BACKGROUND PAPERS

15.1 Inverclyde CHCP Sub-Committee Report CHCP/37/2012/SMcC.

15.2 Care Inspectorate report, 25th April 2014.

15.3 Inverclyde Council Internal audit report, January 2015.

15.4 Restoring the Public Health Response to Homelessness in Scotland; Edinburgh. Scottish Public Health Network 2015.

15.5 The Homeless Monitor: Scotland 2015; Crisis December 2015.

Reporting Quarter **3** **October - December 2015 (2015/16)**

HOMELESSNESS SERVICES

SG return source:AVD	Number of cases open at the beginning of the reporting period												Lead: Eileen Tamburrini			
	2013/14				2014/15				2015/16				Target	Direction		
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar
	187	180	179	177	171	147	135	145	131	112	90					

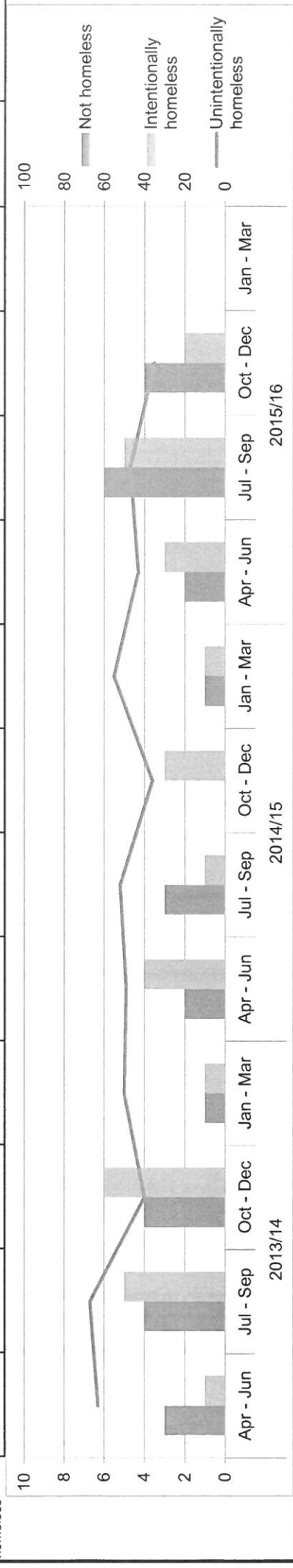
2013/14												2014/15												2015/16											
Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar								
187	180	179	177	171	147	135	145	131	112	90																									

SG return OPR source:AVD	Number of homelessness presentations												Lead: Eileen Tamburrini			
	2013/14				2014/15				2015/16				Target	Direction		
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar
No. Pres.	81	90	65	59	65	77	49	73	61	65	51					
Sect 11	82	77	72	55	ina	62	55	52	48	37	44					

2013/14												2014/15												2015/16											
Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar								
81	90	65	59	65	77	49	73	61	65	51																									
82	77	72	55	ina	62	55	52	48	37	44																									

Audit Scotland
 SPI
 DIDP
 source:AVD

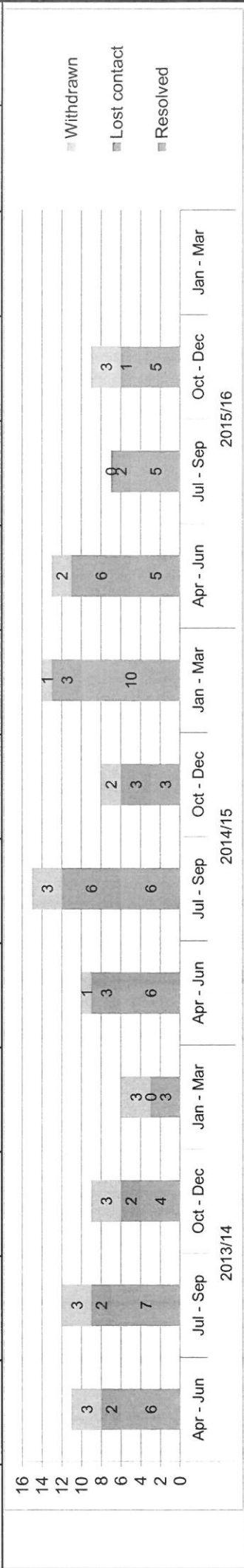
Number of households assessed as unintentionally homeless during the period (permanent accommodation duty owed)													Lead: Eileen Tamburrini	
Number of households assessed as NOT homeless during the year														
Number of households assessed as intentionally homeless during the year														
2013/14				2014/15				2015/16					Target	Direction
Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Jan - Mar		
63	67	40	50	49	52	36	55	43	47	35				▼
3	4	4	1	2	3	0	1	2	6	4				
1	5	6	1	4	1	3	1	3	5	2				



Performance Measure
 1987

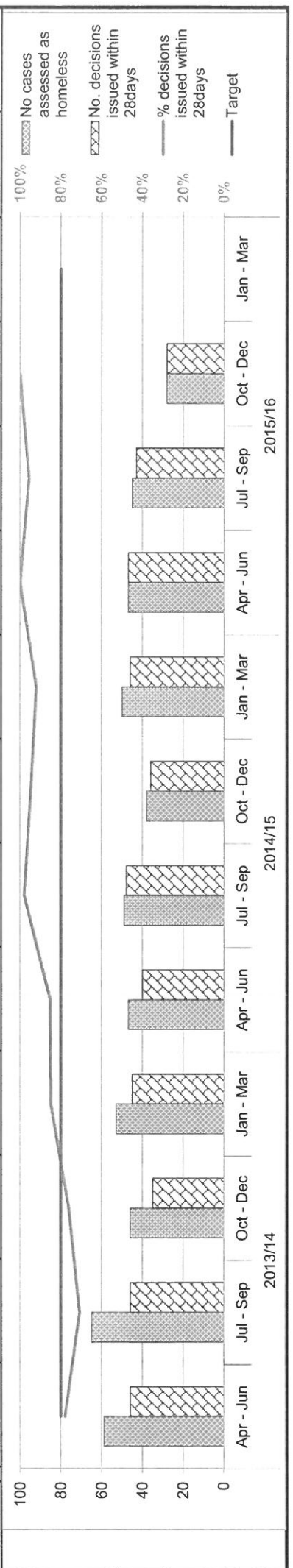
Number of households assessed as having no local connection to Inverclyde and referred under Section 33 – Housing (Scotland) Act													Lead: Eileen Tamburrini	
2013/14														
2014/15														
2015/16													Target	Direction
Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Jan - Mar		
0	0	0	0	0	0	0	0	0	0	0	0			▶▶

SG return source:AVD	1) Number of cases in which homelessness resolved prior to assessment decision												Lead: Eileen Tamburrini			
	2) Number of cases in which client lost contact with the service prior to assessment decision															
	3) Number of cases in which application withdrawn by client prior to assessment decision															
	2013/14				2014/15				2015/16				Target	Direction		
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar
Resolved	6	7	4	3	6	6	3	10	5	5	5					
Lost contact	2	2	2	0	3	6	3	3	6	2	1					
Withdrawn	3	3	3	3	1	3	2	1	2	0	3					



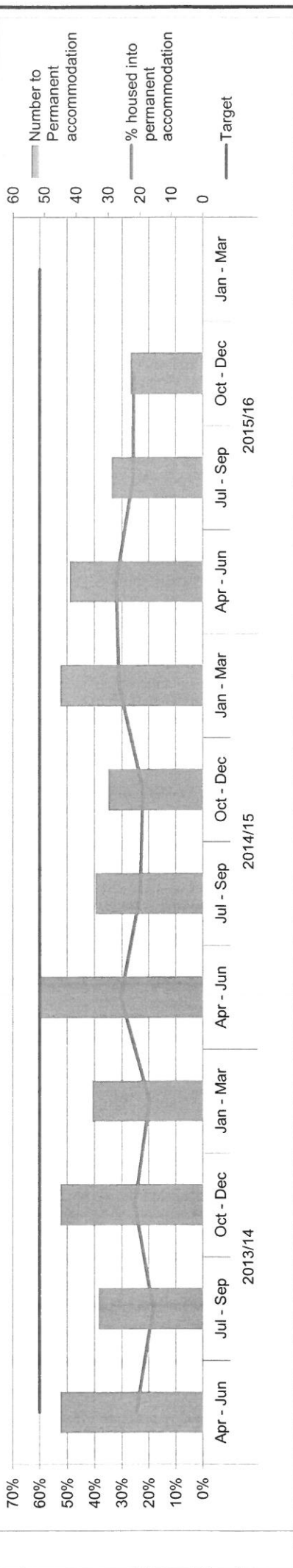
Number of cases assessed as homeless during the period
Number of decision notifications issued within 28 days of date of initial presentation for permanent accommodation
Percentage of decision notifications issued within 28 days of date of initial presentation for permanent accommodation

	2013/14			2014/15			2015/16			Target	Direction	
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			Jul - Sep
No. Cases	59	65	46	53	47	49	38	50	47	45	28	
No. decisions in within 28 days	46	46	35	45	40	48	36	46	47	43	28	▼
% decisions with 28 days	77.97%	70.77%	76.09%	84.91%	85.11%	97.96%	94.74%	92.00%	100%	95.56%	100%	▲



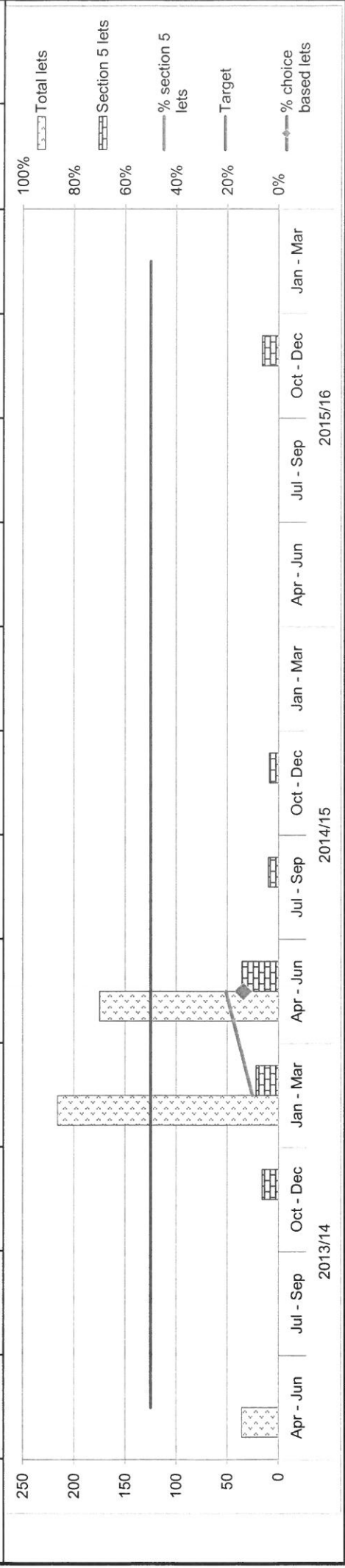
Number who are housed into permanent accommodation
Percentage who are housed into permanent accommodation

	2013/14			2014/15			2015/16			Target	Direction	
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			Jul - Sep
No. Cases	45	33	45	35	52	34	30	45	42	29	23	
% housed into permanent accommodation	24.60%	18.33%	25.14%	19.77%	30.40%	23.13%	22.22%	31.00%	32.06%	25.89%	25.56%	▼



SG return source:AVD
Total number of lets made by local RSLs in Inverclyde
Number of lets made by local RSLs in Inverclyde to statutory homeless cases (Section 5 referrals)
Percentage of lets made by local RSLs in Inverclyde to statutory homeless cases (Section 5 referrals)
Number of lets to Homeless applicants via choice based letting

	2013/14						2014/15						2015/16						Lead: Eileen Tamburrini				
	2013/14		2013/14		2013/14		2014/15		2014/15		2014/15		2015/16		2015/16		2015/16						
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep		Oct - Dec	Jan - Mar	Target	Direction
Total lets	36	INA	INA	216	175	ina																	
Section 5 lets	INA	INA	16	22	36	10	9								16								
% section 5 lets				10.19%	20.57%																		50%
No. choice based lets					24	26	30																
% choice based lets					13.70%																		



Number of households provided with Housing Options advice and assistance not requiring statutory homeless assessment													Lead: Eileen Tamburrini		
2013/14				2014/15				2015/16				Target	Direction		
Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar
198	103	166	157	184	268	215	249	239	153	153				153	

2013/14				2014/15				2015/16							
Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar
198	103	166	157	184	268	215	249	239	153	153				153	

Number of permanent accommodation cases reassessed (repeat presentations within 12 months of completion of duty) Percentage of permanent accommodation cases reassessed													Lead: Eileen Tamburrini		
2013/14				2014/15				2015/16				Target	Direction		
Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar
6	2	3	4	2	4	4	5	2	5	2				2	
10.17%	3.08%	6.52%	7.55%	4.26%	8.16%	10.53%	12.00%	4.26%	11.11%	7.14%				5%	

2013/14				2014/15				2015/16							
Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar
6	2	3	4	2	4	4	5	2	5	2				2	
10.17%	3.08%	6.52%	7.55%	4.26%	8.16%	10.53%	12.00%	4.26%	11.11%	7.14%				5%	

Reporting Quarter

3

October - December 2015 (2015/16)

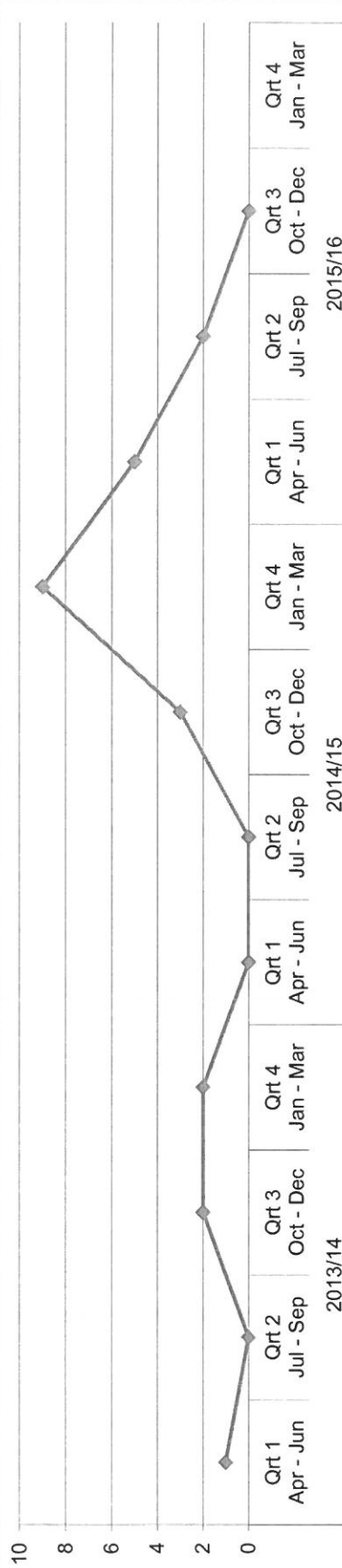
TEMPORARY ACCOMMODATION ACTIVITY

SHC KPI
source: AVD

Number of temporary or emergency accommodation offers refused in period

Lead:
Fiona Cannie

	2013/14				2014/15				2015/16				Target	Direction
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar		
Nurtured	1	0	2	2	0	0	3	9	5	2	0			▼

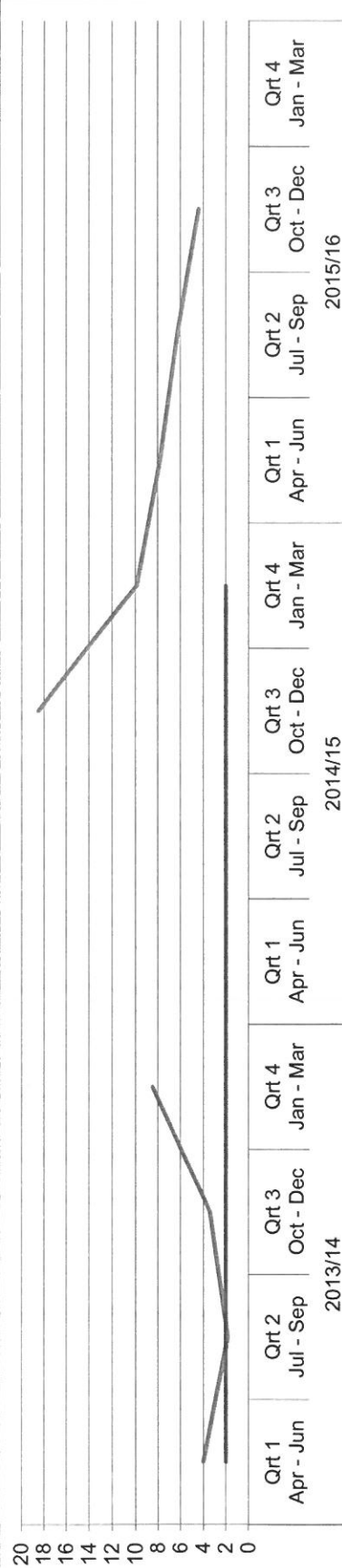


CHCP Local PI
source: AVD

Average void turnaround times (weeks)

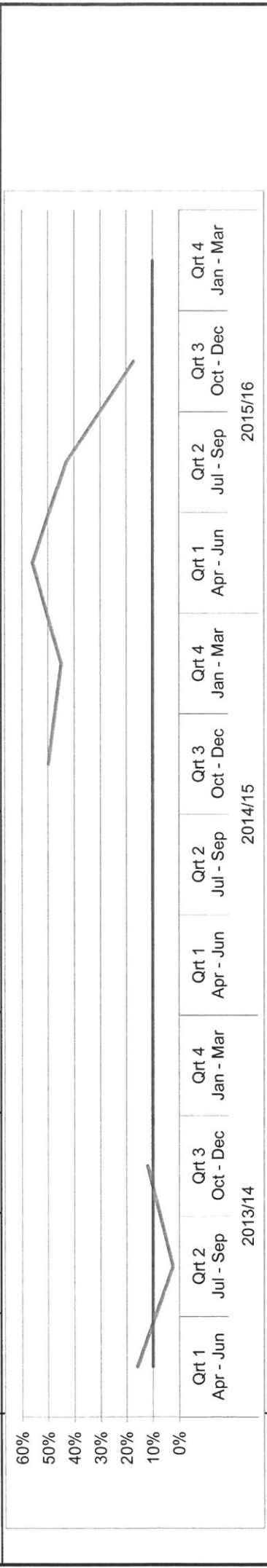
Lead:
Fiona Cannie

	2013/14				2014/15				2015/16				Target	Direction
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar		
Nurtured	4	1.8	3.4	8.5			18.5	9.9	7.8	6.3	4.4		2	▼



Lead:
Fiona Cannie

Nurtured	Average percentage void rate												Target	Direction
	2013/14				2014/15				2015/16					
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar		
16%	2%	12%				49.9%	45%	56%	43%	17.1%		10% max	▲	

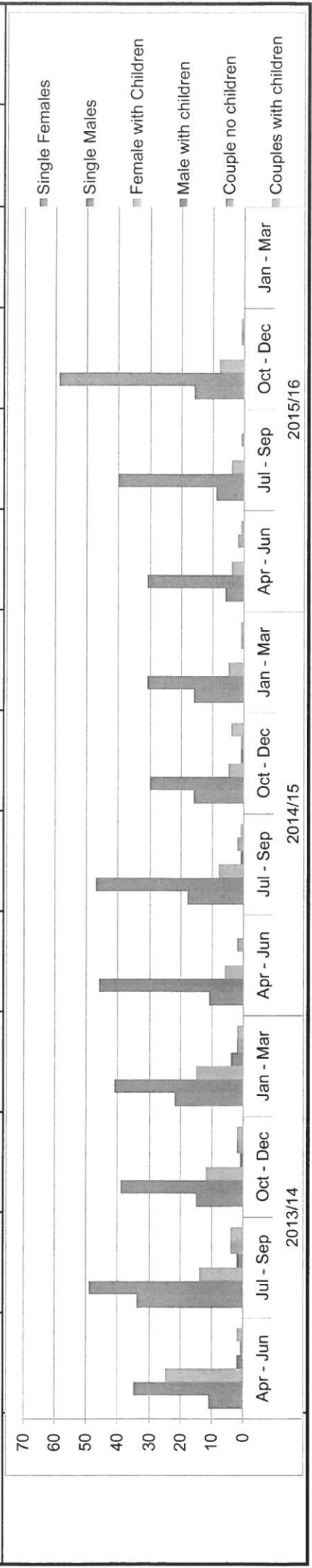


Temporary/emergency accommodation age/gender profile

Performance Measure	2015/16												Lead: Fiona Cannie	
	2014/15						2015/16							
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar		Target
Nurtured														
CHCP Local PI source: AVD	M F	M F	M F	M F	M F	M F	M F	M F	M F	M F	M F	M F		
Age	2 1	2 0	1 1	4 3	2 3	4 1	2 2	3 0	1 0	2 4	4 5			
16-17	7 5	15 13	2 4	13 4	3 3	9 8	10 2	16 3	9 3	10 4	12 9			
18-24	18 8	16 9	23 5	22 6	21 6	21 8	29 4	28 7	17 6	17 5	25 7			
25-39	4 1	11 9	12 11	14 12	3 3	2 3	6 3	6 2	4 1	5 1	5 6			
40-44	3 5	4 5	5 6	4 5	4 6	6 4	8 0	7 1	11 1	3 2	11 4			
45-54	0 0	0 3	3 3	3 2	5 1	5 1	2 0	1 0	1 0	1 0	3 1			
55-59	1 0	1 0	2 1	2 0	2 1	1 4	1 0	0 1	1 1	1 0	2 0			
60+														

Temporary/emergency accommodation family profile

Performance Measure	2015/16												Lead: Fiona Cannie	
	2014/15						2015/16							
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar		Target
Nurtured														
CHCP Local PI source: AVD	11	34	15	22	11	18	16	16	6	9	16			
Single Females	35	49	39	41	46	47	30	31	31	40	59			
Single Males	25	14	12	15	6	8	5	5	4	4	8			
Female with Children	2	2	1	4	0	1	1	0	0	0	0			
Male with children	1	4	2	2	2	2	1	1	2	1	1			
Couple no children	2	4	2	2	0	1	4	1	1	0	1			
Couples with children														



Reporting Quarter

3

October - December 2015 (2015/16)

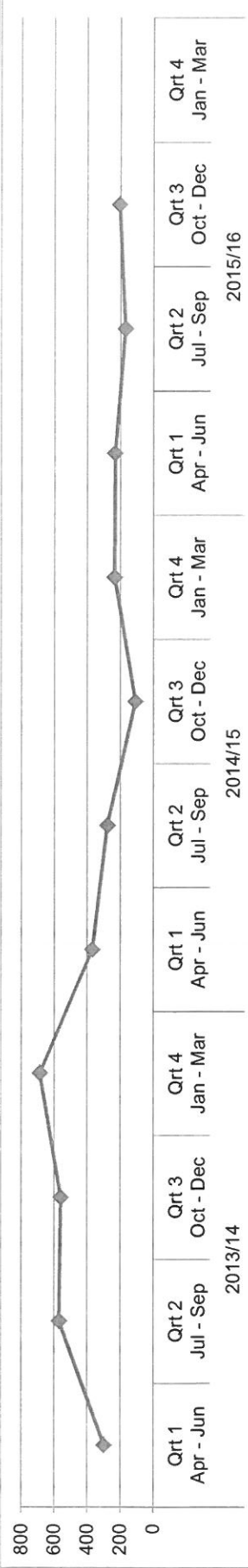
HEALTH & HOMELESSNESS ACTIVITY

Performance Measure

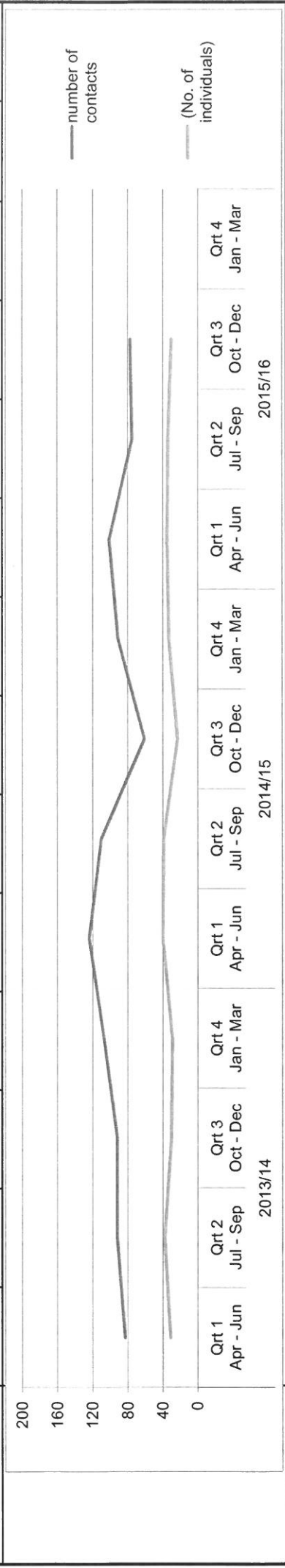
Health and Homelessness Team - Total number of contacts

Lead:

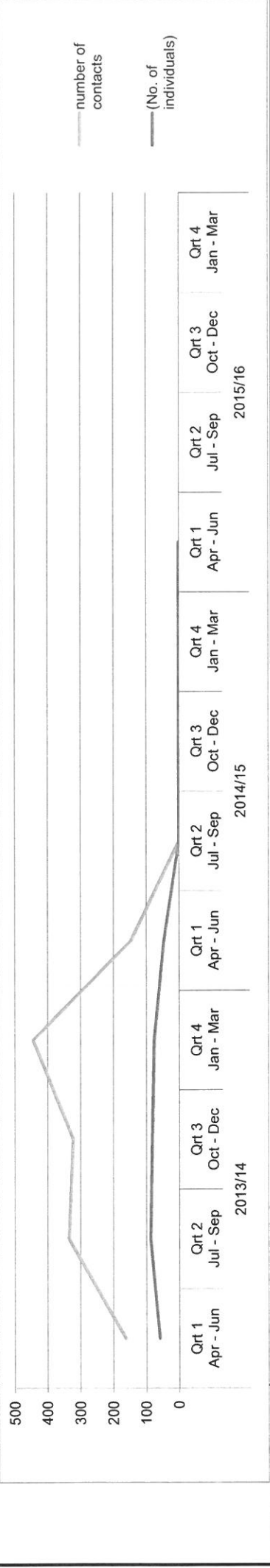
Healthy	2013/14				2014/15				2015/16				Target	Direction
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar		
	297	569	559	688	368	278	107	234	232	169	204		▼	



Performance Measure	Community Nurse for Homeless																Lead:
	2013/14				2014/15				2015/16				Target	Direction			
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar					
Healthy	83	92	92	107	124	110	61	91	101	75	77	30					
number of contacts	31	38	30	29	40	39	23	33	35	34	30						
(No. of individuals)																	
Reasons for contact:																	
Initial Contact/Assessment	11	21	12	10	18	11	6	14	10	14	16						
serious health issue	0	28	19	35	34	5	11	4	5	2	6						
alcohol issue	0	0	0	5	6	8	1	1	4	1	1						
facilitate GP appt	10	21	30	19	34	19	13	16	18	20	14						
general health support	12	8	16	22	27	20	10	18	8	4	19						
mental health	27	23	21	10	11	24	4	20	20	24	15						
minor medical	37	10	10	5	7	9	1	2	20	10	3						
prescription support	3	8	7	8	19	5	3	11	4	5	1						
sexual health	8	7	3	8	5	1	3	1	7	1	1						
drugs issues	2	5	0	1	5	1	3	4	22	7	8						
DNA's	0	3	2	3	6	5	3	2	1	2	1						
Other					5	19	9	26	14	11	11						

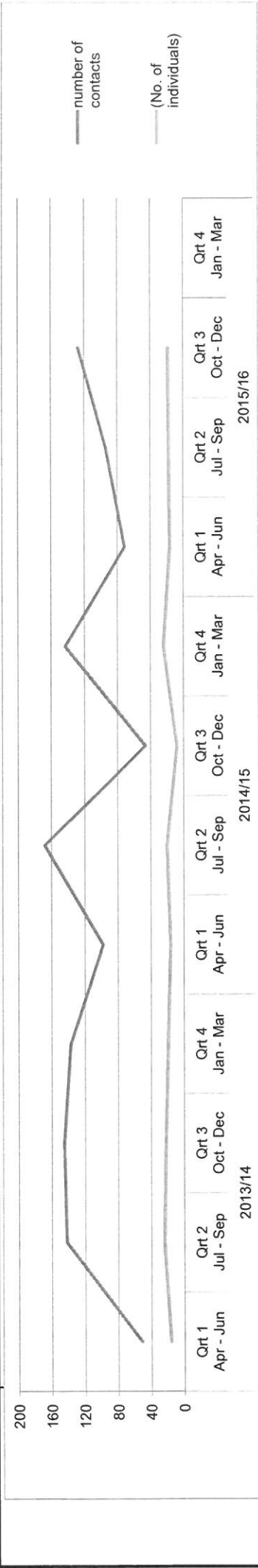


Performance Measure	2013/14				2014/15				2015/16				Target	Direction
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar		
ABIs performed	29	49	26	31	11	0	0	4	0	0	0			▼
number of contacts	163	335	322	444	146	0	0	0	0	0	0			▼
(No. of individuals)	59	87	81	75	46	0	0	0	0	0	0			▼
Reasons for contact:														
Initial Contact/Assessment	38	68	71	62	25									
alcohol issues	72	184	124	275	79									
general health support	22	38	124	81	43									
Mental health	3	2	17	1										
Other	0	1	3	3	1									
DNA's			6											



Post vacant; new staff in Autumn 2015, yet to report

Performance Measure	Outreach Drug Worker																Lead:	
	2013/14				2014/15				2015/16				Target	Direction				
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar						
Healthy																		
number of contacts	51	142	145	137	98	168	143	143	71	94	127	127					▼	
(No. of individuals)	16	24	22	19	16	20	24	24	16	17	18	18					▼	
Reasons for contact:																		
Initial Contact/Assessment	4	3	3	5	5	7	10	10	8	2								
drugs issues	40	127	123	127	87	145	127	127	63	84	80	80						
general health support	7	28	64	33	5	8	14	14	2									
mental health	1	10	8	14		2												
prescription support	1	11	4	12	4	4	12	12	3	20	25	25						
other	1	6	5	2	1	4	3	3			4	4						
DNA's	3	4	2			6			1	29	44	44						



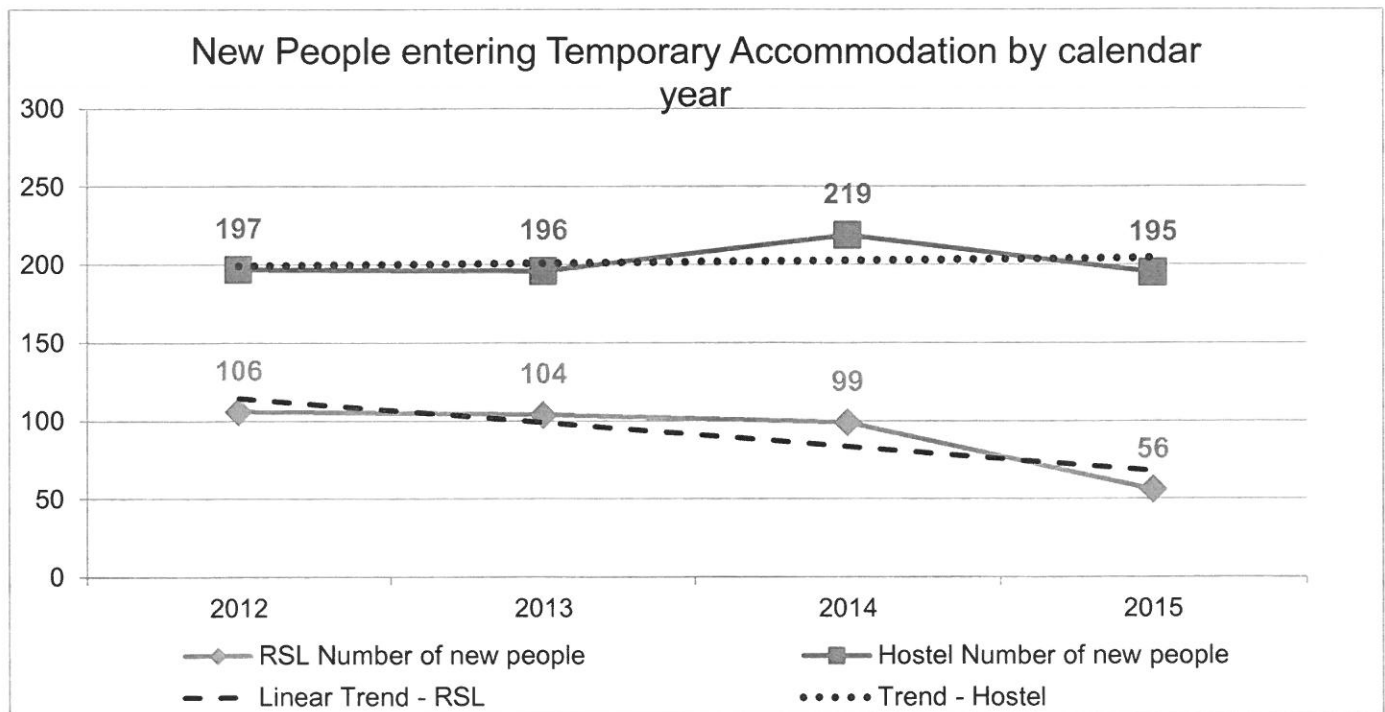
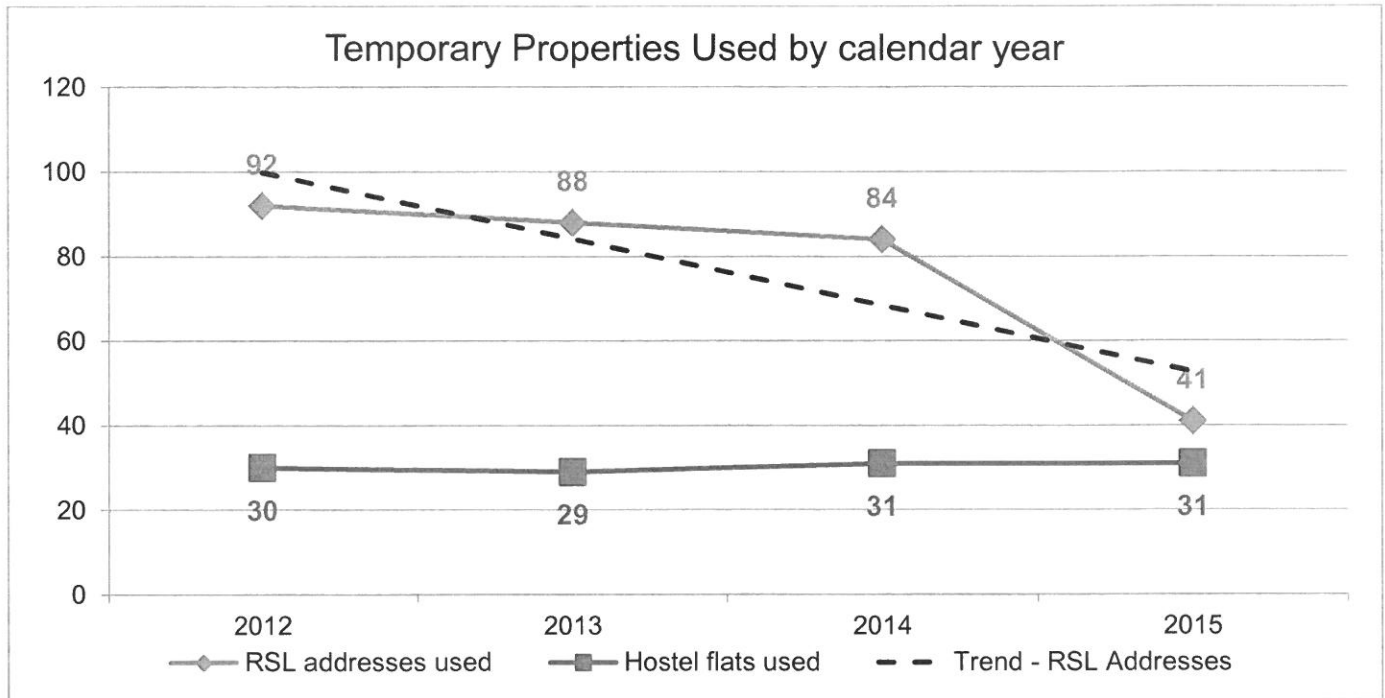
Health & Homelessness Team: Referrals to other services

Performance Measure	2015/16																Lead:
	2013/14				2014/15				2015/16				Target	Direction			
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar					
Healthy																	
A&E	3	5	5	9	2	2	2	3							1		
Barnado's	1																
CAMHS		1															
Dentist		1	1	1	1									1			
District Nurses	1																
Alcohol / Drug Service	1		1	2		4	1	1						1			
DVT Nurse				2	1												
Foodbank				2	10	19	5	8						1			
Hepatitis C Nurse		2															
NHS24	1		1														
Mind Mosaic		1	1	1										1			
Pharmacy	2	1		3	5	2	2	2						1			
SAMH				1													
Sandyford	2	2		1	1		1	3						1			
Optician			4		1	3											
Other			2	2	1	7	3	4						2			
School Nurse/Health Visitor	1	4	2	7	5	4	1	3						6			

Homelessness Temporary Accommodation Trends:- Registered Social Landlord (RSL) and Inverclyde Centre (Hostel).

By Calendar Year

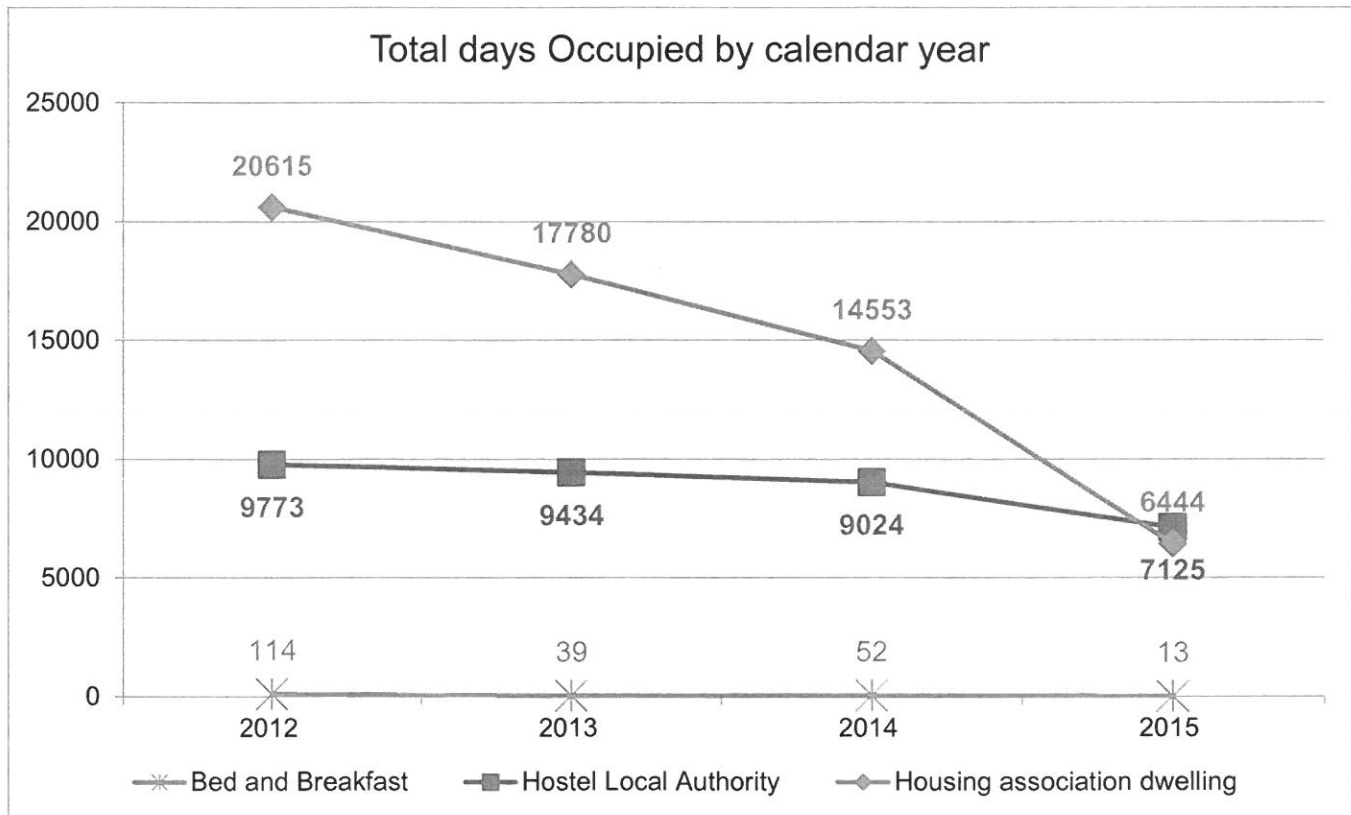
	RSL Number of people entering temp accommodation	RSL Addresses used	Hostel Number of people entering temp accommodation	Hostel Flats used
2012	106	92	197	30
2013	104	88	196	29
2014	99	84	219	31
2015	56	41	195	31



Year	Average % utilisation of Hostel Accommodation
2012	92.6%
2013	89.4%
2014	80.0%
2015	63.1%

Number of days temporary accommodation occupied by calendar year.

Year	Accommodation Type			Grand Total
	Bed and Breakfast	Hostel	RSL dwelling	
2012	114	9773	20615	30502
2013	39	9434	17780	27253
2014	52	9024	14553	23629
2015	13	7125	6444	13582

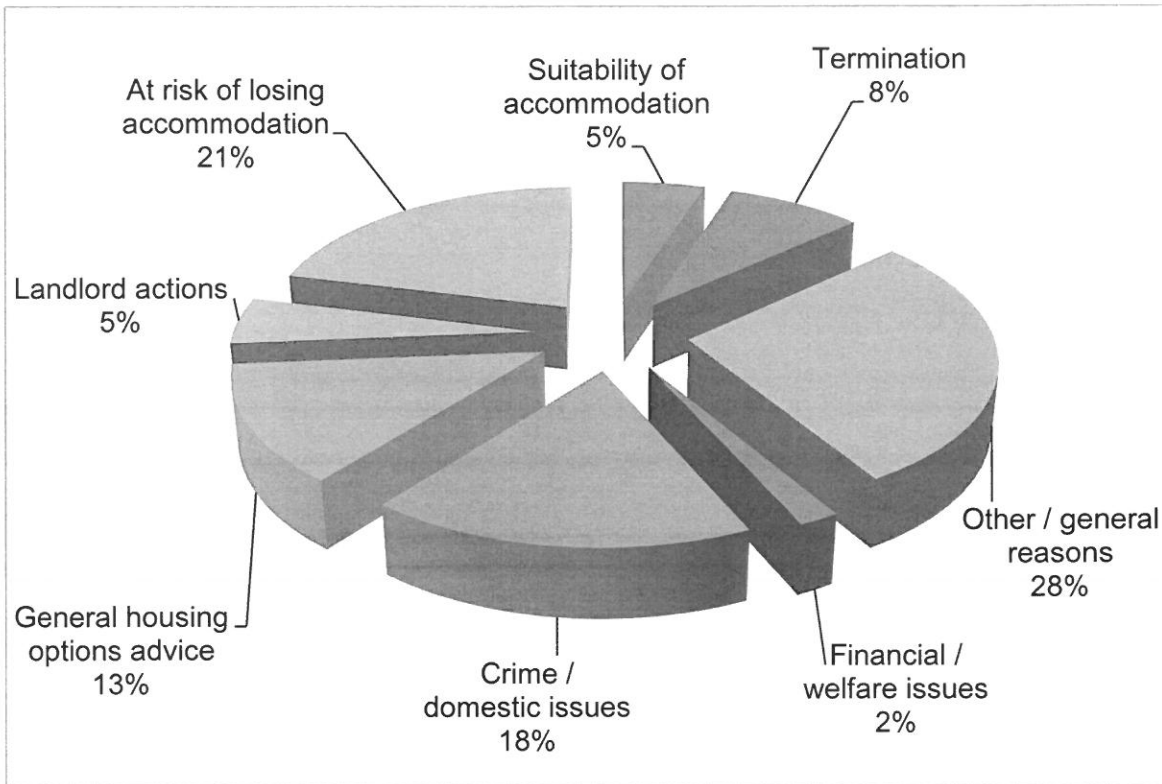


Prevention Data (Prevent1) for the period - 2014/15

Approach Reason	2014/15				
	Q1	Q2	Q3	Q4	TOTAL
Accommodation unsuitable - Location	0	2	2	0	4
Accommodation unsuitable - Mobility / Adaptation Issues	0	2	0	0	2
Accommodation unsuitable - Overcrowded	2	2	1	1	6
Applicant terminated secure accommodation	0	3	2	4	9
Asked to leave	23	24	15	20	82
Benefit issues (excluding welfare reform)	0	1	2	1	4
Discharge from prison / hospital / care / other institution	15	23	18	25	81
Dispute within household / relationship breakdown: non-violent	24	23	13	28	88
Dispute within household: violent or abusive	9	17	7	5	38
Emergency (fire, flood, storm, closing order from Environmental Health etc.)	0	5	0	2	7
Fleeing non-domestic violence	6	5	3	3	17
Forced division and sale of matrimonial home	2	1	1	0	4
General housing options advice	26	39	29	40	134
Harassment	5	8	5	4	22
Household experiencing anti-social behaviour / neighbour problems	5	3	0	1	9
Household experiencing hate crime	0	0	0	1	1
Household member needing care	1	0	0	1	2
Landlord issue - Harassment from private sector landlord	0	0	0	2	2
landlord issue - Illegal eviction - private sector landlord	0	1	1	0	2
Loss of service / tied accommodation	0	0	1	0	1
Other	9	33	17	23	82
Other action by landlord resulting in the termination of the tenancy	21	16	6	6	49
Other reason for leaving accommodation / household	11	13	6	3	33
Other reason for loss of accommodation	2	5	1	2	10
Overcrowding	9	3	6	3	21
Personal issues - affordability / financial difficulties	5	0	1	0	6
Property condition - disrepair	3	2	1	0	6
Property condition - fire/flood	0	1	0	3	4
Risk of losing accommodation - asked to leave - friends	1	0	0	0	1
Risk of losing accommodation - asked to leave - other family	5	1	1	1	8
Risk of losing accommodation - asked to leave - parents	7	4	1	0	12
Risk of losing accommodation - eviction / repossession	39	40	64	53	196
Risk of losing accommodation - tied / service tenancy	0	0	0	0	0
Termination of tenancy / mortgage due to rent arrears / default on payments	19	31	8	18	76
Welfare reform - Benefit cap	2	1	0	0	3
Welfare reform - Other	0	1	1	0	2
Welfare reform - Under-occupancy penalty	1	1	2	0	4
Total	252	311	215	250	1028

Summary of Reasons for Approach to the service (2014/15)

Approach Reason	TOTAL
Suitability of accommodation	52
Termination	86
Other / general reasons	288
Financial / welfare issues	19
Crime / domestic issues	179
General housing options advice	134
Landlord actions	53
At risk of losing accommodation	217
Grand Total	1028

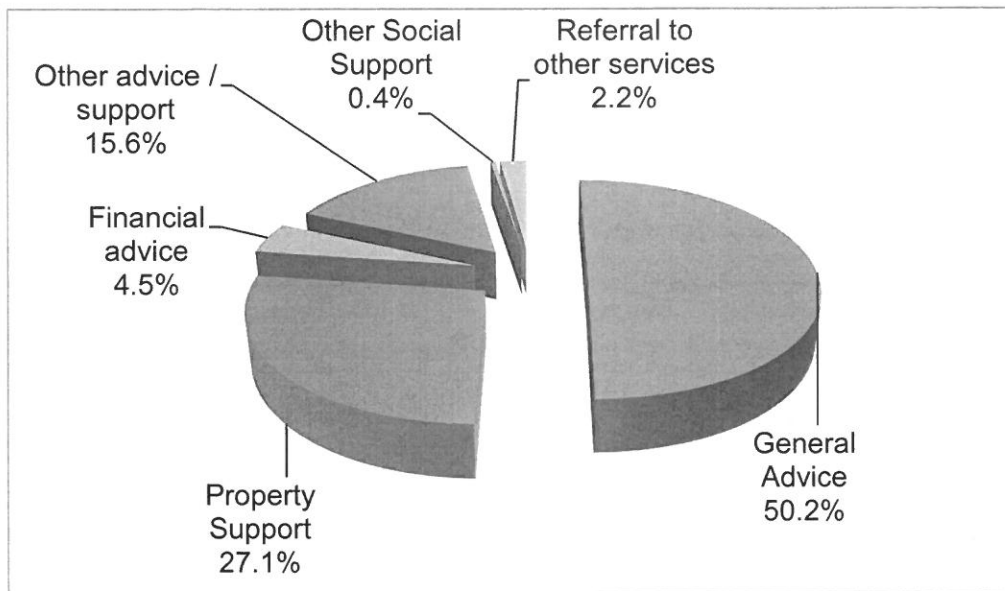


Prevention Contacts and Activity

	2014/15				
	Q1	Q2	Q3	Q4	Total
Access to rent deposit guarantee scheme (private rented sector only)	1	0	1	0	2
Assistance in securing a move to a smaller property	1	0	5	1	7
Assistance in securing appropriate alternative accommodation	14	20	26	16	76
Client informed of rights under homeless legislation	69	101	93	109	372
Conciliation / outreach work including home visits for family / friend threatened exclusions	3	0	1	2	6
Debt counselling / debt advice	2	1	0	2	5
Direct financial assistance - other type of payment	0	0	0	2	2
Direct financial assistance - Scottish welfare fund	5	2	3	0	10
Direct financial assistance / discretionary housing payment	2	2	1	1	6
General housing advice information and assistance	118	130	173	168	589
Income maximisation - helping households to claim benefits that they weren't previously claiming	3	2	4	4	13
Liaising with Landlords	40	76	161	128	405
low cost home ownership or shared ownership advice	0	0	0	1	1
Mediation using external or internal trained mediators	3	0	1	6	10
Money advice	2	4	0	8	14
Mortgage arrears, interventions or mortgage rescue	2	1	0	0	3
Mutual exchange application made	0	0	0	0	0
Negotiation about repairs with Landlord or landlord agent	2	1	1	2	6
Negotiation of rent levels with landlord or landlords agent	0	0	0	1	1
Negotiation or legal advocacy to ensure that the household can remain in accommodation	6	3	1	5	15
Other (please specify in notes below)	26	74	92	127	319
Providing other assistance that will enable the household to remain in their current accommodation	5	4	11	8	28
provision of independent financial advice	0	0	0	1	1
Provision of tenancy and/or social care support	1	0	0	0	1
Referral to health service	5	5	5	3	18
Referral to private rented housing panel	0	0	0	1	1
Referral to Social Work Service	3	12	7	4	26
Resolving problems with existing benefits claim	6	6	11	14	37
Resolving rent or service charge arrears	0	2	0	0	2
Sanctuary scheme or similar measures for domestic abuse	0	4	0	3	7
Securing the provision of aids and adaptations to the property	0	1	0	0	1
Tenancy rights advice	17	17	15	12	61
Use of local allocation policies (management transfer, separating partners etc.)	1	1	0	0	2
Total	337	469	612	629	2047

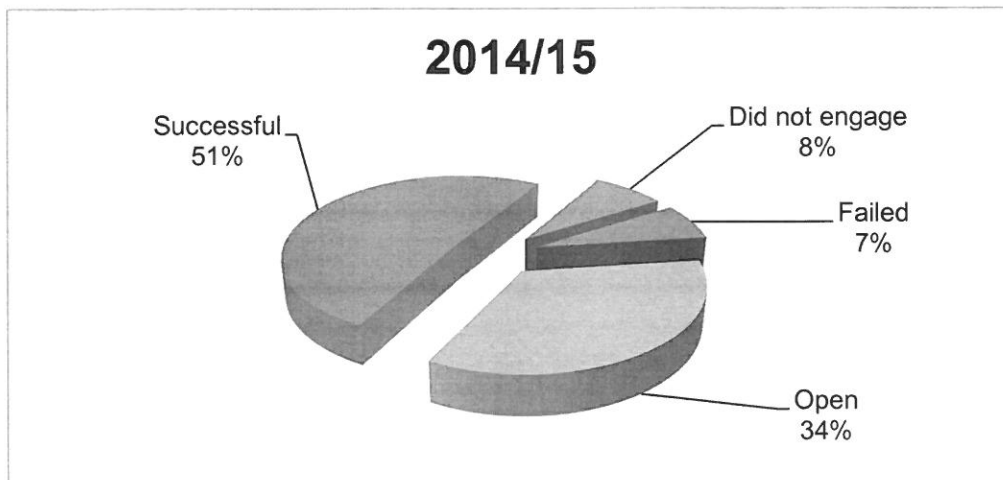
Summary of prevention actions undertaken (2014/15)

Action / Activity	Total
General Advice	1027
Property Support	554
Financial advice	93
Other advice / support	319
Other Social Support	9
Referral to other services	45
Grand Total	2047



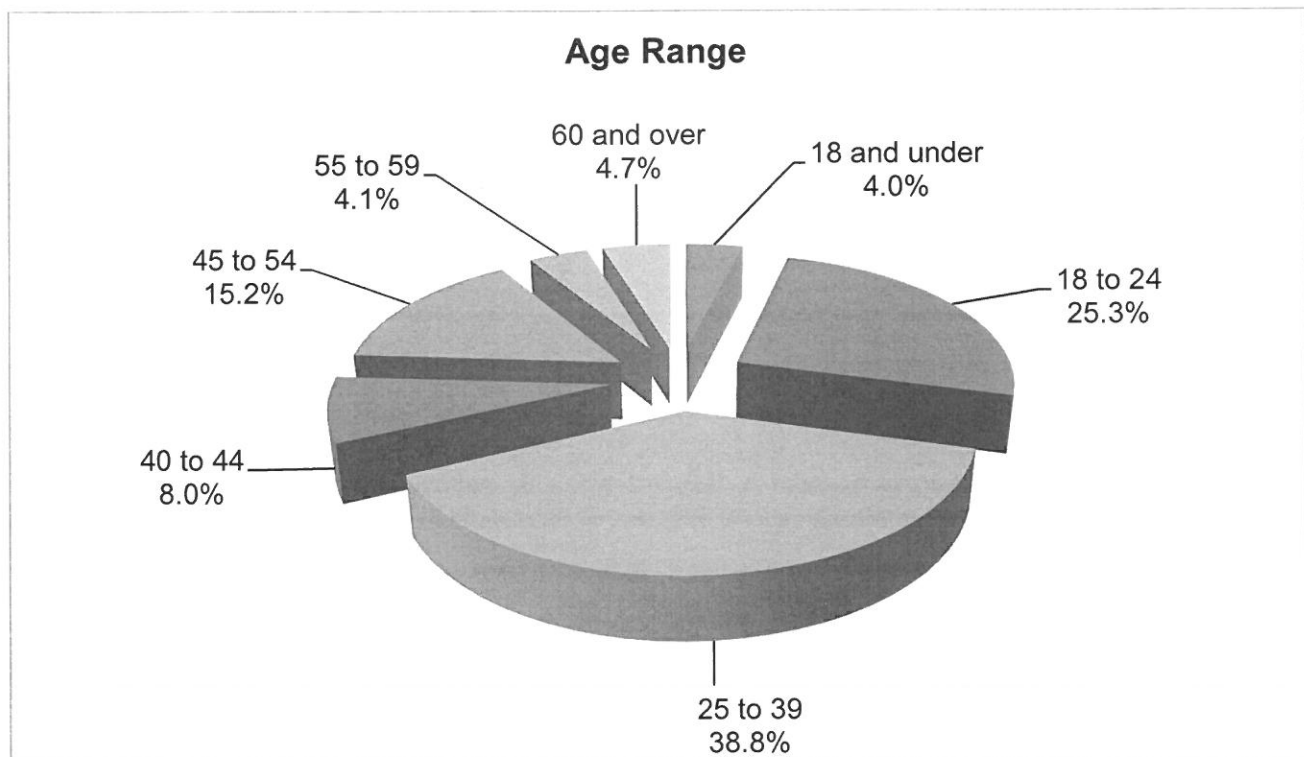
Participation level of Service Users with Prevention Activities

Outcome	Q1	Q2	Q3	Q4	Total
Did not engage	22	32	38	67	159
Failed	15	39	23	67	144
Open	149	160	225	168	702
Successful	150	233	326	327	1036
Total	336	464	612	629	2,041

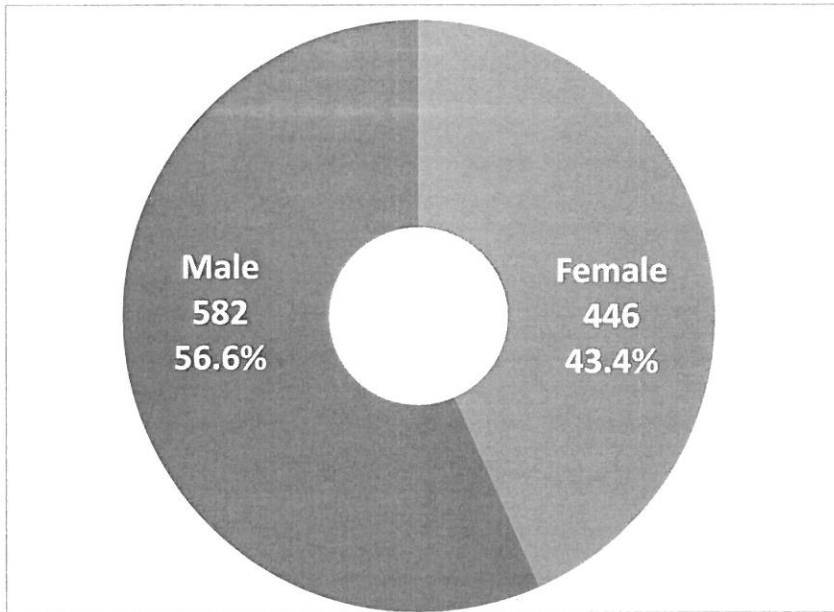


Prevent1 Demographics (2014/15)

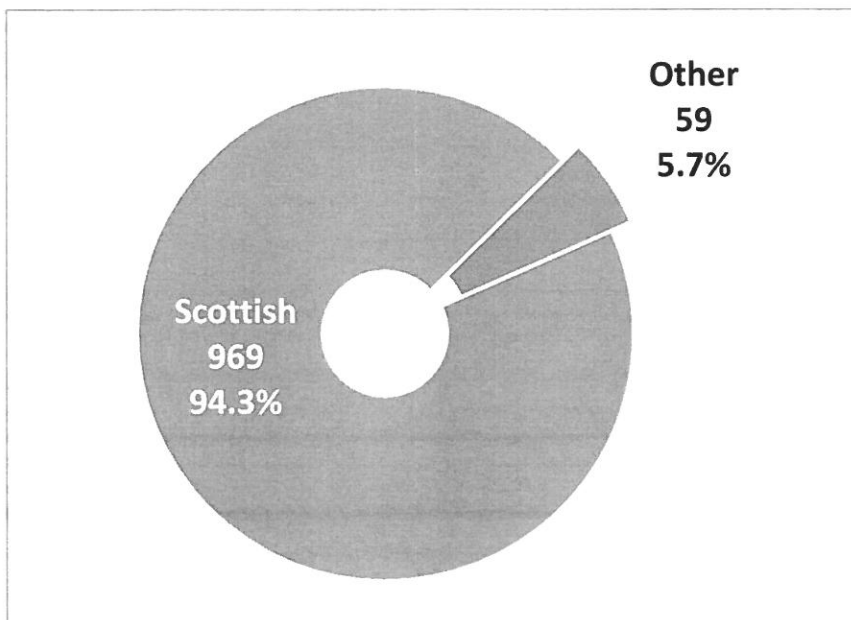
Age Range	Q1	Q2	Q3	Q4	Total
18 and under	18	15	3	5	41
18 to 24	50	79	78	53	260
25 to 39	98	131	73	97	399
40 to 44	14	19	23	26	82
45 to 54	49	41	34	32	156
55 to 59	8	10	0	24	42
60 and over	15	16	4	13	48
Total	252	311	215	250	1,028



GENDER	Q1	Q2	Q3	Q4	TOTAL
Female	95	143	93	115	446
Male	157	168	122	135	582
Total	252	311	215	250	1,028



Ethnicity	Q1	Q2	Q3	Q4	Total
Scottish	232	294	204	239	969
Other	20	17	11	11	59
Total	252	311	215	250	1028

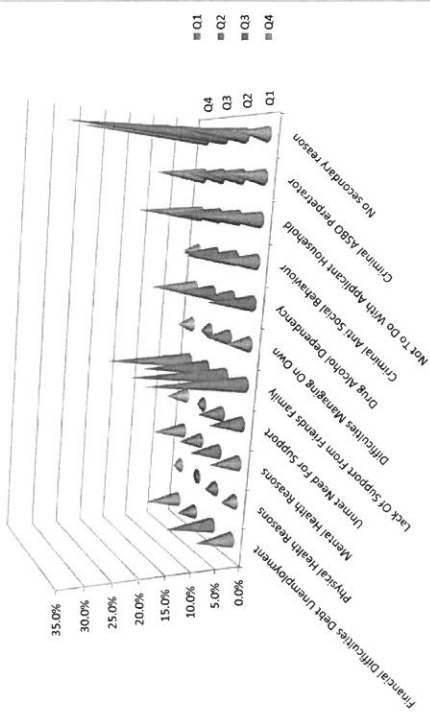


Approach Reason	2014/15				2015/16					
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Accommodation unsuitable - Location	0	2	2	0	4		1			1
Accommodation unsuitable - Mobility / Adaptation Issues	0	2	0	0	2	1		1		2
Accommodation unsuitable - Overcrowded	2	2	1	1	6	1	1	1		3
Applicant terminated secure accommodation	0	3	2	4	9					9
Asked to leave	23	24	15	20	82	25	25	22		72
Benefit issues (excluding welfare reform)	0	1	2	1	4	2	2	2		6
Discharge from prison / hospital / care / other institution	15	23	18	25	81	25	28	28		81
Dispute within household / relationship breakdown: non-violent	24	23	13	28	88	21	25	16		62
Dispute within household: violent or abusive	9	17	7	5	38	7	7	8		22
Emergency (fire, flood, storm, closing order from Environmental Health etc.)	0	5	0	2	7	2	3	2		7
Fleeing non-domestic violence	6	5	3	3	17	2		2		4
Forced division and sale of matrimonial home	2	1	1	0	4					4
General housing options advice	26	39	29	40	134	37	37	21		95
Harassment	5	8	5	4	22	10	1	2		13
Household experiencing anti-social behaviour / neighbour problems	5	3	0	1	9	1		2		3
Household experiencing hate crime	0	0	0	1	1					1
Household member needing care	1	0	0	1	2	1				2
Landlord issue - Harassment from private sector landlord	0	0	0	2	2	1				1
Landlord issue - illegal eviction - private sector landlord	0	1	1	0	2		1	1		2
Loss of service / tied accommodation	0	0	1	0	1			2		2
Other: action by landlord resulting in the termination of tenancy	9	33	17	23	82	21	25	17		63
Other reason for leaving accommodation / household	21	16	6	6	49	8	4	6		18
Other reason for loss of accommodation	11	13	6	3	33	8	3	3		14
Overcrowding	2	5	1	2	10	3		2		5
Personal issues - affordability / financial difficulties	9	3	6	3	21		3	1		4
Property condition - disrepair	5	0	1	0	6		1	2		3
Property condition - fire/flood	3	2	1	0	6	2	1			3
Risk of losing accommodation - asked to leave - other	0	1	0	3	4		1	2		3
Risk of losing accommodation - asked to leave - other	1	0	0	0	1			1		1
Risk of losing accommodation - asked to leave - other	5	1	1	1	8	2	2	1		3
Risk of losing accommodation - eviction	7	4	1	0	12	3	2	1		6
Risk of losing accommodation - tenancy / mortgage due to arrears	39	40	64	53	196	43	32	39		114
Risk of losing accommodation - tied / service tenancy	0	0	0	0	0	1				1
Risk of losing accommodation - mortgage due to arrears	19	31	8	18	76	14	9	9		32
Welfare reform - Benefit cap	2	1	0	0	3			1		1
Welfare reform - Other	0	1	1	0	2	1		1		2
Welfare reform - Under-occupancy penalty	1	1	2	0	4					4
Total	252	311	215	250	1028	239	215	197	0	651

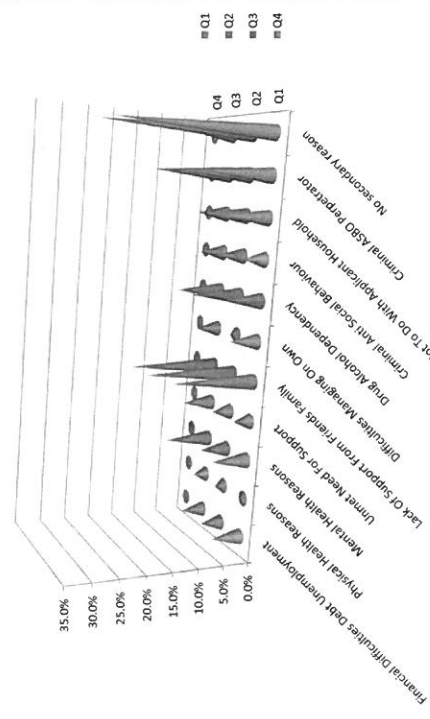
Underlying Reasons	2014/15				2015/16					
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Financial Difficulties Debt Unemployment	19	31	8	18	76	14	9	4	5	32
Physical Health Reasons	7	7	1	4	19	2	4	1	5	11
Mental Health Reasons	15	19	10	17	61	17	12	18	18	47
Unmet Need For Support	17	16	3	11	47	8	8	12	12	28
Lack Of Support From Friends Family	51	61	29	45	186	38	38	35	35	111
Difficulties Managing On Own	12	15	4	8	39	13	3	3	9	25
Drug Alcohol Dependency	23	19	18	24	84	18	21	18	18	57
Criminal Anti Social Behaviour	22	32	15	8	77	10	11	11	10	31
Not To Do With Applicant Household	27	38	22	34	121	21	20	12	12	53
Criminal ASBO Perpetrator	18	26	16	26	86	31	32	31	31	94
No secondary reason* (recorded as 'Refused')	15	43	68	66	192	72	64	17	17	153

% of total approaches with underlying reasons of	2014/15				2015/16					
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Financial Difficulties Debt Unemployment	7.5%	10.0%	3.7%	7.2%	7.4%	5.9%	4.2%	4.6%	4.9%	4.9%
Physical Health Reasons	2.8%	2.3%	0.5%	1.6%	1.8%	0.8%	1.9%	2.5%	1.7%	1.7%
Mental Health Reasons	6.0%	6.1%	4.7%	6.8%	5.9%	7.1%	5.6%	9.1%	7.2%	7.2%
Unmet Need For Support	6.7%	5.1%	1.4%	4.4%	4.6%	3.3%	3.7%	6.1%	4.3%	4.3%
Lack Of Support From Friends Family	20.2%	19.6%	13.5%	18.0%	18.1%	15.9%	17.7%	17.8%	17.4%	17.4%
Difficulties Managing On Own	4.8%	4.8%	1.9%	3.2%	3.8%	5.4%	1.4%	4.6%	4.6%	3.8%
Drug Alcohol Dependency	9.1%	6.1%	8.4%	9.6%	8.2%	7.5%	9.8%	9.1%	8.8%	8.8%
Criminal Anti Social Behaviour	8.7%	10.3%	7.0%	3.2%	7.5%	4.2%	5.1%	5.1%	4.8%	4.8%
Not To Do With Applicant Household	10.7%	12.2%	10.2%	13.6%	11.8%	8.8%	9.3%	6.1%	6.1%	8.1%
Criminal ASBO Perpetrator	7.1%	8.4%	7.4%	10.4%	8.4%	13.0%	14.9%	15.7%	14.4%	14.4%
No secondary reason	6.0%	13.8%	31.6%	26.4%	18.7%	30.1%	29.8%	8.6%	8.6%	23.5%

Underlying Reasons for approach to Homeless Service - 2014/15



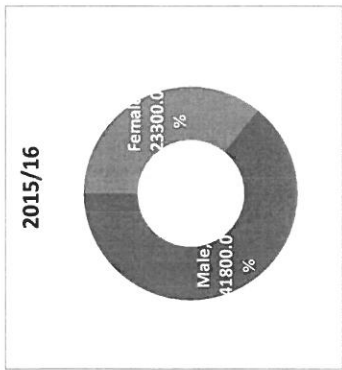
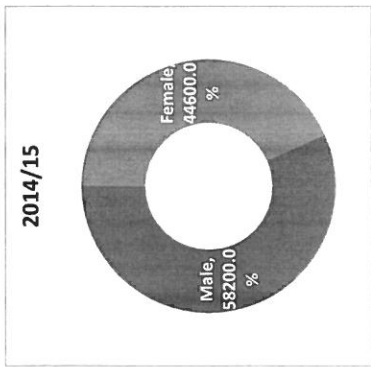
Underlying Reasons for approach to Homeless Service - 2015/16



2014/15

2015/16

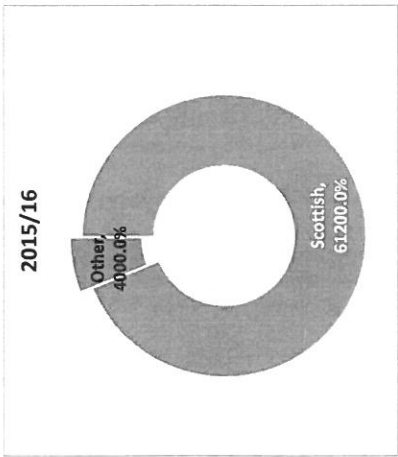
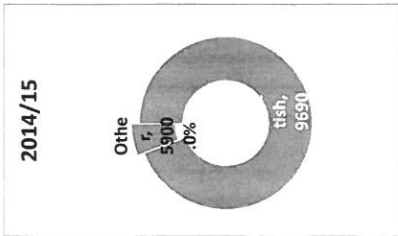
GENDE R	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Female	95	143	93	115	446	77	85	71		233
Male	157	168	122	135	582	163	130	125		418
Total	252	311	215	250	1,028	240	215	196	0	651



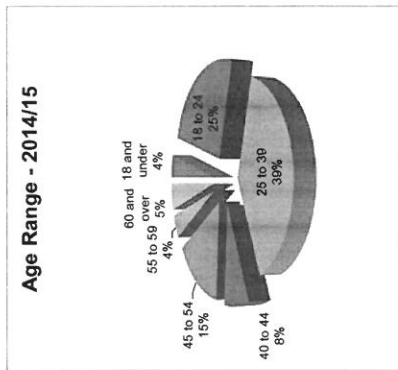
2014/15

2015/16

Ethnicity	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
African, A	0	0	0	1	1					0
Arab, Arab	0	1	0	0	1					0
Indian, Indian Scottish, Indian British							1			1
Irish	0	0	0	1	1					0
Mixed or I	2	0	0	0	2					0
Not Know	10	5	3	3	21	11	4	4		19
Other Brit	6	9	3	5	23	5	3	4		12
Other Car	0	0	1	0	1					0
Other ethi	0	0	3	0	3	1				1
Other Wh	2	2	1	1	6	3	1	1		5
Pakistani, Pakistani Scottish, Pakistani British						2				2
White Sc	232	284	204	239	969	218	206	188		612
Total	252	311	215	250	1028	240	215	197	0	652
Summary	232	284	204	239	969	218	206	188	0	612
Other	20	17	11	11	59	22	9	9	0	40



Age Rang	Q1	Q2	Q3	Q4	Total
18 and ur	18	15	3	5	41
18 to 24	50	79	78	53	260
25 to 39	98	131	73	97	399
40 to 44	14	19	23	26	82
45 to 54	49	41	34	32	156
55 to 59	8	10	0	24	42
60 and ov	15	16	4	13	48
Total	252	311	215	250	1,028



Prevention Activity

Prevention Contacts and Activity	2014/15				2014/15				Total	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
Access to rent deposit guarantee scheme (private rented sector only)	1	0	1	0	2	0	0	0	0	
Assistance in securing a move to a smaller property	1	0	5	1	7	7	0	0	0	
Assistance in securing appropriate alternative accommodation	14	20	26	16	76	17	16	7	40	
Client informed of rights under homeless legislation	69	101	93	109	372	107	121	131	359	
Conciliation / outreach work including home visits for family / friend threatened exclusions	3	0	1	2	6	2	2	1	4	
Debt counselling / debt advice	2	1	0	2	5	1	1	1	4	
Direct financial assistance - other type of payment	0	0	0	2	2	2	2	2	0	
Direct financial assistance - Scottish welfare fund	5	2	3	0	10	1	1	1	4	
Direct financial assistance / discretionary housing payment	2	2	1	1	6	3	1	1	6	
General housing advice information and assistance	118	130	173	168	589	162	149	84	395	
Income maximisation - helping households to claim benefits that they weren't previously claiming	3	2	4	4	13	5	3	3	11	
Liaising with Landlords	40	76	161	128	405	71	67	40	178	
Low cost home ownership or shared ownership advice	0	0	0	1	1	0	0	0	0	
Mediation using external or internal trained mediators	3	0	1	6	10	3	3	4	4	
Money advice	2	4	0	8	14	3	4	3	10	
Mortgage arrears, interventions or mortgage rescue	2	1	0	0	3	1	1	1	4	
Mutual exchange application made	0	0	0	0	0	1	1	1	3	
Negotiation about repairs with Landlord or landlord agent	2	1	1	2	6	1	1	1	4	
Negotiation of rent levels with landlord or landlords agent	0	0	0	1	1	0	0	0	1	
Negotiation or legal advocacy to ensure that the household can remain in accommodation	6	3	1	5	15	7	7	2	16	
Other (please specify in notes below)	26	74	92	127	319	65	19	18	102	
Providing other assistance that will enable the household to remain in their current accommodation	5	4	11	8	28	8	3	4	15	
Provision of independent financial advice	1	0	0	1	2	2	1	2	5	
Provision of tenancy and/or social care support	1	0	0	0	1	4	2	0	6	
Referral to health service	5	5	5	3	18	0	0	0	18	
Referral to private rented housing panel	0	0	0	1	1	0	0	0	1	
Referral to Social Work Service	3	12	7	4	26	3	2	2	5	
Resolving problems with existing benefits claim	6	6	11	14	37	3	4	5	12	
Resolving rent or service charge arrears	0	2	0	0	2	0	0	0	2	
Sanctuary scheme or similar measures for domestic abuse	0	4	0	3	7	1	1	1	4	
Securing the provision of aids and adaptations to the property	0	1	0	0	1	0	0	0	1	
Tenancy rights advice	17	17	15	12	61	16	14	13	43	
Use of local allocation policies (management transfer, separating partners etc.)	1	1	0	0	2	1	1	1	4	
Total	337	469	612	629	2047	482	422	314	0	1218

Participation level of Service Users with the activities

Outcome	2014/15				2015/16				Total
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Did not engage	22	32	38	67	159	48	50	15	113
Failed	15	39	23	67	144	48	24	16	88
Open	149	160	225	168	702	164	159	178	501
Successful	150	233	326	327	1036	222	189	103	514
Total	336	464	612	629	2,041	482	422	312	1,216

