



Rapid Rehousing Transition Plan 2019- 2024

3rd Iteration June 2021

**Dumfries
& Galloway**



Table of Contents

1 Background.....	1
2 Executive Summary.....	2
3 The Housing Market and Homelessness Context.....	3
3.1 The local housing market context.....	3
3.2 Homelessness in Dumfries and Galloway 2020/21.....	7
3.3 Health and Homelessness.....	15
4 Temporary Accommodation.....	13
5 Identifying Housing and Homelessness Support Needs.....	23
6 Year 2 Monitoring Report.....	25
7 Rapid Rehousing Plan Revised 2120- 2024	25
7.1 Vision.....	25
7.2 Aims.....	25
7.3 Objectives.....	26
7.4 Theme 1 Prevention and Housing Options.....	27
7.5 Theme 2 Temporary Accommodation.....	29
7.6 Theme 3 Housing Solutions.....	30
8 List of Appendices.....	31

1 Background

The Homelessness & Rough Sleeping Action Group (HARSAG) was set up by Scottish Government in October 2017 to produce recommendations for short and long-term solutions to ending homelessness and rough sleeping. A total of 70 recommendations were made by the group in a suite of four reports published between December 2017 and June 2018.

One of the recommendations accepted by the Scottish Government was to develop a model of 'rapid rehousing' by default across Scotland.

Rapid Rehousing is about taking a housing led approach for rehousing people that have experienced homelessness, making sure they access settled accommodation as quickly as possible rather than staying in temporary accommodation for too long.

Where homelessness cannot be prevented, rapid rehousing means:

- A settled, mainstream housing outcome as quickly as possible;
- Time spent in any form of temporary accommodation reduced to a minimum, with as few transitions as possible;
- When temporary accommodation is needed, the optimum type is dispersed, furnished and within a community;

And for people with multiple needs beyond housing:

- Housing First is the immediate response for people with complex needs and facing multiple disadvantages;
- Highly specialist provision within small, shared, supported and trauma informed environments if mainstream housing, including Housing First, is not possible or preferable.

The Rapid Rehousing Transition Plan is a new planning framework for local authorities and partners to transition to a rapid rehousing approach.

Following the recommendations from HARSAG the Scottish Government published its high-level action plan "Ending Homelessness Together" in November 2019. This plan sets the direction for real and lasting change towards ending Homelessness in Scotland. It is led and overseen by the Homelessness Prevention Strategy Group which is co-chaired by political leadership from both the Scottish Government and COSLA. The Strategy Group is clear that in addition to homelessness and housing services, we need partners across services including health, social work, community support and justice and the third sector to recognise and act when people they work with are at risk of homelessness to ensure a joint approach to ending homelessness.

The COVID-19 pandemic was first confirmed to have spread to Scotland on 1st March 2020. The Scottish Government declared the outbreak a pandemic on 11th March. Lockdown began across the UK on 23rd March 2020. The initial response to the virus and the restrictions imposed has had significant impact on the work towards a rapid rehousing approach in the short-term

HARSAG was reconvened on 1st June 2020 to review the Scottish Government's plan for moving to the next phase; a phase of ensuring that people facing homelessness during the coronavirus crisis would be supported to move from emergency accommodation to settled housing rather than going

back to the street or congregate facilities. The subsequent report set out 105 new key recommendations as we move forward out of lockdown. The report can be accessed here : [HARSAG coronavirus report and recommendations](#). Subsequently, the Scottish Government published an updated [Ending Homelessness Together action plan](#) in October 2020.

The vision and actions in this plan have been reflected in this reiteration of the Dumfries & Galloway R RTP.

2 Executive Summary

The Dumfries and Galloway Rapid Rehousing Transition Plan was developed with Community Planning Partners and builds on the Council's Local Housing Strategy (LHS) 2018-2023 and Housing Options and Homeless Strategy 2018-2023. The Plan was approved by the Communities Committee and implementation began in April 2019.

This 3rd iteration builds on the initial vision of the plan and the experience over the first 2 years of implementation including feedback from stakeholders, staff, service users and key stakeholders. The information gathered has been used to update the plan taking into account any relevant changes in legislation, available funding and addressing identified gaps from Years 1 and 2. The impact of COVID-19, and the ongoing impacts for future delivery of the plan have also been taken into consideration.

The Rapid Rehousing Transition Plan contributes to the Council's Priority to "protect our most vulnerable people" and to Outcome 4 of the Local Outcomes Improvement Plan 2017-2027 "there is affordable and warm housing for all". In addition, it contributes to the partnership Poverty and Inequality Strategy 2021-2024.

This plan is an integral part of Strategic Housing and contributes to the Housing Needs and Demand assessment which ultimately shapes the Strategic Housing Investment Plan (SHIP). It also sits within the Community Planning Partners wider strategic planning framework of the Local Outcome Improvement Plan and the Local Housing Strategy.

This Plan is designed to be a working document which:

- Sets out the local housing market and homelessness context within Dumfries and Galloway;
- Provides baseline and trend information on the current homeless position and temporary accommodation usage across the Region;
- Sets out the vision for temporary accommodation developed by Dumfries and Galloway Council and partners;
- Identifies support requirements needed to enable a successful transition to rapid rehousing;
- Details the actions required to achieve the vision for temporary accommodation supply and settled housing options for households experiencing homelessness; and
- Provides a rapid rehousing resource plan which sets out the resource requirements and financial contributions across the wider partners, including the Local Authority, Adult Health & Social Care Partnership and Registered Social Landlords.

3 The Housing Market and Homelessness Context

3.1 The local housing market context

- 3.1.1 Dumfries and Galloway has 75,248 domestic dwellings as of 28 February 2020. The predominant housing type in the region are detached houses, with around a third of the houses being this type of accommodation. This differs from Scotland as a whole where flats make up the majority of house types, followed by terraced units, then detached houses. Around a quarter of the housing stock is made up of semi-detached, with similar numbers of terraced units, with flats being the least common house type.
- 3.1.2 The most common household compositions in Dumfries and Galloway are 'two adults with no children' and 'one adult', accounting for 68.8% of total households, compared with 66.6% nationally. Whilst there will be little change in the overall number, there will be slight changes in the composition of the households with the greatest increase in one adult households and in single parent families. Although the degree of change is not the same, the overall trends are broadly in line with the national figures apart from households with two or more adults and no children which is due to decline in Dumfries and Galloway but increase by over 14% in Scotland as a whole. The changes in household composition will be important when considering future housing need, as there is a mismatch between the current profile of stock in the social rented sector and future household formation.
- 3.1.3 The 2011 Census indicates that 64.2% of households in Dumfries and Galloway are either owned outright, owned with a mortgage or loan or shared ownership, compared to a national figure of 62.0% for Scotland. Also, Social Rented properties make up 19.6% of the total housing stock compared to 24.3% nationally, Private Rented accounts for 13.5% in comparison to 12.4% across Scotland and those households that are living rent free comprise the remaining 2.7%, 1.3% nationally. Affordability is a major issue for people across the region, reflecting that a considerable proportion of households within Dumfries and Galloway would not be able to meet their housing needs through buying a home. As such, more people may need to rely on the private or social rented sector.
- 3.1.4 An increase in the over 65 age group together with a decrease in the 22-44 age group will also increase the need for smaller property sizes. While population projections indicate a reduction in the overall number of people living in Dumfries and Galloway, a smaller average household size will require there to be an increase in the number of dwellings to meet future demand. This is likely to be further exacerbated by the mismatch between the region's current housing stock profile and changing family composition.
- 3.1.5 The Dumfries and Galloway Housing Need and Demand Assessment (HNDA) identified 6 different functional Housing Market Areas (HMAs) in our region. The Housing Supply Target is the Council's final assessment of the number of new homes to be built in the period covered by the Local Development Plan (LDP) and is set out in Table 1 below:

Table 1

HMA	Market	Affordable	Total
Annan	409	196	602
Dumfries	2,226	714	2,940
Eskdale	42	42	84
Mid Galloway	392	182	574
Stewartry	588	252	840
Stranraer	378	196	574
Dumfries and Galloway	4,032	1,582	5,614

- 3.1.6 The HNDA tool provides an approved methodology for estimating the existing need for additional housing units that was agreed in conjunction with local authorities across Scotland and with the CHMA. This methodology is known as the Homelessness and Temporary Accommodation Pressure (HaTAP) method. The HaTAP method is an indicator of homelessness and temporary accommodation pressure for which additional housing will need to be supplied. The HaTAP method utilises D&G HL1 homeless statistics that are regularly submitted to the Scottish Government, as a key data source in its calculation along with local authority and RSL data.
- 3.1.7 The Planning (Scotland) Act, 2019, sets out a requirement for the National Planning Framework to include ‘targets for the use of land in different areas of Scotland for housing’. The Scottish Government have written to all Local Authorities with a minimum all-tenure housing land requirement as a starting point. They have asked them to consider the initial default estimates and whether alternatives to the default assumptions about household projections and existing housing need should be applied. Work is currently underway to gather local input and evidence, and factor in policy ambitions to support growth in local housing provision. This data is also required for the development of the next Housing Need and Demand Assessment which forms the evidence base for the Local Development Plan and the Local Housing Strategy, which is due for update in 2023.’
- 3.1.8 Delivering high quality new affordable housing to address unmet need is a key policy aspiration for the Council and its partner organisations. The Strategic Housing Investment Plan (SHIP) sets out the key priorities for affordable housing development within the local authority area over a 5 year period. It is a working tool detailing how the Council’s strategic investment decisions will be delivered and identifies resources required through the Scottish Government’s Affordable Housing Supply Programme (AHSP). The delivery of the SHIP contributes to the Council priorities to “Build the local economy”, “Urgently respond to climate change and transition to a carbon neutral region”, “Provide the best start in life for all our children”, “Protect our most vulnerable people” and “be an inclusive Council”.

Due consideration has been given of the need to address affordable housing as a priority and the Homelessness and Temporary Accommodation Pressure (HATAP) method has been used in calculating the need for affordable housing. The HATAP method seeks to provide additional new build properties to reduce the level of, and number of people in, temporary accommodation. The SHIP is regularly reviewed to ensure that it is effectively dealing with the demand for housing on both a short term immediate and longer-term strategic basis. The Scottish Government also recommend that a slippage factor is applied to the SHIP to safeguard the plan should any projects not be delivered, or face delays. It currently includes projects with the capacity to deliver over 1,800 affordable homes during the next 5 years (December 2020 submission to the Scottish Government).

- 3.1.9 As a stock transfer authority Dumfries and Galloway Council does not own any housing stock, therefore social rented properties in the region are owned by a number of housing associations. Dumfries and Galloway Housing Partnership (DGHP) is the largest Registered Social Landlord (RSL) in the region, managing nearly 75% of social housing stock, followed by Loreburn Housing Association (LHA) with just over 15% of stock. Both these RSLs only operate in Dumfries and Galloway, whilst the remaining stock is divided amongst a number of national providers. During 2018/19 Cunninghame Housing Association has commenced development activity within the region and have a number of developments planned as part of the SHIP during the tenure of this plan. Developments in Gretna and Annan completed during Year 1 of this plan have delivered 117 new social rented properties.
- 3.1.10 In November 2015, the Dumfries and Galloway Strategic Partnership responded to the humanitarian crisis in Syria by agreeing to participate in the UK Government's Syrian Vulnerable Persons Relocation Scheme. Since then Dumfries and Galloway has agreed to welcome 20 families to the region over a five-year period. Successful outcomes are delivered through strong partnership arrangements that take a holistic approach to meeting the needs of refugees. Key to this is the participation of local RSLs who have provided high quality housing that meet the identified needs of each family.
- 3.1.11 In 2017 the D & G LGBT Plus Network commissioned a study to investigate the care and housing needs of Dumfries and Galloway LGBT adults both now and in the future. This piece of work also considered related issues such as long-term medical conditions and mental health issues faced by LGBT people, their care givers and families. The report concluded that LGBT people feel marginalised and identified specific housing needs that have been taken into account as part of the LHS.
- 3.1.12 The information contained within the Annual Return of the Charter (ARC) to the Housing Regulator suggests that Dumfries and Galloway has a relatively low turnover rate of social housing. This would appear to suggest that there is a consistent demand for social housing within Dumfries and Galloway. With the rental income lost through voids remaining low, this may be an indication of a need for further social housing in the future.
- 3.1.13 Table 2 below sets out the average private sector monthly rental levels relevant to their property size, for 2014, gathered as part of the HNDA process:

Table 2

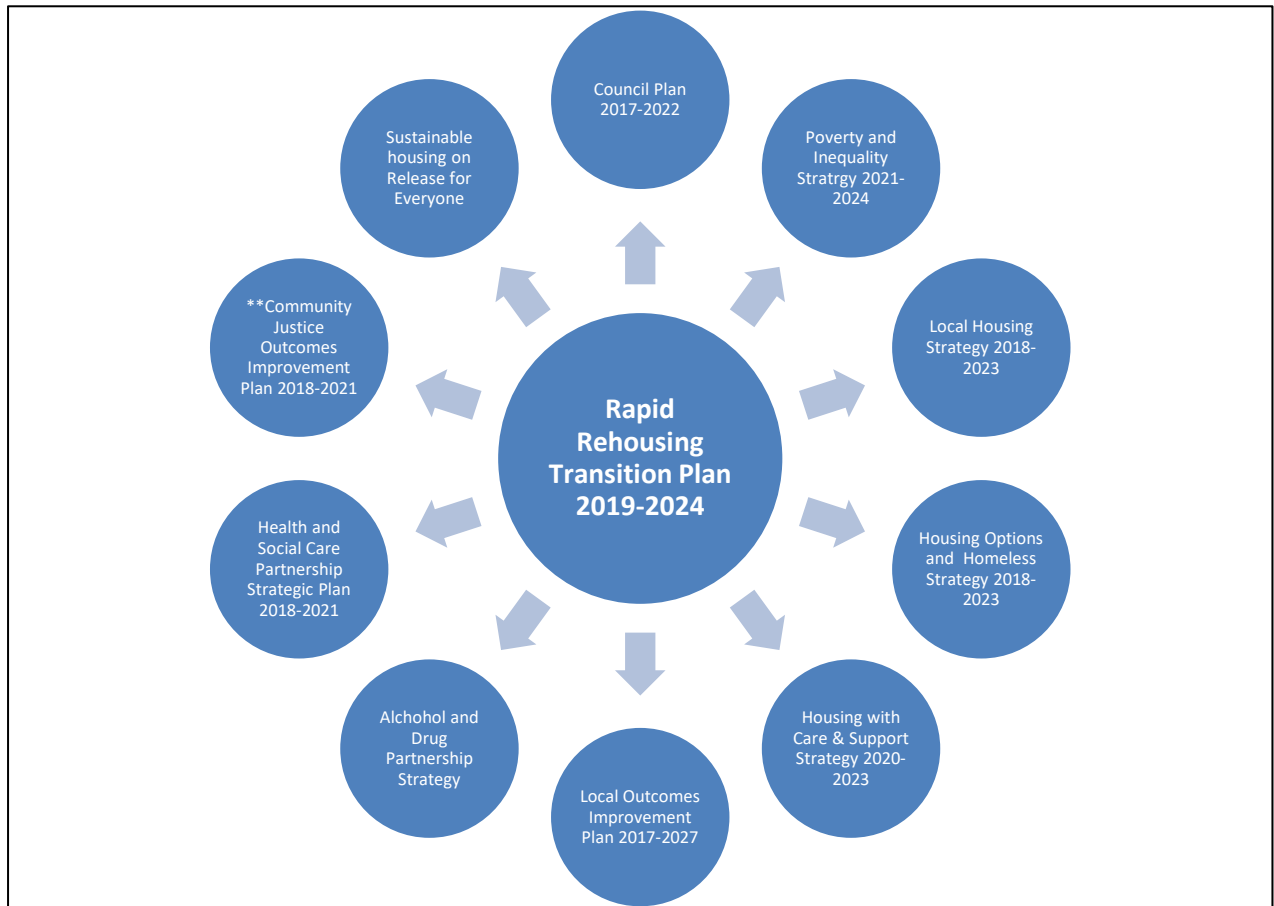
Property Size	Lower Quartile	Median
1 bedroom	£350	£375
2 bedroom	£410	£450

3 bedroom	£450	£500
4 bedroom	£550	£650

- 3.1.14 The lower quartile monthly income level is £961 meaning households within the quartile will have to pay just under half of their monthly income to rent a lower quartile 2 or 3 bedroom property in the private sector and almost 60% of their monthly income to rent a 4-bedroom property. Whilst households may be eligible to apply for Universal Credit (Housing Costs) or Housing Benefit, depending on personal circumstances, there remains the potential for a shortfall that would need to be met by the resident. This factor often means the private rented sector within Dumfries and Galloway is not an affordable option for those on a low income. This creates challenges for those on lower income and increases demand for social housing.
- 3.1.15 From the 1st of April 2021 The Local Housing Allowance (LHA) for a two bedroom property in Dumfries and Galloway is rising to £103.56 per week (£448.76 per month) which would result in a shortfall of £1.26 per month for households on a low income living in a private rented property. Based on these figures, the increase in LHA rates over the past two years is helping to reduce the affordability gap in Dumfries & Galloway between private rented and social rented properties, however up to date information around private sector rents values is unavailable at this time. For families requiring access to larger properties, the cost of housing in the Private Rented Sector is higher than that of social housing. This particularly affects household on a low income and/or entitled to benefits which are assessed on the LHA rate making the private rented sector less affordable for these groups.

3.2 Homelessness in Dumfries and Galloway 2020/21

The prevention of homelessness and repeat homelessness contributes to the Council's Priority "protect our most vulnerable people" and to outcome 4 of the Local Outcomes and Improvement Plan 2017-2027 "there is affordable warm housing for all". There are also a number of local and national strategies that support these priorities:



** currently being reviewed in line with National Strategy for Criminal Justice and OPI Framework

- 3.2.1 Dumfries and Galloway Council is the third largest region in Scotland covering 6,426sq km. The population is 149,670 – 2.8% of the total population of Scotland. The largest town is Dumfries with a population of 39,240 followed by Stranraer (10,510) and Annan (8,920). Dumfries and Galloway is one of the most rural areas of Scotland. It is the third highest ranked of the mainland council areas for rurality, with 19.6% of the population living in remote rural locations; and nearly half of all people (45.8%) living in areas classified as rural.
- 3.2.2 During the financial year 2020/21, 901 homeless applications were taken within the authority area. Of the 901 applications, the Council had a duty to find settled accommodation for 690 (77%). Whilst this shows an increase on the previous year's figure of 884 applications, it is still below the peak experienced in 2018/19. It is unclear at this point how much the legislative restrictions currently in place around eviction action has impacted on this and the service will closely monitor the level of applications following the lifting of restrictions. Table 3 provides details of figures

over the past five years whilst Table 4 provides details of applications by banded age. Table 5 shows the proportion of applications by gender over the past 5 years. Whilst this has remained fairly static over the period, it is worth noting the 4% rise in applications from women over the last year.

Table 3

	2016/17	2017/18	2018/19	2019/20	2020/21
Applications	820	834	913	884	901

Table 4

Applications	2016/17	2017/18	2018/19	2019/20	2020/21
16-17	37	38	38	32	31
18-25	234	223	230	203	218
% Of Total	33%	31%	29%	27%	28%
26-59	521	521	595	595	607
%	64%	62%	65%	67%	67%
60+	28	52	50	53	45
%	3%	6%	5%	6%	5%

Table 5(new)

Applications	2016/17	2017/18	2018/19	2019/20	2020/21
Total number of adult males	533	553	611	608	566
Total Number of adult females	379	365	407	373	415
% male	58%	60%	60%	62%	58%
%female	42%	40%	40%	38%	42%

Table 6 shows that relationship breakdown remains the most common reason for homeless applications accounting for 61% of applications during 2020/21 a 9% increase from 2019/20. This is particularly prevalent in young people. During 2020/21 58% of under 26's citing the breakdown of family relationship or being asked to leave as the main reason for their homeless application. Gender analysis of this group reveals that 28% of female applicants are within this age group and 20% of male applicants. This would further strengthen the need to review the requirements for the provision of mediation services to provide conflict resolution in these cases, where appropriate (For example, mediation would not be appropriate where coercive control or domestic abuse were identified). Further detailed analysis of the reasons behind applications within the female population will ensure that robust services are developed to protect vulnerable young women. Experience from other local authorities who currently provide mediation services would indicate that this is a successful and cost effect prevention activity. This action will be taken forward in Year 3 of the RRTP, in partnership with Children's Services ensuring links with the intensive family support plans.

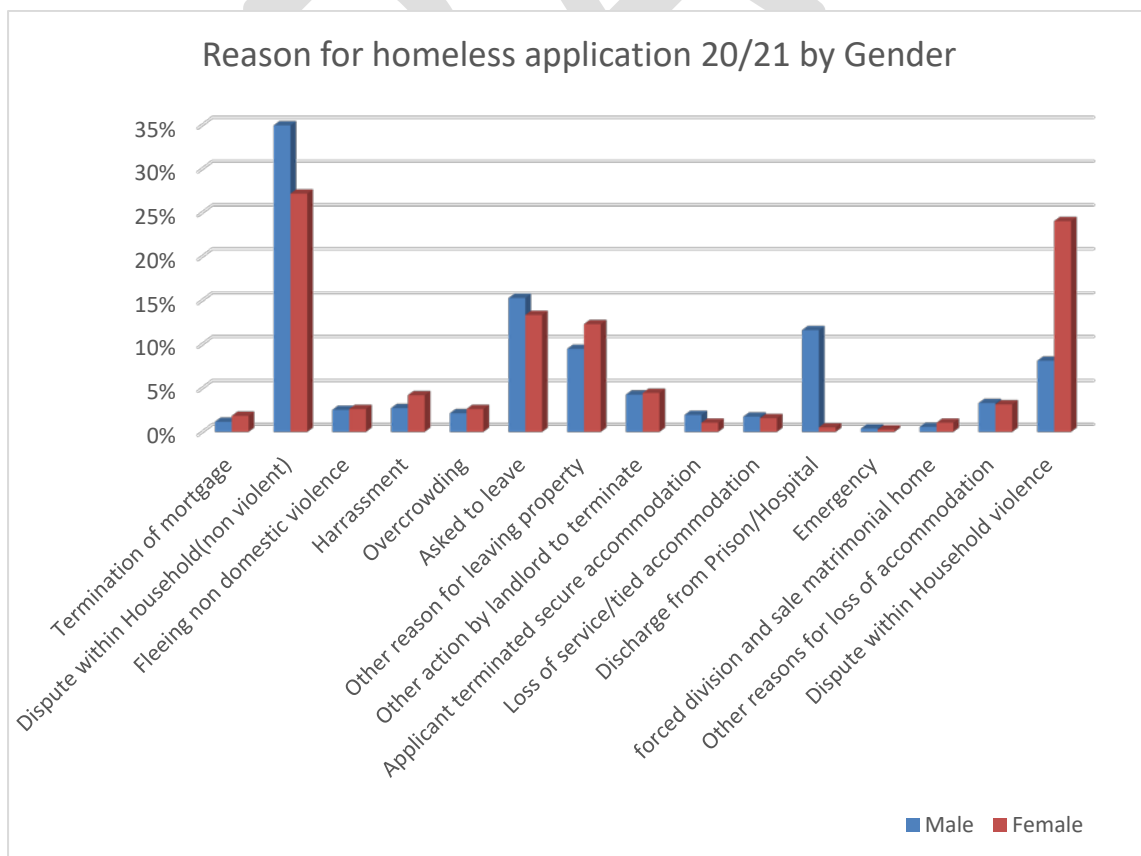
- 3.2.3 14.9% of applicants cited a violent or abusive household dispute. Chart 1 further breaks down the reasons for application by gender indicating that 24% of applications from women sight a violent dispute within the household as the reason for their application as opposed to 8% of men. Work is now complete on a new protocol for the region for those experience domestic abuse who are homeless or threatened with homelessness and this will be implemented with a comprehensive staff training programme early 2021/22. We have commissioned in partnership with Health and Social Care the delivery of services aimed at preventing homelessness for women and children experiencing domestic abuse, sexual abuse or coercive control. A 'trauma informed' approach is being followed to ensure that the victim's behaviour is correctly understood.
- 3.2.4 Chart 1 further reveals that 12% of male applicants are approaching the service on release from prison/hospital, whilst this only accounts for 1% of female applications. The Prison Discharge Protocol and the introduction of a Housing First pilot programme will be part of the approach to address the underlying causes of cyclical offending and repeat homeless applications from this group.
- 3.2.5 Action by landlord or lender accounted for 8.9% of all applications in 20/21. A reduction of 11.1% on the previous year. Restrictions placed by the Scottish Government on eviction action during the pandemic will have influenced this.
- 3.2.6 A number of actions to increase focus on prevention activities for current tenants and homeowners were identified through the Homeless Strategy 2018-2023 (**Appendix 1**). For example, a new innovative Welfare and Housing Options Support Team located alongside the Housing Options and Homeless Team, has been developed in partnership with the Revenues and Benefit Service to provide additional support. This team works towards tenancy sustainment and eviction prevention by resolving any issues with benefits, linking with/providing housing options advice, liaising with Landlords, budget planning and support with applications to other DWP benefits or the Scottish Welfare Fund and Discretionary Housing Payments.
- 3.2.7 Partnership working is underway with RSL partners in the region to identify early interventions for tenants in rent arrears at this time. It is anticipated that the number of actions by landlords or lenders will increase when restrictions are lifted and we will see an increase in this figure during the second half of 21/22. The proactive approaches taken by the Council and partners will assist to mitigate this as much as possible.

Table 6 Reason for Application

	2017/18		2018/19		2019/20		2020/21	
Termination of tenancy / mortgage due to rent arrears / default on payments	67	8%	70	7.69%	49	5.55%	13	1.44%
Other action by landlord resulting in the termination of the tenancy	62	7%	81	8.90%	89	10.08%	39	4.33%
Applicant terminated secure accommodation	16	2%	14	1.54%	16	1.81%	14	1.55%

Loss of service / tied accommodation	16	2%	21	2.31%	15	1.70%	15	1.66%
Discharge from prison / hospital / care / other institution	62	7%	60	6.59%	73	8.27%	62	6.88%
Emergency (fire, flood, storm, closing order from Environmental Health etc.)	2	0%	4	0.44%	5	0.57%	3	0.33%
Forced division and sale of matrimonial home	2	0%	1	0.11%	1	0.11%	7	0.78%
Other reason for loss of accommodation	22	3%	14	1.54%	32	3.62%	29	3.22%
Dispute within household: violent or abusive	134	16%	157	17.25%	128	14.50%	134	14.87%
Dispute within household / relationship breakdown: non-violent	185	22%	182	20.00%	185	20.95%	285	31.63%
Fleeing non-domestic violence	16	2%	27	2.97%	23	2.60%	23	2.55%
Harassment	17	2%	19	2.09%	26	2.94%	30	3.33%
Overcrowding	13	2%	15	1.65%	11	1.25%	21	2.33%
Asked to leave	139	17%	167	18.35%	144	16.31%	130	14.43%
Other reason for leaving accommodation / household	81	10%	78	8.57%	86	9.74%	96	10.65%

Chart 1(new)



- 3.2.8 As of the 31st March 2021, there were 300 open homeless cases recorded by the Council. The average length of case for cases closed during 2020/21 is 26.86 weeks indicating an increase of 9.54 weeks from the previous year's figure of 17.32 weeks. The annual figure has been affected by the number of clients remaining in temporary accommodation for longer periods during the COVID-19 lockdown(s). At the end of June 2021, the average case duration has reduced to 23.49 as a result of RSL partners opening up allocations and joint working is used to ensure clients are moved on to permanent accommodation as early as possible.
- 3.2.9 The total number of households sleeping rough at least once in the three months prior to application in 20/21 was 105, this is a reduction of 43 from the previous year. On investigation 42 of these reported having slept rough the night before making a homeless application which is **4.6%** of all applications, a reduction of 1.4% on the previous year. 85% of those reporting to have slept rough the night before were single men. 9% of these were 25 years of age or younger.
- 3.2.10 A review of repeat homeless cases has taken place during 2019/2020. This revealed that the majority of repeat homeless in Dumfries and Galloway is made up of prison leavers who are re-entering society. Other factors affecting this group include drug and alcohol addiction. The Prison Discharge Pathway to prevent prison leavers from presenting as homeless is now in place, however the COVID-19 response has affected the number of prisoners going down this route with only 1 person placed into settled accommodation through the protocol in 19/20 and 1 in 20/21. The introduction of Housing First to the region will help alleviate the prevalence of repeat homelessness in the longer term.
- 3.2.11 Table 7 details the number of households referred for housing support under the housing support duty. Whilst this has been steadily rising over the past 5 years, there was a substantial % rise in 2019/20. 2020/21 has seen this figure drop by 4% but it remains higher than in previous years. Monitoring information from support providers suggests that the level and complexity of support required is also increasing. It is recognised that appropriate support provision will be key in a successful transition to rapid rehousing. Linkages to the prevention work being jointly undertaken by the Housing Options and Homeless Team and the Welfare and Housing Options Team accounts for the rise in the percentage of households being referred for housing support whilst the number of homeless applications is decreasing.

Table 7

Year	2016/17	2017/18	2018/19	2019/20	2020/21
No of applications	820	834	913	884	901
No of households referred for housing support	326	344	375	429	433
Percentage of households referred for housing support	40%	41%	41%	52%	48%

- 3.2.12 As of 31st March 2021, there were 180 households living in temporary accommodation recorded on HL3. However, at the end of June 2020, 255 households were records as living in temporary accommodation. The reduction to the current level reflects the joint effort with RSL partners to prioritise and allocate tenancies to homeless households as part of the regional COVID-19 response and the effectiveness of the restart/move on initiative detailed in 3.2.16.

Table 8

	17/18	18/19	19/20	20/21
No of placements	800	721	766	650
Length of Stay	89.8 days	83.1 days	76.4	109.3
Void Percentage (furnished properties)	23%	29%	28%	28%
Temporary Accommodation Portfolio	285 units	271 units	244 units	273units

- 3.2.13 The average length of stay for these households has risen to 109.3 days over the past year. This reflects the increased length of time households spent in accommodation during and post COVID-19 lockdown restrictions. Work is ongoing with partners to ensure we start to reduce this figure over the coming months with a view to reducing the maximum time spent to 60 days over the remaining period of the RRTP in line with our original aims and objectives.
- 3.2.14 If the Council has reason to believe that an applicant is homeless, the applicant has the right to temporary accommodation until a decision has been reached under the Council's interim duty to accommodate. If the client is found to be intentionally homeless or ineligible for assistance under the homeless legislation the Council does not have a duty to accommodate. Under these circumstances, the service will continue to accommodate the client up to a further 28 days whilst they are assisted to make alternative arrangements. Beyond that discretion is used to extend this period where necessary, taking into account the personal circumstances of each applicant.
- 3.2.15 The percentage of all social and private lets made to statutory homeless households as a proportion of projected new homeless demand for the most recent financial year (20/21) was 91%. A total of 498 lets to statutory homeless were to the social rented sector with 14 to the private rented sector. As detailed in sections 3.14 and 3.15, affordability within the private rented sector is a key factor. Actions to increase the discharge of duty into the Private Sector will be considered as part of the RRTP.
- 3.2.16 As lockdown restrictions were eased there is an interim agreement to allocate 100% of available lets through the Common Housing Register until the level of Homelessness is stabilised. Following that the current arrangement to review the percentage on a monthly basis in relation to demand will be reinstated. It is likely that the rate will be reduced to 50% allocations at that time.

- 3.2.17 Following the lifting of COVID-19 restriction in June 2020 a joint project group with RSL partners was set up to look at live Section 5 referrals and match service users to suitable accommodation. The group meets on a weekly basis to undertake the matching process. This pro-active approach by partners has improved communications and assisted in improved matching of service users to suitable accommodation. The effect of this on tenancy sustainment levels will be monitored longer term and it is likely this approach will be adopted as normal practice going forward.
- 3.2.18 The gap analysis as set out in the RRTP Toolkit provides an indication of the level of annual increase (or decrease) required to meet annual homeless demand over 5 years. Table 8 provides the gap analysis for Dumfries and Galloway as of 31st March 2021. This does not however take into account the increase of homeless presentations and backlog in permanent tenancy allocations due to the COVID. Additionally there are other factors that influence the ability to house households experiencing homelessness within a large rural authority area including the availability of suitable accommodation within specific geographical areas, the size of properties available and the ability to provide appropriate support services.

Table 9

Current backlog as 31 st March 2021	65
Projected new demand - based on average annual caseload (unintentionally homeless) in previous 3 years	638
Lost contacts in most recent financial year	86
Refusals in most recent financial year	52
Demand	513
Supply	512
Gap between demand and supply	1

- 3.2.19 The number of Section 5 Referrals being processed at any one time has remained fairly steady over the past 3 years. The table below provides an analysis of the Section 5 Referrals at the end of January each year. The number of referrals over 6 months and 1 year indicate more work is required by the partnership to address particular needs for the most vulnerable clients to ensure no one is left sitting in the homeless system any longer than absolutely necessary. The CHR are working to allocate 50% of new tenancies to Section 5 referrals as COVID-19 restrictions ease. The allocation rate will continue to be monitored on a monthly basis to ensure any residual backlog remaining from the lockdown periods is dealt with as quickly as possible.

Table 10

	Jan-18	Jan-19	Jan-20	Jan-21
No. of section 5	117	124	110	155
No. over 6 months	17	17	16	23
No. over 1 year	6	2	3	5

- 3.2.20 A number of households requiring larger accommodation units have come through the Housing Options and Homeless Service over the past 3 years and these account for the number of Section 5s which are reported as being over 1 year. This demand pressure for larger properties will be highlighted within the Housing Needs and Demand Assessment with a view to ensuring future demand is taken into account, especially across the west of the region.
- 3.2.21 The Local Housing Strategy 2018-2023 recognised the issues around this through the strategic objective to 'Ensure that the available housing stock in our region is fully utilised and new housing developments support the sustainability of our towns, settlements and villages. Specifically, we are:
- Ensuring the Council's Strategic Housing Investment Plan (SHIP) maximises investment in new affordable housing supply and helps create attractive places that support a broad range of services;
 - Encouraging RSLs to put in place innovative methods of delivering affordable housing in our smaller rural communities;
 - Addressing concentrations of low demand housing by demolition and re-building new housing in its place where refurbishment is not a feasible option;
 - Supporting local RSLs to buy-back former local authority homes so that they can modernise whole blocks of flats;
 - Work with RSL partners to continue ensuring the housing needs for vulnerable people, including those who are at threat of homelessness or who are homeless are prioritised in the allocations policies with agreed quotas.

3.3 Health and Homelessness

3.3.1 The Health and Homelessness Study commissioned by the Scottish Government sets out to explore the relationship between homelessness and health in Scotland.

3.3.2 The research combines Scottish government homelessness data with six health datasets from NHS National Service Scotland covering Accident and Emergency attendances, inpatient admissions, outpatient appointments, prescriptions, Scottish Drugs Misuse Database and Mental Health admissions, together with information about deaths from National Records of Scotland.

The final report from the project was published in June 2018. The key findings of the project were:

- At least 8% of the Scottish population (as of 30 June 2015) had experienced homelessness at some point in their lives.
- Of those who had experienced homelessness at some point:
 - Over half (51%) had no evidence of health conditions relating to drugs, alcohol or mental health. This was much lower than the control groups.
 - Around 30% had evidence of a mental health problem at some point during the study period (with no evidence of drug or alcohol-related conditions at any point). This was higher than in the control groups.

- There was evidence of drug and/or alcohol-related interactions for the remaining fifth of people (19%), higher than in the control groups. Of these, the vast majority (94%), also had evidence of mental health issues.
- In particular, around 6% of people experiencing homelessness had evidence of all three conditions – a mental health condition, a drug-related condition and an alcohol-related condition – although not necessarily at the same time. This was much higher than in the control groups.
- The figure was markedly higher for those experiencing repeat homelessness (11.4%).
- Increased interactions with health services preceded people becoming homeless.
- A peak in interactions with health services was seen around the time of the first homelessness assessment.

3.3.3 Dumfries and Galloway Council are working with the NHS on a local analysis of the links between Homelessness and Health and Wellbeing in the local area. This analysis will be linking local data from Homeless and some NHS services to analyse the wider costs of Homelessness to a person's Health and Wellbeing. Work on this was suspended due to COVID-19 response pressures across the services involved. The dataset for the project is being revised to take into account any learning outcomes from the pandemic response and a new timeline is yet to be agreed. In addition, there is ongoing collaboration with the Alcohol and Drugs Partnership (ADP) to link the additional work they are doing on aggressive outreach services with Homelessness and Homeless prevention. A member of ADP has been appointed to be the lead officer to contribute to the RRTP and wider Housing First development.

4 Temporary Accommodation

As a stock transfer authority Dumfries and Galloway Council does not own housing stock. Temporary Accommodation is therefore procured from a number of sources:

- Leased self-contained furnished units from housing association stock;
- Self-contained furnished units which are leased from private landlords;
- Supported accommodation provided as transitional accommodation under the Homeless Persons (Provision of Non-permanent Accommodation) (Scotland) Regulations 2010;
- Refuge Accommodation for women (and children) fleeing domestic abuse or coercive control;
- Emergency Accommodation provided to clients who present outside normal office hours (evening or weekend) and require somewhere to stay that night.

The majority of temporary accommodation is situated within the two main towns in the region, Dumfries (DG1/DG2) and Stranraer (DG9). **Chart 2** provides a breakdown of the accommodation by type across the region as at the baseline year or 2018. **Chart 3** provides a view of the accommodation as of 31st March 2021 and shows the removal of accommodation which did not meet the amendments to the Unsuitable Accommodation Order. The Council was in compliance with the new requirements

prior to the 1st October deadline set by the Scottish Government. The number of RSL properties remains high at this time as we continue to respond to the changing situation around COVID-19. A revised plan to reduce the number of stock units within the portfolio is in place, with a number of Private Sector Let properties which no longer meet our needs being returned to landlords in a planned manner over the next 3 years.

Chart 2

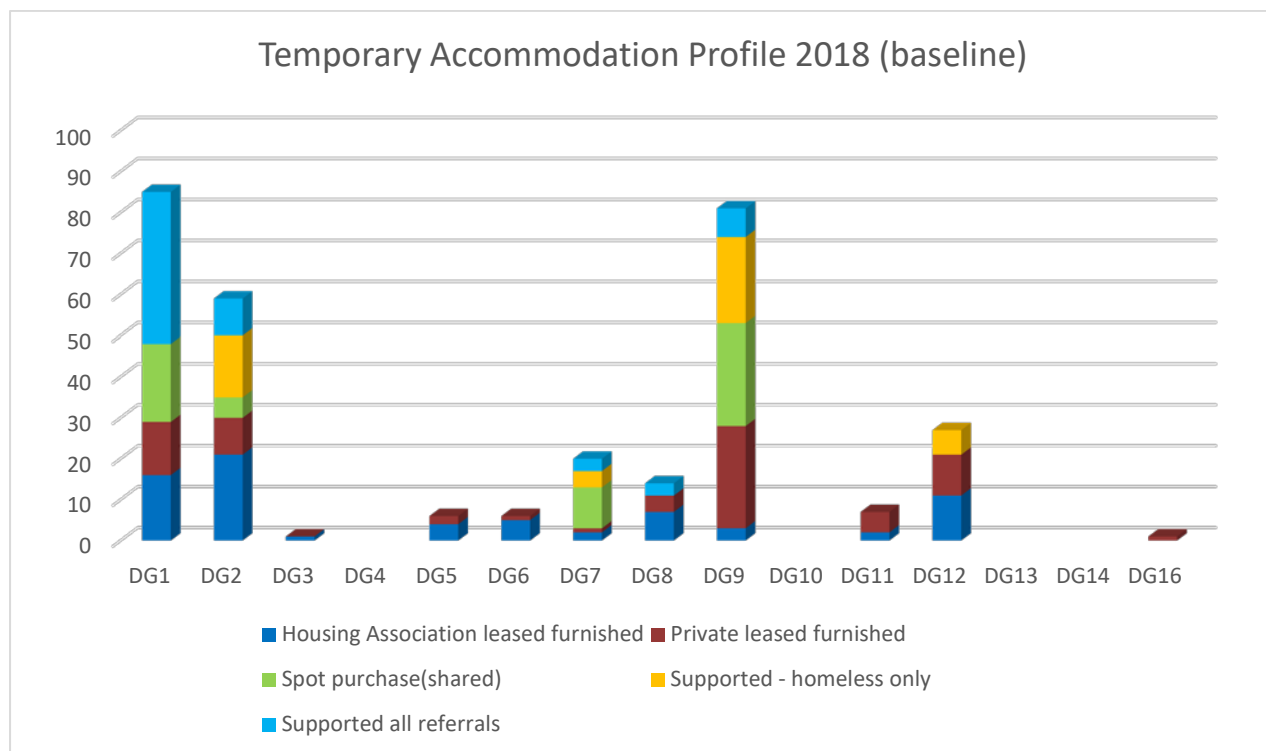
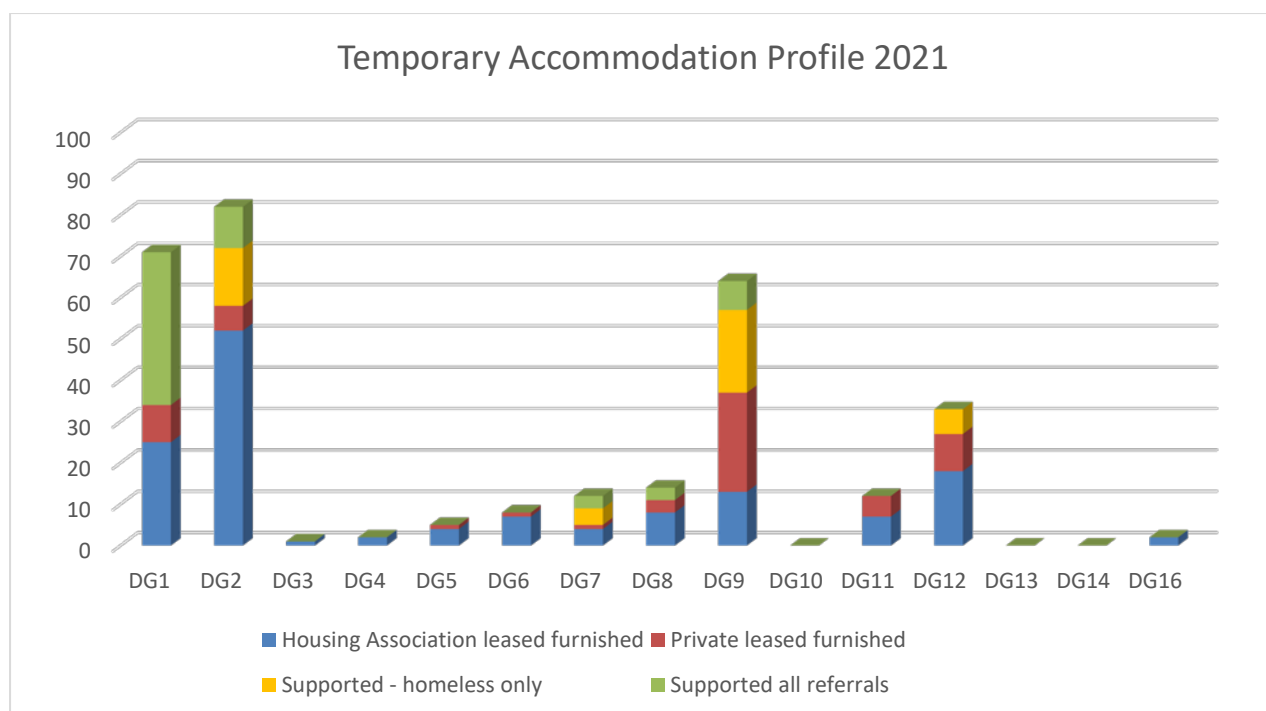


Chart 3



- 4.1 The following table provides the profile of properties within the Temporary Accommodation Portfolio as of 31st March 2020 with the number of households living in the accommodation and the net movement in/out throughout the year:

Table 11

Type pf accommodation	Total Capacity (31/03/2021)	No. of households living in the TA at 31 March 2020	Total households who have entered accommodation between 1st April 2020 and 31st March 2021	Total households who have left accommodation between 1st April 2020 and 31st March 2021	Estimated occupancy in the year
Hostel of type RSL dwelling (lewars springbells hope place)	25	25	74	73	99
Hostel of type other placed by LA Hampton court	13	13	26	30	40
Hostel LA owned annanbank	7	5	19	21	24
TFF of Housing Association/RSL dwelling	126	61	333	286	394
TFF of Private Sector Lease	61	55	140	156	195

B&B of Bed and Breakfast	0	1	26	26	27
Other placed by local authority (shared accommodation)(spot)	19	19	23	39	42
Women's Refuge	29	1	8	6	9
Other placed by local authority (supported)(Bethany)	10	8	10	14	18
Out of Hours	2				

4.2 The following table provides information on the facilities for each type of property

Table 12

Accommodation	Type of provision	Facilities	Type of households	Level of support	Type of residential support
Hostel of type RSL dwelling (Lewars)	Interim	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Single and couples	Medium - low level concierge plus visiting housing support	Not residential support
Hostel of type RSL dwelling (Lewars)	Emergency	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	concierge	Not residential support
Hostel of type RSL dwelling (Springbells)	Interim	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Single and couples	Medium - low level concierge plus visiting housing support	Not residential support
Hostel of type other placed by LA (Hampton Crt)	Interim	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Single and couples	Medium - low level concierge plus visiting housing support	Not residential support
Hostel of type other placed by LA (Hampton Crt)	Emergency	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Mixed	Low level concierge	Not residential support
Hostel LA owned (Annanbank)	Interim	Self-contained rooms with shared kitchen and bathrooms	Single	Low - 24 hour low level concierge/accommodation based support	Not residential support
TFF of Housing Association/RSL dwelling	TFF	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support
TFF of Private Sector Lease	TFF	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support

Hostel of type RSL (Hope Place)	Interim	Mixed/other (please describe in notes)	Single	Residential support	Specialist support for young people
Women's Refuge	Other	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common areas	Mixed	Residential support	Specialist support for women only
Other placed by local authority (Bethany)	Interim	Self-contained, no shared facilities	Single	Medium - visiting individual housing support, or other professional support	Not residential support
Other placed by local authority (MHA)	Other	Self-contained rooms with shared kitchen and bathrooms	Single	Residential support	Specialist support for complex needs
Other placed by local authority (MHA)	Other	Self-contained, no shared facilities	Single	Medium - visiting individual housing support, or other professional support	Not residential support

4.3 The average length of stay (in days) in each accommodation is as follows:

Table 13

Accommodation	Average number of days		
	baseline 17/18	2019/2020	2020/2021
Hostel of type RSL dwelling (Lewars)	116.9	73.65	128.00
Hostel of type RSL dwelling (Springbells)	116.9	81.86	89.25
Hostel of type RSL dwelling (Carlingwark)	116.9	76.36	N/A
Hostel of type other placed by LA (Hampton Crt)	60.4	62.95	140.3
Hostel LA owned (Annanbank)	70.3	45.15	64.85
TFF of Housing Association/RSL dwelling	116.6	73.57	106.41
TFF of Private Sector Lease	121.7	65.37	119.85
B&B of Bed and Breakfast	N/A	0	46.03 ¹
Other placed by local authority (shared accommodation)	51	32.58	75.56 ²
Hostel of type RSL (Hope Place)	116.9	92.71	156.5
Hostel LA owned (Reston)	83	N/A ³	N/A
Women's Refuge	128.4	66.33	77.33
Other placed by local authority (Bethany)	241	92.91	229
Other placed by local authority (MHA)*	240	N/A ⁴	N/A
Hostel of type other placed by LA (Hampton Crt, out of hours)	N/A	N/A	N/A
Hostel of type RSL dwelling (Lewars) (out of hours)	N/A	N/A	N/A

¹ Bed and Breakfast accommodation was used for a short period during the COVID-19 lockdown

² Shared Accommodation units were removed from the portfolio in September 2020

³ Reston is now decommissioned

⁴ Referrals to MHA Accommodation is now through Social Services and the ASSARP Panel

- 4.4 The reduction in length of stay from 2017 until 2019 reflects the work undertaken by the Housing Options and Homeless Team to ensure that where applicable clients are housed as quickly as possible. The 2020/21 figures reflect the effect of restrictions and lockdowns due to the COVID-19 pandemic. Whilst the COVID-19 pandemic continues to have an effect on the length of time current clients are remaining in temporary accommodation a number of actions are being implemented as part of the service recovery plan to mitigate this. In the longer term we would expect to see a continued drop in the length of time spent in the majority of our current accommodation types, however, the review of our housing with support services may mean that some accommodation units will be transitioned to become interim accommodation where clients spend a longer period of time dependent on their needs.
- 4.5 It was recognised that clients who are referred to the Mental Health Association properties require this accommodation as a permanent solution rather than temporary accommodation. It was therefore agreed that referrals into these accommodation units will be through Social Work Services. Work is ongoing with partners in Health and Social Care to review the future contract arrangements and agree a new funding model.
- 4.6 As part of the Council's Homeless Strategy 2018-2023 the Council committed to review housing models that would meet the need of Housing Options and Homeless service users with particular needs including Housing First. Work to start developing a Housing First Model for the region was planned in year 2 of the RRTP with a view to housing the first service users through it in April/May 2022. As part of the COVID-19 recovery, this work stream has been brought forward with a view to commencing a Housing First Pilot project earlier. The projected start date for the pilot is 1st August 2021.

5 Identifying Housing and Homelessness Support Needs

- 5.1 In moving to a position of rapid rehousing, a critical part of the shift will be to remove the “tenancy ready” culture and language. The number of households experiencing homelessness which have no, or low support needs and can easily move into mainstream housing with day to day management and assistance has reduced by 27% since the baseline year of 17/18. 36% of all households were in this category in Dumfries and Galloway during 2017/18. This means there is an increasing demand for Housing Support within the Region. The provision of appropriate support is seen as a key component of a shift to a Rapid Rehousing Approach.
- 5.2 The percentage of homeless applications received in Dumfries & Galloway where there is an identified support need is indicated in Table 10 below. Table 11 shows the breakdown of identified support requirements over the past five years:

Table 14

	2015/16	2016/17	2017/18	2018/19	19/20	20/21
% of Homeless application where there is an Identified Support need	67.9%	70.5%	72.2%	76.1%	64.4%	66.4%

Table 15

Number with an identified support need	2016/17	2017/18	2018/19	2019/20	20/21
Mental health	213	247	352	327	328
Learning/Physical Disability	98	98	106	99	86
Drug or alcohol Dependency	182	175	179	132	146
Medical condition	61	80	91	109	99

- 5.3 Engagement with both Support Providers and professionals across Health and Social Care during the first 2 years of the RRTP has started to provide a better understanding of the range of actual support needs for service users and the need to develop a robust outcome-based approach in partnership with all relevant services. Engagement with relevant services within Health and Social Care is ongoing and further work is required to ensure understanding of the joint resourcing requirements to ensure positive outcomes is recognised but all services.
- 5.4 A commitment from the Homeless Strategy 2018-23, was to review the housing support provision being delivered and make assessments on what is required to ensure prevention of homelessness and sustainment of tenancies. It is recognised that this work will be key to

developing a support framework which ensures support provision is based on the individual's need and sustainable where required. A number of housing support services have been recommissioned during 20/21 including services for women and children experiencing domestic abuse and/or coercive control, housing with support services and one outreach housing support contract to ensure continuity of service following the withdrawal of one of the service providers. During 2021/22 the review of service will continue with the recommissioning of all outreach housing support services.

- 5.5 Housing First provides ordinary, settled housing accommodation as a first response for people with complex needs. The model separates the provision of housing and support and offers choice and control to tenants. There are currently 5 pathfinder Housing Projects underway within the major cities (Glasgow, Edinburgh, Dundee, Aberdeen and Stirling) which will be evaluated by Heriott-Watt University on behalf of the Scottish Government. Around 9% of clients within Dumfries and Galloway have more complex needs, 6% of whom would potentially benefit from a Housing First Approach.
- 5.6 Dumfries and Galloway is committed to introducing a Housing First Model which will ensure households can access long-term, personalised, flexible support provision within a settled and secured tenancy. As a stock transfer authority, we have been working with internal and external partners including the H&SCP, the Dumfries and Galloway ADP, DGHP and third sector support providers during year 2 to develop this model. A 2 year pilot for Housing First will commence in Dumfries in August 2021. The support service for this has been procured and will be provided by Turning Point Scotland. DGHP have committed to being the housing partner for the pilot and will provide 20 tenancies over the 2 year period. The Governance Arrangements for the project as attached as **Appendix 3**.
- 5.7 There are a number of service users who are affected by serious vulnerabilities such as mental health issues, drug and alcohol dependency and those excluded from accessing services multiple times. For some of these clients, a tenancy in mainstream housing is often not the most appropriate solution. The Housing Options and Homeless service works jointly with the Health and Social Care Integrated Joint Board and Adult Supported Accommodation Residential Placement Panel for some clients housing needs. However there remain a number of clients whose needs are not met by the current available housing provision in Dumfries and Galloway. Where independent living (3% of cases identified) within the community is not possible or preferable for whatever reason (safety, risk to self or others, choice) and for whom residential or supported accommodation is the assessed need, this will be small highly specialist provision in a psychologically informed environment (PIE) and commissioned in partnership with the Dumfries and Galloway Health and Social Care Partnership. A PIE environment is one that takes account the psychological makeup – the thinking, emotions, personalities and past experiences – of its participants in the way that it operates.

- 5.8 In developing a vision and plan for rapid rehousing the importance of support services is recognised by all partners and is key to ensuring success in the sustainment of tenancies either to avoid homelessness altogether or to ensure client experiencing homelessness can secure and sustain a tenancy in the longer term. Some client's care and/or support needs may be ongoing and long term, dependant on their circumstances.

6 Year 2 Monitoring Report

The Scottish Government requires a yearly monitoring report on the progress of each plan to be submitted to them by 30th June each year. A copy of the Dumfries and Galloway Monitoring Report for Year 2 attached as **Appendix 2**.

7 Rapid Rehousing Plan 2020-2024

The vision and aims for the Rapid Rehousing Plan were agreed by the Dumfries and Galloway Homeless Forum and have not changed for this iteration of the Plan.

This 3rd Iteration recognises that the timescales and ambitions of this plan need to be altered to take into account the implications of the changes in working practices due to the COVID-19 pandemic, the revised HARSAG recommendations, any proposed changes to legislation and the limited amount of funding being made available from the Scottish Government's "Ending Homelessness Together" fund.

The Action Plan (**Appendix 4**) and Resource Plan (**Appendix 5**) outline the proposals for use of funding in Year 3. Forward planning for Years 4 to 5 is based on the current level of funding and the plan will be adjusted accordingly.

The Dumfries and Galloway Homeless Forum will be asked to lead in prioritising the key actions to maximise the use of resources to achieve Best Value whilst improving outcomes for those experiencing or threatened by homelessness across Dumfries and Galloway.

7.1 Vision

Dumfries and Galloways Local Housing Strategy, strategic vision for housing is:

"Everyone in our region will have access to a high-quality affordable home that is warm, safe, provides good access to services and meets their needs at every stage of life."

The aims and objectives for the Rapid Rehousing Transition Plan have been developed to ensure the LHS vision is achievable for all, whilst recognising that a settled home can have a diverse outcome dependent on the circumstances and needs of the individual.

7.2 Aims

- 7.2.1 A settled housing outcome will be the first and preferred outcome by 2024 across Dumfries and Galloway.
- 7.2.2 A multi-agency approach to Homelessness prevention developed in partnership approach across all stakeholder organisations. Working together to develop innovative solutions to sustain tenancies across both the social and private housing sectors

- 7.2.3 The preferred type of temporary accommodation provision will be dispersed, fully furnished accommodation within the community as set out in our Temporary Accommodation Policy.
- 7.2.4 The target for time spent within temporary accommodation will be a maximum of 60 days by 2024. A client centred approach will be adopted through the development of Personal Housing Plans to ensure transitions are kept to a minimum and clients are housed according to their needs.
- 7.2.5 A support framework which is consistent across all partner agencies and based on the needs of the client.
- 7.2.6 A housing model for Dumfries and Galloway which fully meets the needs of people experiencing homelessness.

7.3 Objectives

- 7.3.1 Development in partnership with Dumfries & Galloway Health & Social Care Partnership of housing provision based on a core and cluster model specifically designed to accommodate, on a short-term basis, individuals who have come directly from the streets or prison and have multiple support needs. This accommodation will be available for emergency placements 24/7.
- 7.3.2 The introduction of mediation services to assist in reducing the number of young people becoming homeless.
- 7.3.3 The current review of supported provision (both outreach and accommodation) will be widened to ensure the support needs of all clients are fully understood and addressed. In partnership with the Health and Social Care Partnership consideration will be given to each of the supported accommodation options in terms of the type of provision and align them where necessary to the broader Health and Social Care Particular Needs Strategy and commissioning framework. In addition, consideration will be given to alternative delivery vehicles for these services such as a ⁵Public Social Partnership (PSP).
- 7.3.4 The introduction of a clear framework outlining housing pathways for all identified client groups to ensure vulnerable and excluded people are supported by the introduction and use of Personal Housing Plans. Personal Housing Plans will be a single integrated housing and support plan used by all services and agencies engaged with the client. Where support provision is identified, there will be an identified key worker to co-ordinate support across all service areas as required. It is anticipated that the key worker could be from any of the services and will be appointed dependent on the needs of the individual client.
- 7.3.5 Work in partnership to introduce a Housing First Model for the most vulnerable clients in our region.

The Rapid Rehousing Plan has been developed to ensure a partnership approach within Dumfries and Galloway is able to achieve these aims and objectives is outlined within 3 Themes:

⁵ https://www.gov.scot/policies/third-sector/public-social-partnerships/http://readyforbusiness.org/wp-content/uploads/2016/11/cs-Fife_Short_Term_Housing_and_Homelessness_PSP.pdf

- Theme 1 Prevention and Housing Options;
- Theme 2 Temporary Accommodation;
- And Theme 3 Housing Solutions.

The following section around each of these themes and details the high-level actions.

7.4 Theme 1 Prevention and Housing Options

The mission statement for Theme 1 is “To work in partnership to prevent homelessness by providing excellent housing options advice, early intervention and support.”

- 7.4.1 Each local authority has a statutory duty under section 2 of the Housing (Scotland) Act 2001 to provide advice about homelessness or preventing homelessness and to signpost people to service that might assist with the prevention of homelessness.
- 7.4.2 The Scottish Government produced new Housing Options guidance in March 2016 for all local authorities. The new guidance contains 13 principles which underpin a holistic approach to supporting those who are homeless or at threat of homelessness. The Council is working in partnership with the Ayrshire Housing HUB to develop a Housing Options toolkit and training plan for staff. It is recognised that wider knowledge of Housing Options is required with key partners i.e. Housing Support providers, schools, health and social care providers.
- 7.4.3 There is a need to reshape service delivery across all partners to ensure sufficient focus is placed on homeless prevention and housing options. This includes the need to raise awareness for frontline staff of pathways to advice and support for clients accessing services across Council, NHS, Health and Social Care and other key partners to allow intervention at the earliest available opportunity. Initiatives designed to support this workstream include:
- Two additional temporary Housing Options and Homeless Officer posts which will be focussed on prevention work;
 - Extending the life of the Welfare and Housing Options Team. The purpose of this team is to provide a single point of contact and support to ensure that vulnerable clients are provided with assistance to navigate the changes around the implementation of Universal Credit and provide assistance to alleviate financial difficulties affecting a client’s ability to sustain a household. To date the team have assisted 1337 clients and prevented 154 evictions. This represents a significant support for these customers, improving well-being and preventing possible homeless presentations.
 - A Housing Options and Homeless Education project focussed on to the financial responsibilities of running a household, aimed at secondary school pupils and lead by an RSL partner.
 - Continued development of the online Housing Options Portal, including promoting the use of the portal with partner organisations and ensuring accessibility to the portal for clients and partners through the Council’s Customer Service Centres.

- Increased partnership working with Third Sector Dumfries and Galloway around prevention activities, including ensuring clear referral pathways to Welfare Advice for working aged through our commissioned service with DAGCAS and building on the relationships built with the Third Sector through the Council's Anti-Poverty Strategy.

- 7.4.4 There will be continued development and monitoring of protocols and pathways for all identified specific client groups including those groups outlined in the Homeless Strategy 2018-2023 Hospital Discharge and Prison Discharge Protocols are now in place and will be regularly reviewed. A pathway and protocol for those who have experienced Domestic Abuse or Coercive Control is now complete and will be rolled out commencing July 2021.
- 7.4.5 The protocol and pathway for young people including Care Leavers is currently being developed as part of a wider workstream under the Corporate Parenting Workplan looking at housing needs of young people longer term.
- 7.4.6 A review will be undertaken to look at the potential need for a mediation service in partnership with RSLs, Education and Young People, Children and Families Social Work and third sector organisations specifically aimed at prevention of homelessness for our young people by improving family and household relationships. This work will align with the Poverty and Inequality Strategy and support work around the alleviation of child poverty.
- 7.4.7 Develop a multi-agency approach (involving AHSCP, RSLs, Private Sector Housing, Children's and Families Social Work, Education Services and NHS Dumfries & Galloway as appropriate) to deal with complex cases who are at threat of homelessness. A new response team will be developed to review the needs of vulnerable clients who are at threat of homelessness, to put in place measures to prevent homelessness or find suitable alternatives. The response team will include financial wellbeing, and care and support needs.
- 7.4.8 Learning from the Syrian Refugee Programme will be used to develop a pathway to provide services to persons without recourse to public funds. This will be a flexible multi-agency approach which provides advice and assistance, including financial assistance where required to safeguard the health and wellbeing of the person and their household if applicable.

Theme 1 Prevention and Housing Options:	
Action Point 1	Develop a structured partnership approach across Adult Health and Social Care Partnership and third sector (including charities) to ensure need is identified as early as possible and there is clear ownership to achieve positive outcomes for service users. This will include partnership wide customer engagement and communications plans.
Action Point 2	Develop protocols which address the needs of particular groups including Young People, Prisoners, Leaving Care, Hospital Discharge, Armed Forces Personnel, and persons with no recourse to public funds.
Action Point 3	Review the need for and potential effectiveness of mediation services in preventing homelessness.

Action Point 4	Review the causes of repeat homelessness and develop actions to address the underlying issues.
Action Point 5	Work with RSLs and private sector landlords to identify and implement early intervention initiatives to improve tenancy sustainment and prevent homelessness.
Action Point 6	Review Housing Support currently being delivered and make assessments of what is required to ensure prevention of homelessness and sustainment of tenancies including exploring alternative delivery models for these services.
Action Point 7	Raise awareness across all sectors of the Housing Options Digital portal and ensure accessibility to it for vulnerable groups.

7.5 Theme 2 Temporary Accommodation

The mission statement for Theme 2 is: “To provide high quality, affordable temporary accommodation suitable for the households needs.”

- 7.5.1 The Housing (Scotland) Act 2001 as amended by the Housing (Scotland) Act 1987 requires local authorities to provide temporary accommodation to all homeless applicants whilst their homeless application is being assessed. Where someone has been assessed as unintentionally homeless, temporary accommodation must be offered/provided until permanent accommodation has been found. This duty to provide accommodation also applies where there is an appeal in respect of a homeless application.
- 7.5.2 A settled housing outcome will be the first and preferred outcome by 2024
- 7.5.3 As a stock transfer authority, Dumfries and Galloway Council does not own housing stock, therefore the Temporary Accommodation stock is procured.
- 7.5.4 the use of shared accommodation was eradicated by the deadline of 1st October 2020 to ensure compliance with legislative changes. To facilitate this additional self-contained dispersed units were sourced to ensure adequate accommodation to cope with demand as the region moves out of lockdown.
- 7.5.5 The number of dispersed furnished properties was maintained during 20/21 to ensure capacity in the system to deal with any increases in demand due to localised lockdowns. Following a review of future needs due to COVID-19 we will no longer seek to reduce the number of units to 100 by 2024 but will review the reduction target on a yearly basis in line with demand. The time spent in this type of accommodation will have a target of 60 days by 2024. Working with the SHIP partners suitable accommodation will be identified within new developments for temporary accommodation replacing older stock.
- 7.5.6 Work with our landlords to ensure all accommodation within the portfolio complies with our Standards for Temporary Accommodation.
- 7.5.7 Reduce the number of private let properties being used for temporary accommodation (see 6.5.6) and introduce a Private Sector Leasing Scheme.
- 7.5.8 Development of a housing provision based on a core and cluster model specifically designed to accommodate a multiple needs. This will be developed in partnership with key stakeholders including RSLs, AHSCP, Criminal Justice and NHS Dumfries & Galloway with Health and Social Care taking the lead role. It will provide Psychologically Informed Environments, which take into account the psychological

needs of the individuals who live there many of whom will have experienced complex trauma.

Theme 2 Temporary Accommodation	
Action Point 1	Work with partners to review temporary accommodation provision and models to ensure they match our future requirements for rapid rehousing.
Action Point 2	Explore with partners the use of stock within new build developments as part of the Temporary Accommodation furnished portfolio.
Action Point 3	Review the impact of Welfare Reform on the costs of procuring temporary Accommodation
Action Point 4	Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation, taking into account customer needs.
Action Point 5	Re-profiling of existing Temporary Accommodation taking into account the changing demographics of the clients presenting as homeless and provision for specific client groups. (Including the development of hostel provision as outlined in section 6.5.11.)

7.6 Theme 3 Housing Solutions

The mission statement for Theme 3 is: “All households experiencing homelessness should have access to an affordable, sustainable housing solution which is suitable to their needs”.

- 7.6.1 Positive Service User outcomes are at the heart of the Housing Options and Homeless Service within Dumfries and Galloway. To reinforce this, service standards have been introduced which provide clear guidance on the level of service that partners, and service users can expect. The standards cover clear and transparent decision-making, through effective assessment, to providing support and assisting people to find suitable and sustainable housing solutions.
- 7.6.2 To ensure the Housing Options and Homeless Service continues to improve, a programme of continuous review and development is now in place. This will involve reviewing all procedures and practices to develop a customer focused approach. The service will ensure it understands and maps positive destination and will develop with partners Individual Housing Plans for each service user.
- 7.6.3 As a stock transfer authority, working with RSL partners is key to the success of a rapid rehousing approach. Work will be done with partners to develop a framework which sets out everyone’s roles and responsibilities in ending homelessness.
- 7.6.4 Review the target % lets to homeless clients for all RSLs on a monthly basis as we move out of COVID-19 lockdown.
- 7.6.5 Households will be identified who are currently occupying and settled in suitable temporary accommodation and work with RSL partners to convert these tenancies to a Scottish Secure Tenancy where appropriate.
- 7.6.6 Continued partnership with Revenues and Benefits to review existing processes for Discretionary Housing Payments and Scottish Welfare Fund to ensure the provision of furniture and goods to homeless households is as streamlined as possible.
- 7.6.7 A Housing First Pilot Project will be launched during Year 3 taking into account the learning outcomes from the pilot authorities.

- 7.6.8 Use identified housing needs of homeless households to inform a new housing supply developed through the SHIP, ensuring housing provision within high demand areas meets the needs of homeless clients. In particular, along with colleagues in the Health and Social Care Partnership and Strategic Housing Investment we will look at the demand and supply of 1 bed properties within the Region.
- 7.6.9 Work with partners to promote the Rent Deposit Scheme for the Private Rented Sector. Consideration will be given to other initiatives to improve the level of private sector tenancies accessed for people in Homeless such as the use of a social letting agency to actively work with private sector landlords to enable access for low income households. The use of Empty Homes Initiatives to increase access to private sector accommodation will also be considered.

Theme 3 Housing Solutions:	
Action Point 1	Ensure partnership with RSLs to monitor and continually review the allocation percentage to Homeless clients reflects service demand.
Action Point 2	Ensure the housing supply meets the needs of homeless household by including analysis of current and projected homeless need in our HMA profiles to help inform supply targets.
Action Point 3	Review Housing Models that would meet the need of Homeless service users with particular needs, including Housing First.
Action Point 4	Develop processes to maximise the use of available funding to support positive outcomes for service users. Continue to work closely with Council Services and external partners to maximise the use of discretionary funds.
Action Point 5	Develop the initiatives to increase the viability of discharging homeless duty to settled accommodation within the Private Rented Sector.
Action Point 6 (new)	Develop processes to reduce the time period for allocations of properties by RSLs post COVID-19

8 Appendices

Appendix 1 Homeless Strategy 2018-2023

Appendix 2 Year 2 Scottish Government Monitoring Template

Appendix 3 Housing First Pilot Governance Arrangements

Appendix 4 Year 3 Action Plan

Appendix 5 Resource Plan Update

HOMELESS STRATEGY

2018 - 2023



Foreword

Dumfries and Galloway Council welcomes the Homeless Strategy 2018-2023 which sets out our priorities for tackling homelessness. This strategy makes a significant contribution to our Council's priority to 'protect our most vulnerable people'.



The strategy builds on the Homeless improvement plan which has been in place since 2015 following a review and engagement with the Scottish Housing Regulator. The strategy acknowledges the improvements that the service has already achieved. Our Council is committed to the continuous development of a high quality, outcome focused Housing Options and Homeless Service. We have already made significant investments in staffing resources and procurement of a new IT system to support the work set out in this strategy.

Housing is fundamental to the health and wellbeing of our local communities and every resident in Dumfries and Galloway has a stake in this Strategy. The preparation of the Strategy has involved proactive engagement with a wide range of partners, stakeholders and service users. A Homeless Forum with these partners has been established to ensure an ongoing commitment to the Strategy outcomes.

This Homeless Strategy takes a fresh, pro-active and collaborative approach in tackling homelessness in Dumfries and Galloway. We are looking at new ideas and innovations, and importantly, listening and engaging with our partners and service users to create a service which is effective and transformational. No organisation can tackle homelessness on its own: partnership working is our priority if we are to make a

real difference to the quality of life of the individuals and families experiencing homelessness and related issues.

The Homeless Strategy has been developed around four main themes which we believe to be key to developing the service– these themes are supported by outcomes and actions which will be closely monitored and regularly reviewed.

We have worked closely with our community planning partners who are members of our multi-agency Homeless Forum. The Forum meets regularly and the Homeless Strategy has been informed by input from, and honest and open discussion with, a wide range of professionals, stakeholders and organisations and services working directly and indirectly with vulnerable individuals.

Extensive consultation has been carried out involving the third sector, current and former homeless people, together with their immediate support providers. This extensive and collaborative working with our partners has clearly identified and evidenced how we can work together, pool resources and knowledge to achieve the objectives and outcomes presented in this comprehensive Homeless Strategy.



Councillor Andy Ferguson

Chair of the Communities Committee – Dumfries and Galloway Council

April 2018



1. Executive Summary

1.1 The Dumfries and Galloway Homeless Strategy 2018-2023 has been developed with strategic partners as part of the wider Local Housing Strategy 2018-2023, as required under section 1 of the Housing (Scotland) Act 2001. The new Homeless Strategy builds on the earlier Local Housing Strategy 2011-2016 which incorporated the Homeless and Housing Support duties.

1.2 This Strategy has been developed in consultation with the multi-agency Strategic Homeless Forum, and also with other partners, stakeholders, staff and service users.

1.3 The Homeless Strategy contributes to the Council's Priority to "protect our most vulnerable people". Community Planning partners share the vision within the Homeless Strategy of "Working together to prevent the causes of homelessness and where we are unable to prevent its occurrence, working together to provide the best outcomes for those who are homeless or at threat of homelessness".

1.4 The Dumfries and Galloway Homeless Strategy 2018-2023 will work towards this vision under four themes:

1. Access to the Housing Options and Homeless Service
2. Homeless Prevention
3. Temporary Accommodation
4. Service User Outcomes

2. National Policy and Legislative Context

2.1 The **Housing (Scotland) Act 2001** placed a statutory duty on local authorities to assess the extent of homelessness in the area and prepare a strategy for the prevention and alleviation of homelessness. Following Scottish Government guidance issued in 2008, these duties were to be incorporated as part of the Local Housing Strategy.

2.2 The **Homelessness etc. (Scotland) Act 2003** amended the Housing (Scotland) Act 1987 to abolish the 'priority need' test in assessing homelessness duty, which in a subsequent determination by Scottish Ministers was to be achieved by 31 December 2012. This change significantly increased the rights of people who experience homelessness, including access to temporary and settled accommodation.

2.3 The **Housing (Scotland) Act 2010** introduced a requirement for local authorities to undertake a support needs assessment for all households found to be both unintentionally homeless and where there is reason to believe the household may have housing support needs.

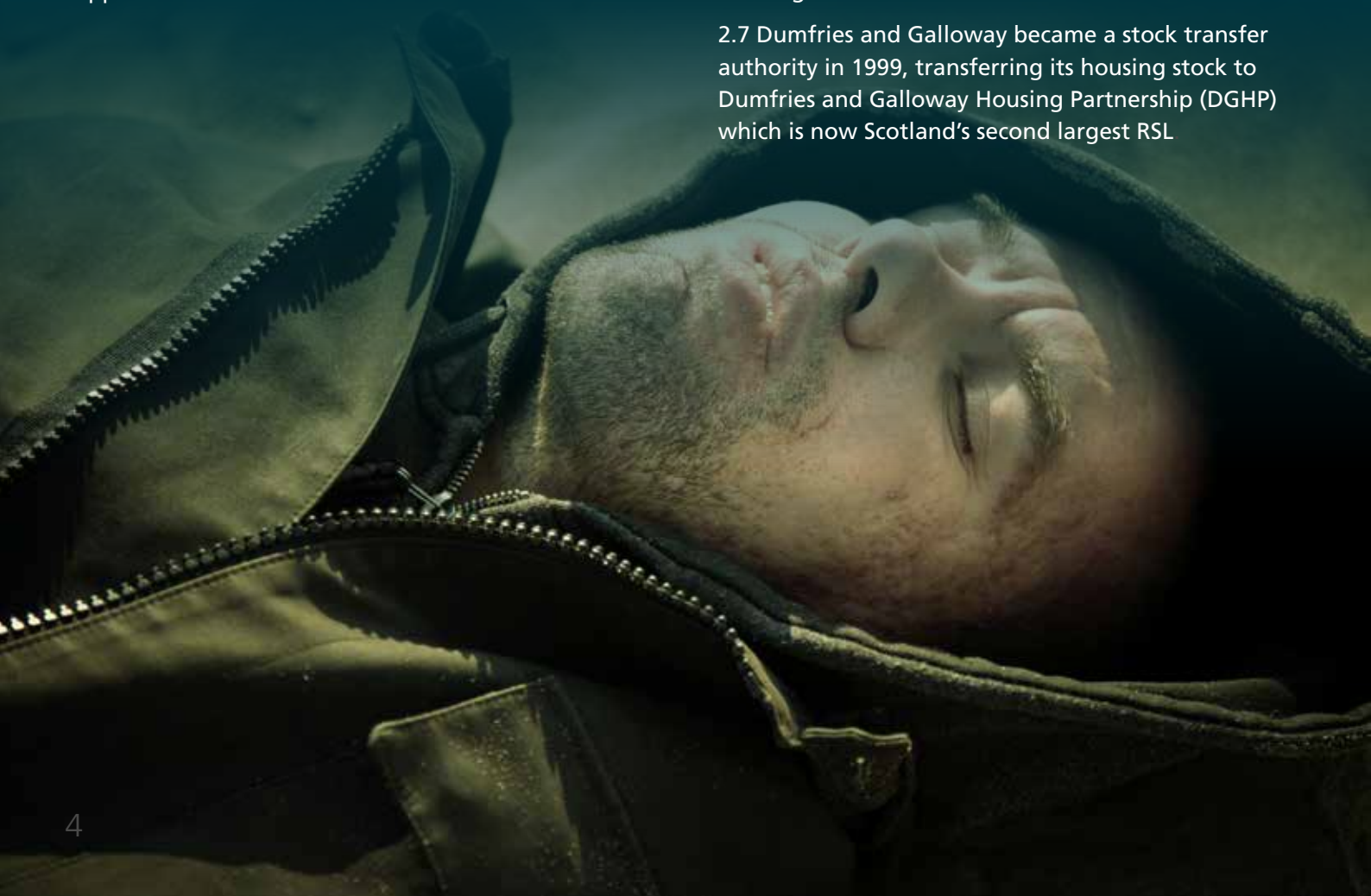
2.4 The **Scottish Housing Charter** was introduced in April 2012 and aims to improve the quality and value of services provided by registered social landlords (RSL's) and support the Scottish Governments aim to create a safer stronger Scotland.

2.5 **Homelessness and Health** – Homelessness is a public health issue. The Scottish Public Health Network Report, 'Restoring the Public Health response to Homelessness in Scotland' (May 2015) concluded "homelessness is both a consequence and a cause of poverty, social and health inequality". "The relationship between poor health (physical, mental or both) and homelessness is recognised as two-way, being both a significant contributory factor which can lead to a person becoming homeless, but is also in many cases, a 'late marker' of severe and complex disadvantage".

2.6 The Scottish Government's '**Ending Homelessness Together**' fund was announced in September 2017. £50 million has been identified to support the commitment to fund homelessness prevention initiatives over five years to:

- Eradicate rough sleeping for good
- Transform Temporary Accommodation
- Bring about an end to Homelessness in Scotland

2.7 Dumfries and Galloway became a stock transfer authority in 1999, transferring its housing stock to Dumfries and Galloway Housing Partnership (DGHP) which is now Scotland's second largest RSL



3. Local Context

3.1 The prevention of homelessness and repeat homelessness contributes to one of the Council's 4 main priorities "protect our most vulnerable people". There are a number of local and national strategies that also support this priority and will work in partnership with the Homeless Strategy.

3.2 The Homeless Strategy has been developed as a stand-alone document in response to an independent review of the Housing Options and Homeless Service in 2015. The recommendations from this review have been developed and included in the new Strategy to improve the local delivery of these services in Dumfries and Galloway.

3.3 In the development of this Strategy, consideration has been given to the Council's financial position and the reducing local government funding. Actions in the Strategy will require a full partnership commitment to ensure a customer centred approach is taken in the most cost effective and efficient way.





4. Theme 1 - Access to Housing Options and Homeless Services

4.1 The Scottish Housing Regulator states: “Homeless people should get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed”.

4.2 Dumfries and Galloway Council is a large rural authority and the Housing Options and Homeless service is administered within the Communities Directorate, in Customer Services. Staff are based in Council Offices within the four main settlements of Annan, Dumfries, Kirkcudbright and Stranraer. Our commitment is to ‘ensure customers have equal and open access to the Housing Options and Homeless service across the Region’.

4.3 The current service delivery offers contact in the following methods:

- Customer Office visit (face to face) – Dumfries, Annan, Kirkcudbright or Stranraer (Monday-Friday 9:00am to 5:00pm)
- Customer telephone call – Mon-Fri 9:00am to 5:00pm
- Customer Email – 24/7 access, however responded to Monday to Friday 9:00am to 5:00pm
- Out of Hours contact - Out of Hours contact centre with access to emergency accommodation
- A referral from a third party

4.4 The majority of contact and information channels are currently within the standard office hours. All offices have private interview facilities and have arrangements to assist those with sight, hearing or speech difficulties. The service also uses the Councils translation services for those service users whose first language is not English. The Council website contains some information and advice on Homelessness and will be developed further. Service Users highlighted the lack of relevant and up-to-date information available through various communication channels.

Action Points 1 and 2.

4.5 Dumfries and Galloway Council is committed to Customer Excellence and has developed Homeless Customer Standards which include:

- Providing free advice, information and assistance to find somewhere for you to live
- Treating customers with consideration and respect the confidentiality of their situation
- Not discriminating on the grounds of race, colour, gender, ethnic origin, disability or sexual orientation
- Same sex interview where possible
- Same day appointment with a trained officer if contacted within office hours
- An appointment within 1 working day of making contact where someone is threatened with homelessness within 2 months
- An appointment within 5 working days of making contact if not threatened with Homelessness within 2 months. Action Point 3

4.6 Homeless service users have highlighted the need for more affordable and consistent communications. Positive feedback was received on customer service from Homeless Officers and continued engagement while in temporary accommodation.

4.7 There were 975 approaches to the Homeless Service recorded for the period 2016-2017 in PREVENT1 resulting in 820 Homeless applications being taken.

4.8. Table 1 details the number of interviews arranged at each Office and the percentage of service users seen within the Service Standards targets for the period September 2016 – September 2017.

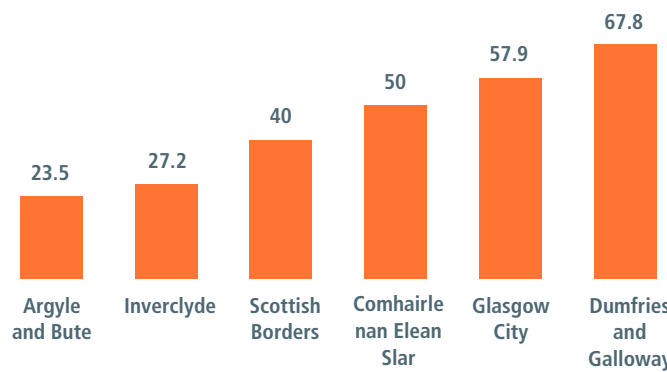
Table 1. Homeless Interviews carried out by Homeless Office location/Officer September 2016-September 2017

Area Office	Presentations	% Seen within time	Receiving Presentations from areas: (not exhaustive)
Annan	152	65%	Annan, Ecclefechan, Lockerbie, Lochmaben, Moffat, Eastriggs, Beattock, Springfield
Dumfries	431	73.5%	Dumfries, Dalbeattie, Sanquhar, Thornhill, Castle Douglas, Kelloholm, Newton Stewart, Lochmaben,
Kirkcudbright	47	58%	Castle Douglas, Gatehouse, Newton Stewart, Dalbeattie, New Galloway, Kirkcudbright
Stranraer	225	73%	Newton Stewart, Wigtown, Port Patrick, Garlieston, Kirkcolum, Whithorn, Sandhead, Minnigaff, Girvan, Drummore

4.9 Service users have indicated a desire for a more proactive approach being taken to sharing information and partnership working - for both the Homeless Service and third sector to improve the service users 'homeless journey'. **Action Point 4**

4.10 In 2016-2017 975 Housing Options approaches to the local authority were recorded in the PREVENT1 return to the Scottish Government. There were a number of Section 11 notifications (where Landlords start notice of proceedings) that were not recorded. We have made a change to the way we record prevention and housing options advice which, we believe will allow us in-depth analysis of our housing options work. From the reported data, 67.8% of presentations went on to make a full Homeless Application. This is significantly higher than other stock transfer authorities as detailed in Chart 1. This suggests that prevention work is currently only being started where someone is already at threat of Homelessness. Action Point 5

Chart 1. Percentage of presentations that went on to make a Homeless Application – a comparison with other Stock Transfer Authorities.



4.11 There has been increased Homeless applications from individuals and/or members of their homeless household with one or more vulnerability or complex needs. Based on needs identified at the point of application, the following support needs were recorded:

Diagram 1 illustrates the catchment of customers attending the 4 main offices



Table 2. Support needs identified (HL1 16/17) not exhaustive

Support Need Identified	13/14	14/15	15/16	16/17
Mental Health/ Learning Disability	154	133	162	260
Psychical Disability/ Chronic Illness/ Medical Condition	97	62	86	111
Drug or Alcohol Dependency	163	122	137	182
Total	414	317	385	553

4.12 Vulnerabilities can include a wide variety of health issues. Mental Health, Physical Health and Addictions were recorded as the most presenting needs when assessing homeless cases. The service will need to work with strategic partners to establish best practice for working with ‘at risk’ groups to ensure the best possible outcome for the person. As well as vulnerable groups it is important the service is accessible by minority groups including, transgender, LGBT, and ethnic groups.

4.13 An individual who is multiple excluded can be defined as someone with severe vulnerabilities and complex needs who are multiple excluded from society – whether this is from accessing services due to restrictions in place or lack of engagement on the service user’s part. Regardless of the reason for being multiple excluded, the individual is most likely to be very vulnerable and frequently known to the Homeless Services, as well as other public services, emergency services and third sector organisations.

4.14 The increasing number of presentations from complex needs service users is a significant challenge for the Housing Options and Homeless Service and partners. Service users who present with a range of needs, from autism, personality disorders, drug and alcohol addictions and physical disabilities, require

staff to have the skills and knowledge to assist individuals in a caring and empathic manner. **Action Point 6**

Quote from a Service User

“They did try their best – personal circumstances and mental health affects daily living. A better understanding of mental health might help”

4.15 For those with complex needs, homelessness is often a symptom of an underlying issue and a partnership approach is required to resolve the client’s full needs not simply their immediate housing need. Partners and homeless stakeholders include current housing support providers, other council resources, RSLs, the third sector and national and regional homeless charities. It is important to make sure the Housing Options and Homeless Service holds up to date information on which partner networks have a presence both in the wider community and nation-wide to offer joint support when working collaboratively to tackle homelessness. Research and planning with our partners is essential to ensure services are not only in place to provide appropriate housing, but also working in partnership to ensure the support required to maintain it is also in place. The case study below illustrates where a joint approach resulted in a successful outcome. The learning point from this case was that where complex needs are assessed early, a clear process should be in place for a partnership approach to identify a solution. **Action Point 7**

4.16 The Case Study below illustrates a circumstance where a joint approach has had a successful outcome. This case demonstrated that where complex needs are assessed early, a joint approach identified a solution.



Case Study

Mr A presented as homeless in June 2016 after being evicted from his tenancy on the grounds of anti-social behaviour. Community Justice had highlighted there was a serious risk of harm in terms of pattern, nature and a serious likelihood of imminence. Mr A had a history of verbal and physical assault and asserted his sense of control through verbal and physical violence. Due to the risks he could only be seen if two workers were present. At his time of presentation Mr A was not engaging with any support service.

Mr A previously had a history of homelessness and since 2003 had presented 7 times to the Homeless section. His last tenancy with an RSL had lasted 3 years. A homeless decision of unintentional was made and Mr A was provided Temporary accommodation.

At his time of presentation in June 2016 he had a number of Criminal Justice orders in place, however these expired in August 2016 and from that time there was no involvement with Community Justice. Mr A did not meet the criteria for adult supported accommodation within Social Work; therefore the only route to discharge the homeless duty was a section 5 referral back to mainstream social housing. From the initial assessment there had been several failed attempts to engage with Housing Support providers due to the verbal threats.

After a year in temporary accommodation and a number of failed attempts to secure permanent accommodation a case conference was held with key partners including RSLs and Health and Social Care colleagues to discuss how to progress this case. A renewed attempt with Housing Support was agreed and would be supplemented with a self-directed support assessment to enhance the support package. Specific providers were engaged who were briefed on the requirements of the case. Within these organisations it was important to ensure not just the correct support package but also the correct worker was selected.

This was agreed and put in place, Mr A responded positively to the new support workers, who were able to develop an improved relationship. Following a period with this support a suitable tenancy was negotiated with an RSL. To facilitate the move additional financial support was required at the start of the tenancy; assistance from the support agencies meant Mr A could access funds from both Discretionary Housing Payments and Scottish Welfare Fund to aid his move to permanent accommodation. Following his successful move support remains in place to provide assistance with maintaining this tenancy. This case will continue to be monitored by the Housing Options team to ensure the support is in place to Mr A to sustain his tenancy.

4.17 Dumfries and Galloway Council offers an out of hours service, which until March 2018 was based within Glasgow Emergency Social Work Service. This service is currently under review and the new out of hours service will be delivered by Social Work Services in Dumfries and Galloway from April 2018. There is a continued commitment to provide Homeless advice through this service. The ongoing development of the new out of hour's service includes the needs of the Housing Options and Homeless services who are part of the review board project team.

4.18 There have been 57 out of hours contacts which were referred to the Homeless Service between April 2017 to April 2018. Of these, 8 cases involved children and 13 who were offered accommodation and turned it down.

4.19 Of the 57 presentations to the out of hours service, 27 were refused accommodation. Reasons for refusals include; unable to contact the service user; service user found accommodation elsewhere; decision not to offer accommodation to individual (eligibility reasons); no answer from emergency accommodation (guest house); no disabled access available for wheelchair users; and banned from guest house due to previous behaviour. During consultations, service users felt that the out of hours provision had limited information. A review of how out of hours calls for Housing Advice are supported and the availability of temporary accommodation will be undertaken to address this. **Action Point 8**

Theme 1 Outcome: Provide a consistent and accessible service across the region	
Actions	
Action Point 1	Review and update contact methods including Housing Options self-service portal, phone interviews, and home visits for Service Users
Action Point 2	Review current Housing Options and Homeless Service information held online and in other formats to ensure Service User needs are met
Action Point 3	Ensure customers are given appointments:- The same day where 'roofless' Within 1 day where they are at threat of Homelessness Within 5 days where no threat of Homelessness
Action Point 4	Review resources available internally and externally across the region to ensure homeless service user needs are met
Action Point 5	Improve the recording of Housing Options and ensure all intervention work is being reported to the Scottish Government through PREVENT1
Action Point 6	Ensure appropriate training and support are in place for all staff and shared with partners where appropriate
Action Point 7	Develop a structured partnership approach across health and social care and third sector (including charities) to ensure need is identified as early as possible and there is clear ownership to achieve positive outcomes for service users
Action Point 8	Review provision of out of hours provision for homelessness including the potential for a wider partnership approach to this delivery



5. Theme 2 – Homeless Prevention

5.1 Each local authority has a statutory duty under section 2 of the Housing (Scotland) Act 2001 to provide advice about homelessness or preventing homelessness, and to signpost people to services that may assist with the prevention of Homelessness.

5.2 The Scottish Government produced new Housing Options guidance in March 2016 for all local authorities. The new guidance contains 13 principles which underpin a holistic approach to supporting those who are homeless or at threat of homelessness. The Council is continuing to work in partnership with the Ayrshire Housing HUB to develop a Housing Options toolkit and training plan for staff. It is recognised that wider knowledge of Housing Options is required with key partners i.e. Housing Support providers, schools, health and social care providers.

Action Point 1

5.3 Housing Options advice provided to service users is recorded on PREVENT1 and reported to the Scottish Government. The table below details the number of approaches recorded in PREVENT1 for Dumfries and Galloway in 2016/17.

Table 3 – PREVENT 1 approaches

Table 1	2014/15	2015/16	2016/17
PREVENT 1 Approaches	891	859	975

5.4 Service Users have highlighted that Housing Options needs to be better defined, as many individuals were unsure what Housing Options meant and what the benefits were of approaching the Service to discuss their housing needs.

5.5 There has been an ongoing increase in demand for Housing Options advice over the past three years. The increase clearly demonstrates the need for a reshape of service delivery to ensure sufficient focus is placed on Homeless Prevention and Housing Options. There is a need to work with Landlord partners to ensure early prevention work is undertaken prior to starting eviction processes. Early prevention work will not remove the right of people who are at threat of homelessness within two months making a homeless application. **Action Point 2**

5.6 Of the 975 PREVENT1 contacts, 67.8% went on to make a Homeless application. This is significantly higher than the national average of 44.4% for 2016/17. Only 8.3% of applicants remained in their current home following on from prevention work, compared to a national average of 21.8%. While comparisons with national averages on PREVENT1 should be treated with caution due to the national variance of recording, there is still a question about the difference in results. It is clear from the current figures that prevention work with service users mainly starts where there is an imminent threat of homelessness. An action of this Strategy will be to improve prevention by 'upstreaming' Housing Options and intervening before the threat of homelessness within two months. Action Point 3

5.7 During consultation, advocacy and awareness for both service users and support providers (third sector) were noted as central themes when exploring homeless prevention. Creating links between partners/support providers to provide service users (especially those with complex needs) with a 'trusted

person' to act on their behalf was suggested as an option to remove barriers and encourage consistent engagement.

5.8 Partnership working is a significant factor in both prevention and outcomes for service users. Homelessness in Dumfries and Galloway is largely not down to a lack of housing. Homelessness is often a symptom of health or social issues and therefore a sustainable and longer term solution will require partners from Health and Social Care, Employability, Housing Support, Third Sector advice agencies, RSLs and Education to work together on a prevention agenda. To aid this work a Strategic Homeless Forum has been established (July 2017) to look at cross sector strategic issues. This work will continue to review and resolve issues that affect Homelessness. Action Point 4

5.9 The current national trend for homelessness is a reducing picture and this was also reflected in Dumfries and Galloway until 2016/17. Table 4 details the number of applications locally.

Table 4 – HL1 Homeless applications

	2012/13	2013/14	2014/15	2015/16	2016/17
Applications	953	918	635	668	820

Table 5 – HL1 Homeless applications by Banded Age

Applications	2012/13	2013/14	2014/15	2015/16	2016/17
16-17	46	44	25	33	37
18-25	347	313	206	201	235
% of Total	41.2%	38.9%	36.4%	35%	33.2%

5.10 A reducing application trend was evident in Dumfries and Galloway up to 2014/15 however this was reversed in 2015/16. This change was mainly due to a review of internal procedures which resulted in more applications being taken to reflect the need for an application where there was a threat of homelessness and not just roofless cases. While there has been a general decrease in the number of young people presenting as homeless as an overall percentage of presentations, they still account for one third of the overall cases.

5.11 Dumfries and Galloway continues to be above the national average for repeat homelessness, 11.9% in 2016/17 compared to a Scottish average of 6.7%. Further work needs to be undertaken to understand the underlying reasons for repeat homelessness and what mitigations can be put in place. For service users who are at risk of not sustaining tenancies this means that more should be done to support them to sustain their tenancies. **Action Point 5**

5.12 There are a wide range of reasons for homeless presentations and the most common are as follows:-

- Breakdown of family relationships – 44%
- End of tenancy or home ownership – 40%
- Discharge from Prison/Hospital/Leaving care – 8%
- Long term homeless or sofa surfing – 3%

5.13 The largest number of presentations comes from family or relationship breakdowns; the service does not currently use mediation services. Use of mediation services is an option used by many authorities and therefore an action of this policy is to review the potential effectiveness of this in preventing homeless Action Point 6. The second main reason is where tenancies or occupations end due to rent arrears or anti-social behaviour. Action Points 1 and 2 will focus on partnership working to provide assistance and signposting earlier in the process to help ensure financial, welfare or housing support is in place.

5.14 During 2017/2018, 59.9% of all homeless presentations were from males – this Strategy highlights the need to further analyse the reasons why most homeless presentations and repeat applications are made by single males aged 18-35 and look at housing options for this specific group.

5.15 Significant progress has been made ensuring those leaving the care system are supported to find permanent accommodation and not referred to the Housing Options and Homeless Service. This work will continue to be developed. While there are comprehensive processes in place for those leaving care, 20% of homeless presentations in 2016/17 came from people who were care experienced in the past five years. This Strategy highlights the need for further prevention work to support care leavers in their permanent accommodation and create stronger links with Children and Young Persons Services to have a partnership approach. 2018 is the year of the Young Person in Scotland and this strategy recognises the importance of young people and their right to thrive and have all opportunities available to them. The Housing Options and Homeless Service needs to engage with young people better, not only to those who have been affected by homelessness in the past but to educate young people on housing issues.

5.16 The Homeless Service Improvement Plan has previously identified the need to develop a Prison Discharge and Hospital Discharge housing protocol. The Scottish Prison Service launched SHORE (Sustainable Housing on Release for Everyone) in 2017, which included a commitment to finding Housing solutions for those leaving prison. The Homeless Prison Discharge protocol will be developed to compliment SHORE and review the Housing Options for prisoners at the start of sentences as well as planning for release.

Chart 2: Prison, Hospital and Children's Local Authority Care Discharges to Homeless – Applications Received 2016/2017

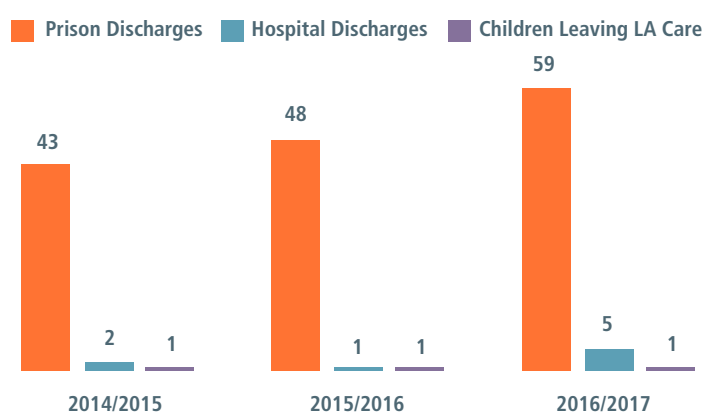
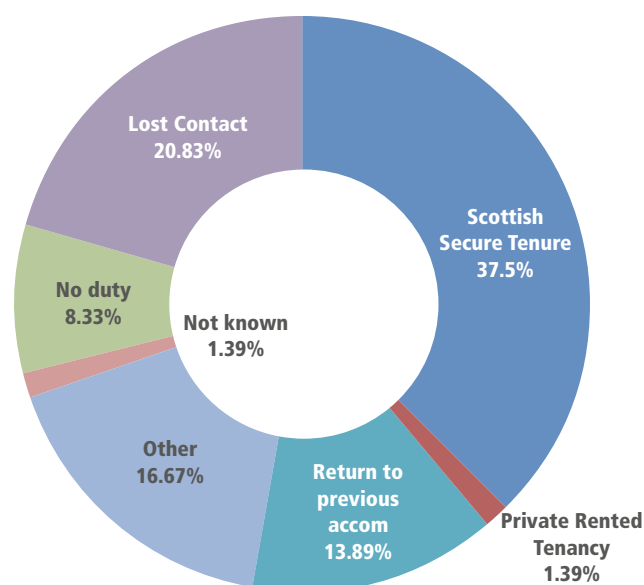


Chart 3: Prison Discharge Homeless Cases (%) – Outcomes 2016/2017



5.17 The Housing Options and Homeless Service receives homeless applications from MAPPA clients (Multi Agency Public Protection Arrangements). Homeless Officers work closely with the Offending Management Unit within Police Scotland to carry out environmental risk assessments when housing MAPPA clients. Continued partnership working with the South West Scotland MAPPA Strategic Oversight Group, Police Scotland and Scottish Prison Services will ensure MAPPA clients are housed and monitored appropriately within communities.

5.18 The Hospital Discharge Housing protocol will also be developed in partnership with Health and Social care partners and emergency hospital services. **Action Point 7**

Theme 2 Outcome: Introduce a new Housing Options approach with partners focusing on early prevention	
Actions	
Action Point 1	Implement a Housing Options framework in line with the Scottish Government guidance and in partnership with stakeholders to provide a standardised approach for key partners in Dumfries and Galloway
Action Point 2	Review the delivery model of Housing Options to ensure resources are adequately dedicated to prevention work across the partnership
Action Point 3	Review awareness of the Housing Options services available and work with partners to promote this to potential service users at an early stage.
Action Point 4	Continue to develop the work of the Strategic Homeless Forum to assist in shaping Housing Options and Homeless Services. Reviewing membership on a regular basis to ensure key stakeholders are represented.
Action Point 5	Review the causes of repeat homelessness and develop actions to address the underlying issues.
Action Point 6	Review the need for and potential effectiveness of mediation services
Action Point 7	Develop protocols which address the needs of particular groups including Young People, Prisoners, and Hospital discharge and leaving care.



6. Theme 3 - Temporary Accommodation

6.1 The Housing (Scotland) Act 2001 as amended by the Housing (Scotland) Act 1987 requires local authorities to provide temporary accommodation to all homeless applicants whilst their homeless application is being assessed. The Council has a statutory duty to provide temporary accommodation for all individuals presenting as homeless or those threatened with homelessness. Unintentional homeless cases will be supported into permanent accommodation and those found intentionally homeless will be assisted to find alternative accommodation.

6.2 The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014, which requires local authorities to ensure that homeless households with children and pregnant women are not placed in unsuitable temporary accommodation unless exceptional circumstances apply. To ensure the local authority complies with its statutory duty, a 3 year Temporary Accommodation Policy will be developed from 2018. **Action Point 1**

6.3 The Temporary Accommodation Policy will have 4 strategic aims:-

- Provision of a wide range of temporary accommodation options for clients across Dumfries and Galloway which meets the needs of homeless households;
- That temporary accommodation is of an appropriate standard and quality to meet the needs of homeless households;
- Effective management of temporary accommodation, which reflects service users views and ensures Best Value for Dumfries and Galloway Council;
- The appropriate information, support and contact is provided to homeless households in temporary accommodation

6.4 As a stock transfer authority, Dumfries and Galloway Council does not own housing stock, therefore the Temporary Accommodation stock needs to be procured. The current provision is as follows:

- Leased from RSLs - 73 properties
- Leased from Private - 72 properties
- Local Authority Hostel, managed by a third party – 1 property
- Accommodation, purchased on a 'spot-purchase' basis – 60 spaces
- Accommodation with Support procured from Housing Support funding– 77 spaces
- Refuge Accommodation procured from Housing Support funding – 16 spaces

6.5 Much of the current provision has been in place for over ten years which falls short of guidance recommendation to rotate temporary accommodation on a planned basis. Feedback during consultation was some accommodation standards could be improved:

Quote from a Service User

"Cold – nice enough flat but freezing, often stayed with a friend to keep warm. Had a portable radiator from my support provider to keep warm" (Service User with Housing Support in Place).

This information supports the need to review the current accommodation and to factor in issues such as: cost, heating, insulation, security, furnishings and general living conditions.

6.6 As part of the new Temporary Accommodation Plan the service will implement a programme of rotation and more innovative ways of introducing new properties into the available stock for Homeless clients. Part of the new approach will include the potential to convert some temporary accommodation to permanent homes for service users where it is deemed appropriate.

Quote from a Service User

"If I could afford it, at the time, I would have stayed longer if I'm honest, I could have kept it but I was given somewhere else and that was fine but I got settled in and everything. (In temporary accommodation).

6.7 There has been an ongoing reduction in the number of people requiring temporary accommodation. The reduced numbers have led to several leases being terminated therefore reducing the overall stock and associated costs. Detailed below is the average number of service users recorded in temporary accommodation over the past four years.

Table 5 HL3- no of service users in Temporary Accommodation

	2013/14	2014/15	2015/16	2016/17
Average no of service users	274	265	239	214

A number of temporary accommodation leases have been in place for a significant period of time and need to be reviewed. There has been an ad hoc process of terminating temporary accommodation leases for the past few years, however a full review of the stock, including demand and needs assessment, and a costs analysis will be undertaken. **Action Point 2**

6.8 A significant portion of the costs of providing temporary accommodation is met through Housing Benefit and the associated subsidy arrangements. However the ongoing changes due to Welfare Reform continue to impact on these costs. Any future procurement will take account of the changing funding arrangements for temporary and supported accommodation. This will ensure the cost to the local authority is minimised. **Action Point 3**

6.9 Service Users have indicated that time spent in certain types of temporary accommodation has been beneficial in assisting them to move to and sustain permanent accommodation.

Quote from a Service User

"I needed that time to get a grip of everything; I could've done with longer if I'm honest"

While it is a key aim to minimise the length of time spent in temporary accommodation, it is important to assess the client's needs and tailor placements to enhance the prospect of successful permanent

housing allocations which are sustainable. In 2016 service users in Dumfries and Galloway spent an average of 109 days in temporary accommodation; the Scottish national average is 97 days. **Action Point 4**

6.10 One of the barriers identified to accessing temporary accommodation, was the cost where a service user is not eligible for Housing Benefit. Service users who were working during their time in temporary accommodation stated that the costs were unmanageable and they were left with little disposable income after paying rent, service charges and higher heating costs. The review of temporary accommodation includes the funding model and will explore the potential and affordability of reducing the current charges. **Action Point 5**

6.11 Feedback from service users has highlighted areas for concern including stigmatisation, and anti-social behaviour. The Temporary Accommodation Policy will include the development of quality standards. The commitment is to provide good quality, affordable accommodation for service users to ensure they are treated with dignity and respect. Allocation of temporary accommodation will meet the health and safety needs of service users. Links will be formalised with Police Scotland, Criminal Justice, and Anti-Social Behaviour teams to address and deal with any issues that arise.

6.12 The temporary accommodation policy will take into account the demand from groups such as MAPPA clients, clients with disabilities or chronic health needs and ensure the temporary accommodation stock is in place to meet their needs. Dumfries and Galloway is a large rural area which presents significant challenges in providing temporary accommodation across the region which meets the needs of everyone. The review of Temporary Accommodation will assess the trends in demand to allow the re-procurement of accommodation in those areas where current or future demand is predicted. This will allow the service to be as flexible as possible in finding temporary accommodation as close as possible to the place of choice of the service users.

Temporary Accommodation Key Outcome and Actions

Theme 3 Outcome: Provide good quality affordable accommodation	
Actions	
Action Point 1	Develop a 3 year Temporary Accommodation Policy including Temporary Accommodation Standards
Action Point 2	Re-procurement of Temporary Accommodation following completion of analysis of the current provision and Homeless service demands
Action Point 3	Review the impact of Welfare Reform on the costs of procuring temporary accommodation
Action Point 4	Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation, and taking account of customer needs
Action Point 5	Review of current temporary accommodation charging models to assess the financial affordability of reducing the levels of rent charged to service users.



7. Theme 4 – Service User Outcomes

7.1 Positive Service User outcomes are at the heart of the Housing Options and Homeless Service. To reinforce this, service standards have been introduced which provide clear guidance on the level of service that partners and service users can expect. The standards cover clear and transparent decision-making, thorough and quick assessments, providing support and assisting people to find the correct housing solutions.

7.2 In 2016/17, 820 Homeless applications were made and 91.4% were assessed within four weeks: this is a significant improvement from 73.7% in 2015/16 and 68% in 2014/15. As assessments rely on the provision of information from service users it is accepted that a 100% target is likely to be unachievable. The Service will aim to achieve 95% of all assessments made in 28 days or earlier where possible. The national Scottish average in 2016/17 was 87.8%, therefore the Service is currently operating at above the national average.

7.3 To ensure the Service continues to improve, a programme of continuous review and development is now in place. This will involve reviewing all procedures and practices to develop a customer focused approach. The Service will ensure it understands and maps positive destinations for service users. One of the processes to be reviewed will be the appeals process to ensure targets are being met and changes are being made to reduce the overall number of appeals being received. The Service aims to make the correct decision in the first instance, by ensuring all information needed is gathered as the initial contact. **Action Point 1.**

7.4 The implementation of a new Homeless IT System will assist with the redevelopment of procedures and processes. The current multiple systems are inefficient and do not have easy access to performance information, the new IT system will reduce the level of manual intervention and provide better information to inform service changes and support homeless staff to deliver the service. **Action Point 2.**

7.5 The Common Housing Register (CHR) assists in Homeless clients obtaining permanent housing. Until October 2017 the local CHR consisted of four Registered Social Landlords, Dumfries and Galloway Housing Partnership (DGHP), Loreburn Housing Association, Home Group (Scotland) and Irvine Housing Association. From October 2017, Loreburn is no longer a full member of the CHR and new partners Cunninghame Housing Association has joined. Cunninghame is currently in the process of planning and developing new housing in Dumfries and Galloway.

Table 6. RSLs and Number of Properties

Registered Social Landlord	Number of Properties	Planned build over 5 years*
DGHP	10,300	401
Loreburn Housing Association	2,500	307
Irvine Housing Association	393	0
Home Group (Scotland)	568	0
Cunninghame Housing Association	0	528

*Information as at 31st March 2018 from the Strategic Housing Investment Plan

7.6 From October 2017, Loreburn Housing Association properties are let via 'Choice Based Lettings'. The Housing Options and Homeless Service will work closely with Loreburn and continue to develop positive outcomes for service users through Choice Based Lettings.

7.7 The CHR partnership has resulted in 31% of all lets made available going to Homeless clients in 2016/17 which was an improvement from 2015/16 at 23%. From 2017/18 onwards the target has been increased to 40%, this target is also accepted by Loreburn Housing Association through Choice Based Lettings.

Action Point 3.

7.8 It is recognised that there are a number of service users who are affected by serious vulnerabilities such as mental health, drug and alcohol addictions and those multiple excluded from accessing services. For some of these clients, a tenancy in mainstream housing is often not the most appropriate solution. The Homeless service works jointly with the Health and Social Care Integration Joint Board and the Adult Supported Accommodation Residential Placement Panel for some clients housing need. However there remain a number of clients whose needs are not met by the current available housing models in Dumfries and Galloway

7.9 There are a number of projects nationally that are developing options for people with particular needs. Housing First is a current model which has been adopted by a number of local authorities in Scotland and offers permanent accommodation to individuals in chronic need without requiring them to go through the formal homelessness system waiting lists, hostels and temporary accommodation. Under Housing First there is no requirement for the homeless person to be "housing ready" or to have addressed their addiction problems before moving into a permanent home and sustaining it. Health and addiction issues are addressed after housing has been secured, and intensive, open ended support is provided to help the person to maintain their tenancy. Alternative housing models including Housing First will be explored as a potential option for Dumfries and Galloway. **Action Point 4.**

7.10 The ongoing Welfare Reform changes have been a focal point for Dumfries and Galloway Council. Welfare Reform can be one of the most significant factors for individuals falling into rent arrears and subsequently losing tenancies due to financial difficulties.

7.11 The service will continue to work in partnership with both internal and external agencies to mitigate the impacts of Welfare Reform. This mitigation work includes working with the Welfare Support team to maximise the use of the Scottish Welfare Fund and Discretionary Housing Payments to prevent homelessness or to assist clients settle into new accommodation. A joint approach by this team and

the Housing Options and Homeless service will ensure there is a collaborative approach to tackling Homeless prevention by the Council. **Action Point 5.**

7.12 There is a statutory duty to provide advice and assistance (Housing Support), and it is clear that the timing of this is crucial to ensure the needs of service users are met. The Strategy recognises that early intervention and Housing Support is crucial to reduce homelessness. However the application of Housing Support is also crucial to ensuring someone settles into their tenancy, enabling them to sustain a permanent home.

Quote from a Service User

"The Council needs to support people after they get a house. Not enough understanding of mental health, it takes a priority. My mind set was not good; a follow up or something afterwards would help to make sure it's going to plan".

Service users have emphasised the need for continued housing support to help them sustain tenancies and to assist in changing behaviours long term (for example debt/money management, life skills and paying bills).

7.13 The commitment is therefore to work with Housing Support providers to ensure support for clients who move to permanent accommodation continues to help them maintain tenancies. This will include post-tenancy checks to ensure they continue to manage in their tenancy for up to 12 months or beyond if needed.

7.14 A partnership approach is vital to ensure the correct support choices for individuals. Joint working with Social Work Services will ensure those clients who need more enhanced support are assisted in accessing self-directed support. **Action Point 6.**

7.15 Individuals with lived experiences, of the Housing Options and Homeless Service, are invaluable to help shape service delivery. A priority within the Homeless Strategy is to be open, accessible and responsive to service users and the wider public. Service users have

indicated that they are eager to continue to assist with the shaping of service delivery. Service users want to share feedback on their lived experiences of homelessness overall and assist in removing barriers and 'branding/stereotyping' homeless individuals. Engagement with service users will be integral to the ongoing development of policies and strategies.

Quote from a Service User

"The size of the town (Dumfries), you don't see it (homelessness). In the media and news, for those who are homeless in society, they are still seen as the dregs of society, spongers, wasters, whatever you want to say. I never, not ever, thought I would go that way (become homeless) sleep rough and everything on top of that. Me and my family experienced it, we went through it together and we know it could happen to anyone. It shouldn't matter where you come from, you shouldn't be put to the side because you've been in a bad way. I got help so if I can get to that stage then anyone can...I can't thank them enough".

7.16 A Homeless Customer Engagement Plan is now in place to ensure that feedback from those who access the service can shape future delivery. New customer satisfaction surveys are in place to gather information from service users. The information obtained from this will be presented regularly to the Homeless Forum to highlight any areas where improvement is needed, whilst continuing to keep channels of communication open with current and past homeless service users.

Action Point 7.

7.17 The current customer satisfaction levels reported through the Annual Return of the Charter (ARC) is that 91% are satisfied with temporary accommodation. The new customer surveys will widen the feedback and breakdown areas to cover access to the service, outcomes, and temporary accommodation.

Theme 4 – Outcome: Ensuring excellence in customer service is at the centre of everything we do

Actions	
Action Point 1	A review of Housing Options and Homeless Service internal policies and procedures to ensure assessment, application and appeal targets are being met.
Action Point 2	Implementing a new IT system to support housing options information and homeless application processing, supporting performance management and reporting to allow service improvements to be monitored and evidenced.
Action Point 3	Ensure partnership with RSL's to monitor and continually review the allocation percentage to Homeless clients reflects service demand.
Action Point 4	Review Housing models that would meet the need of Homeless service users with particular needs, including Housing First.
Action Point 5	Develop processes to maximise the use of available funding to support positive outcomes for service users Continue to work closely with Council services and external partners to maximise the use of discretionary funds.
Action Point 6	Review Housing Support currently being delivered and make assessments on what is required to ensure prevention of homelessness and sustainment of tenancies.
Action Point 7	The development of a Customer Engagement Plan to ensure the service is interactive and inclusive with customer engagement to address areas of improvement and keeping channels of communication open and clear.

Summary Action Plan

Theme 1 Access to Housing Options and Homeless Services - Provide a consistent and accessible service across the region				
Action Point	Actions / Milestones	Responsible Service /Officer	Performance Outcome	Due date
1. Review and update contact methods including Housing Options self-service portal, phone interviews, and home visits for Service Users	<ul style="list-style-type: none"> Explore and develop new communication methods and formats i.e. text, online chat, large print, languages, easy read etc. 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Housing Options and Homeless Service Communication Plan Contact scripts developed for recording and signposting (Homeless Staff, CSCs and other front line Council staff) 	31 Mar 2019
	<ul style="list-style-type: none"> Develop Customer Service initial contact scripts to record details of Homeless service contacts and signposting information for general enquires. 	Customer Services		31 Mar 2019
2. Review current Housing Options and Homeless Service information held online and in other formats to ensure Service User needs are met.	<ul style="list-style-type: none"> Create information pack for partners, containing Housing Options advice and signposting information 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Action Pack content to be agreed at Homeless Forum/ Housing Options Sub Group, including alternative formats Website holds up to date information and FAQ's on live website – monitoring and review dates agreed Customer surveys monitored and feedback published online 	31 Mar 2019
	<ul style="list-style-type: none"> Add Frequently Asked Questions to website 	Communications		31 Mar 2019
	<ul style="list-style-type: none"> Ensure information displayed and on websites is reviewed on a regular basis 	Communications		31 Mar 2020
	<ul style="list-style-type: none"> Include with Customer Survey Questionnaires online. Report outcomes from customer feedback 	Housing Options and Homeless Service		
3. Ensure customers are given appointments:- The same day where 'roofless' Within 1 day where they are at threat of Homelessness Within 5 days where no threat of Homelessness	<ul style="list-style-type: none"> Publicise Service Standards and appointment times 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Service Standards compiled, publicised and displayed as widely as possible. Performance data produced and monitored 	30 Jun 2018
	<ul style="list-style-type: none"> Management of performance data from new IT system to monitor timescales on appointments 	Housing Options and Homeless Service		31 Mar 2019

4. Review resources available internally and externally across the region to ensure homeless service user needs are met	<ul style="list-style-type: none">• Homeless staffing restructure• Explore options for Housing Options and Homeless service surgeries outwit the existing 4 mains offices• Availability of staff in more remote areas and home visits	Housing Options and Homeless Service	<ul style="list-style-type: none">• Full Housing Options and Homeless Service Organisational structure in place.• Information available to support or oppose initiative to offer homeless surgeries and home visiting	31 May 2018
				31 Oct 2019
				31 Mar 2019
5. Improve the recording of Housing Options and ensure all intervention work is being reported to the Scottish Government through PREVENT1	<ul style="list-style-type: none">• Develop online Housing Options module in the new Homeless system• Develop new Housing Options Framework to include partners and improve recording on all intervention work	Housing Options and Homeless Service	<ul style="list-style-type: none">• Housing Options service available on council website publicly• Housing Options Framework has been written and agreed with homeless partners – outline has been shared and training delivered to staff and partners	31 Oct 219
		Housing Options and Homeless Service		31 Dec 2018
6. Ensure appropriate training and support is in place for all staff and shared with partners where appropriate	<ul style="list-style-type: none">• Training needs analysis for internal staff and partners to identify skills and knowledge gaps.• Redeveloped procedures shared with key partners and other council departments (where necessary) to increase knowledge of processes and practices. Involve staff and partners with service developments	Housing Options and Homeless Service	<ul style="list-style-type: none">• Training arranged and successfully completed to all staff and relevant partners• Partners communicated on new/amended policies and procedures• Staff and partners involved with all developments and subsequent questions answered as required	31 Mar 2020
		Housing Options and Homeless Service		31 Mar 2020
7. Develop a structured partnership approach across health and social care and 3rd Sector to ensure need is identified as early as possible, and there is clear ownership to achieve positive outcomes for service users	<ul style="list-style-type: none">• Enhance existing and develop new clear referral pathways with partners• Develop a multi-agency process for dealing with complex exceptional cases	Health and Social Care Integrated Joint Board	<ul style="list-style-type: none">• Partner pathways have been established and communicated• Multi-agency process and/ or team outlined for future complex homeless cases who cross services/organisations	31 Mar 2023
		Housing Options and Homeless Service		31 Mar 2021
8. Review provision of out of hours for homelessness including the potential for a wider partnership approach	<ul style="list-style-type: none">• Include review of accommodation available for out of hours• Review partnership approach to out of hours support to access accommodation	Housing Options and Homeless Service	<ul style="list-style-type: none">• Out of Hours policy and procedure in place and staff fully trained• Partnership approach to out of hours emergency accommodation has been agreed or declined	31 Mar 2021
		Housing Options and Homeless Service		31 Mar 2021

Theme 2 Homeless Prevention				
Action Point	Actions / Milestones	Responsible Service /Officer	Performance Measure	Due date
1. Implementation of a Housing Options framework in line with the Scottish Government guidance and in partnership with stakeholders to provide a standardised approach for key partners in Dumfries and Galloway	<ul style="list-style-type: none"> Housing Options framework agreed by Homeless Forum and Housing Options – Sub Group Agreed framework delivered and publicised in key community areas i.e. schools, community GP's and Housing Support providers etc. 	<p>Homeless Forum/ Housing Options - Sub Group</p> <p>Housing Options and Homeless Service</p>	<ul style="list-style-type: none"> Record of agreed framework Distribution of framework and documentation to key partners 	<p>31 Mar 2019</p> <p>31 Mar 2020</p>
2. Review the delivery model of Housing Options to ensure resources are adequately dedicated to prevention work across the partnership	<ul style="list-style-type: none"> Early intervention with Section 11 cases Early notification and intervention on ASP cases. Develop an early notification process for intervention where tenancies are at threat 	<p>Housing Options and Homeless Service</p> <p>Social Work Services</p> <p>Registered Social Landlords</p>	<ul style="list-style-type: none"> Performance monitoring through PREVENT1 and internal reporting tools Recording and monitoring of outcomes from early interventions 	<p>31 Mar 2020</p> <p>31 Mar 2021</p>
3. Review awareness of the Housing Options services available and work with partners to promote this to potential service users at an early stage	<ul style="list-style-type: none"> Review awareness of Housing Options with particular groups: i.e. young people, minority groups etc. Publicise Housing Options (online, publications, leaflets act) to provide a clear overview of what Housing Options 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Continued attendance at various cross-service and partner groups Service users have a clear understanding of Housing Options (for example: evidenced in exit surveys) 	<p>31 Mar 2023</p> <p>31 Mar 2023</p>

4. Continue to develop the work of the Strategic Homeless Forum to assist in shaping Housing Options and Homeless Services. Reviewing membership on a regular basis to ensure key stakeholders are represented	<ul style="list-style-type: none"> • Annual review of membership and forum • Increase circulation of minutes from meetings to all partners • Have topical speakers for future forum 'topics' 	Homeless Forum	<ul style="list-style-type: none"> • Homeless Forum continues with all relevant stakeholders included • Staff and other stakeholders better informed of discussions occurring at the Homeless Forum • Homeless Forum attendance continues to be full and topical subjects discussed from relevant organisations 	31 Mar 2019
		Housing Options and Homeless Service		31 Mar 2019
				31 Mar 2019
5. Review the causes of repeat homelessness and develop actions to address the underlying issues	<ul style="list-style-type: none"> • Review the underlying reasons for repeat homelessness. • Review Housing Support services to target service users at risk of not maintaining new tenancies 	Housing Options and Homeless Service	<ul style="list-style-type: none"> • Higher levels of tenancy sustainment • Improved understanding of the causes of repeat homeless • Repeat Homeless in Dumfries and Galloway reduced to below the national average 	31 Mar 2020
				31 Oct 2018
		Housing Support Providers		31 Mar 2019
6. Review the need for and potential effectiveness of mediation services	<ul style="list-style-type: none"> • Research other Local Authorities use of mediation: successes/ failings • Organise staff training from Domestic Abuse and Violence Against Women (awareness when to use mediation service and when is not an option) 	Housing Options and Homeless Service	<ul style="list-style-type: none"> • Benchmarking of other similar LA's to weigh positives and negatives of mediation use – to support future exploration of the methodology and services available • Homeless Operational staff trained on DAVAW (Domestic Violence Against Women) 	31 Mar 2020
				31 Mar 2019
7. Develop protocols which address the needs of particular groups including young people, prisoners, hospital discharge and leaving care	<ul style="list-style-type: none"> • Prison Discharge Protocol: • Develop the standards set out in 'SHORE' in the Prison Discharge protocol • Linking South West Scotland MAPPA Strategic Oversight Group objectives with the developed protocol • Engagement with Police Scotland (Dumfries and Galloway Local Policing Plan 2017-2020) and the Scottish Prison Service (SPS) 	Housing Options and Homeless Service	<ul style="list-style-type: none"> • Prison Discharge protocol developed which sets out processes for sustainable housing options prior to imprisonment and on release • Links with MAPPA objectives • Improved links with Police Scotland (Dumfries), Scottish Prison Service and the Courts 	31 Mar 2019
				31 Mar 2019
				31 Mar 2020

7. Cont.	<ul style="list-style-type: none"> Hospital Discharge Protocol: Joint approach with Health and Social Care professionals 	Housing Options and Homeless Service Health and Social Care Partners	<ul style="list-style-type: none"> Reduction in presentations to Homeless from hospital discharges 	31 Mar 2020
7.Cont.	<ul style="list-style-type: none"> Care experienced and Young Persons Protocol: Work with CYPLL partners to develop Housing Options and Homeless processes specifically for young people and those who are care experienced 	Housing Options and Homeless Service CYPLL	<ul style="list-style-type: none"> Understand the main causes of homelessness for young people Reduce the number of Homeless presentations from under 25 year olds 	31 Mar 2020 31 Mar 2022

Theme 3 Temporary Accommodation				
Action Point	Actions / Milestones	Responsible Service /Officer	Performance Measure	Due date
1. Develop a 3 year Temporary Accommodation Policy including Temporary Accommodation Standards	<ul style="list-style-type: none"> Review of temporary accommodation – furnished/unfurnished/disabled needs/family units/ range supported accommodation needs Includes and meets location needs of clients Review of costs Service Standards in line with Shelter Scotland Health and safety needs of service users/ environmental scan 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Temporary accommodation review complete Service User Needs Assessment carried out Cost analysis complete and new cost proposals produced Service Standards agreed and shared Environmental scan and health and safety assessment complete 	30 Jun 2018 30 Jun 2018 30 Jun 2018 31 Oct 2018 31 Oct 2018
2. Re-procurement of Temporary Accommodation following completion of the analysis of the current provision and Homeless service demands	<ul style="list-style-type: none"> Scope new temporary accommodation requirements Work with procurement to develop new specifications Tender for new accommodation Work with existing providers to develop options Award new contracts 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Current contracts ended New contracts awarded 	31 Mar 2019 01 Apr 2019
3. Review the impact of Welfare Reform on the costs of procuring temporary accommodation	<ul style="list-style-type: none"> Costs for clients on benefits and in work Review of service charges 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Service Charge and Rental Cost analysis carried out 	31 Oct 2018
4. Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation, and taking account of customer needs	<ul style="list-style-type: none"> Review ASARPP access and referral arrangements Monitoring of CHR and CBL allocations Explore other RSL options to discharge homeless duty Set target annually of improving on Scottish average. 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Monitor length of time in temporary accommodation Review of percentage of allocations to Homeless clients Allocation monitoring Monitor of all 'discharge of duty' options 	Ongoing Annual Ongoing Ongoing
5. Review of current temporary accommodation charging models to assess the financial affordability of reducing the levels of rent charged to service users	<ul style="list-style-type: none"> Benchmarking of other local authorities Develop a cost model 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Benchmarking and findings reviewed Cost model developed 	30 Jul 2018

Theme 4 Service User Outcomes				
Action Point	Actions / Milestones	Responsible person / service	• Performance Measure	Due date
1. A review of Housing Options and Homeless Service internal policies and procedures to ensure assessment, application and appeal targets are being met	<ul style="list-style-type: none"> Required procedures detailed and reviewed with the implementation of new IT and system Appeals Procedure detailed Key performance indicators highlighted and linked to staff performance monitoring 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Implementation of new IT processes New appeals procedure detailed and recording measures in place Service indicators recorded and staff 1-2-1's detail performance information at an individual level 	30 Nov 2018 30 Nov 2018 31 Mar 2019
2. Implementing a new IT system to support housing options information and homeless application processing, supporting performance management and reporting to allow service improvements to be monitored and evidenced	<ul style="list-style-type: none"> New system configuration User end testing of configuration Live deployment and staff/user training Live system Decommissioning of legacy systems 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Live operation of new system Access to legacy systems 	30 Nov 2018
3. Ensure partnership with RSL's to monitor and continually review the allocation percentage to Homeless clients reflects service demand	<ul style="list-style-type: none"> Annual review of % allocation targets Engage with Loreburn Housing Association to monitor effect of Choice Based Lettings 	Housing Options and Homeless Service Common Housing Register	<ul style="list-style-type: none"> Monitoring of allocations to homelessness 	30 Jun 2018
4. Review Housing models that would meet the need of Homeless service users with particular needs, including Housing First	<ul style="list-style-type: none"> Review commissioning and partnership approach Include benchmarking Explore alternative Housing models Review of Supported Accommodation needs 	Housing Options and Homeless Service	<ul style="list-style-type: none"> Outcomes of reviews presented to elected members for decision Partnership approach to developing housing models Alternative models developed and delivered 	31 Mar 2019 31 Mar 2020 31 Mar 2023

5. Develop processes to maximise the use of available funding to support positive outcomes for service users. Continue to work closely with Council Services and external partners to maximise the use of discretionary funds	<ul style="list-style-type: none">• Dumfries Customer hub development with key partners• Closer working with Welfare support – access to DHP / SWF / HB• Develop CSC closer working for initial contacts• Community resilience – work with ward officers on awareness of housing options and homelessness	Housing Options and Homeless Service	• Customer Hub progressed	31 Mar 2019
		Financial Well-being and Revenues	• Closer working links developed and joint review meetings	31 Mar 2019
			• Closer CSC Ties established and review meetings set	31 Mar 2019
			• Links set up with community resilience ward workers	31 Mar 2020
6. Review Housing Support currently being delivered and make assessments on what is required to ensure prevention of homelessness and sustainment of tenancies	<ul style="list-style-type: none">• Continuing Housing Support once clients leave temp accommodation• Monitoring outcome based / measuring hard and soft outcomes for service users	Housing Options and Homeless Service	• Increased tenancy sustainment levels and reduction of repeat homelessness	31 Mar 2020
			• Outcome monitoring in place	31 Mar 2021
7. The development of a Customer Engagement Strategy to ensure the service is interactive and inclusive with customer engagement to address areas of improvement and keeping channels of communication open and clear	<ul style="list-style-type: none">• Set a minimum of services user survey returns and ensure feedback on engagement– you said / we did• Commitment to work with CYPLL and focus on prevention work for young people• Commitment to work with established service user groups and our partners to access service users and “at risk” groups• Publication of service user survey outcomes annually / and action plan to address issues	Homeless Forum members and partners	• Customer Survey uptake and survey analysis reported in the ARC	31 Mar 2018
		Housing Options and Homeless Service	• The Customer Engagement Plan ‘Actions’ will be agreed and reviewed	31 Mar 2019
			• Review of the Customer Engagement Plan	31 Mar 2020

Glossary of Terms

Alcohol and Drug Partnership Strategy 2017-2020

Setting out the outcomes and targets across treatments and recovery focused services in Dumfries and Galloway

Annual Return of the Charter (ARC)

A Landlord's year's report, sent to the Scottish Housing Regulator showing performance, standards and outcomes

Anti-Poverty Strategy 2015-2020

Sets out Dumfries and Galloway Council's objectives in tackling poverty

Choice-based letting (Loreburn Housing Association)

Allowing customers to bid for available properties themselves rather than waiting to be offered a tenancy by an RSL

Common Housing Register (CHR)

The common housing register for Dumfries and Galloway is 'Homes4D&G' encompassing DGHP, Irvine Housing Association, Home Group (Scotland) Ltd and Cunninghame Housing Association (as of September 2017)

Council Plan 2017-2022

Dumfries and Galloway Council's five year plan which sets out its Vision, the 4 key 'Priorities' and Commitments.

Community Justice Outcomes Improvement Plan 2017-2018

Setting out local priorities, themes and strategic partners when addressing Community Justice Outcomes

Health and Social Care Strategic Plan 2016-2019

The set out cases for change, key challenges, priority areas of focus and Integration Joint Board commitments for health and social care services

Housing First

A recovery-oriented approach to ending homelessness that centres on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed

Housing Need

The need for housing of the right size and type to meet the requirements of a single person or a group of people, including the needs of disabled or older people

Housing Options

A free and accessible advice and information service delivered by the local authority, consisting of: homelessness and the prevention of homelessness and any services which may assist a homeless person or assist in the prevention of homelessness

Housing Support

Externally commissioned services to assist, advise and engage people in relation to the Housing Support Duty

<http://www.gov.scot/Resource/0042/00423606.pdf>

Local Housing Strategy (LHS)

The Local Housing Strategy (LHS) is a local authority's strategic plan for housing in its area

PREVENT1

Statistics reporting on the impact of housing options work submitted to the Scottish Government

Section 5 referral

A RSL's duty to give due priority of housing to homelessness individuals when allocating permanent accommodation

Section 11

The notification to the local authority that Landlords must give when they raise proceedings for possession of a tenancy (eviction proceedings)

Strategic Homeless Forum

Multi-agency partnership of services and organisations who can assist in tackling homelessness

Stock Transfer

The transfer of council owned housing stock to Registered Social Landlord(s)

Abbreviations

ASARPP

Adult Supported Accommodation and Residential Placement Panel

CBL

Choice-based lettings (Loreburn Housing Association)

COSLA

Convention of Scottish Local Authorities

CSC

Customer Service Centre (Dumfries and Galloway Council)

CYPLL

Children Young People and Life-long learning (D&G Council)

DHP

Discretionary Housing Payment

HB

Housing Benefit

LA

Local Authority

LDP

Local Development Plan

LHS

Local Housing Strategy

LOIP

Local Outcome Improvement Plan

RSL

Registered Social Landlord (Housing Association)

SHORE

Sustainable Housing on Release for Everyone (Prisons)

SHIP

Strategic Housing Investment Plan

SHR

Scottish Housing Regulator

SWF

Scottish Welfare Fund

Monitoring and Review

The Homeless Strategy Action Plan will be monitored through the Councils Performance Management framework and be subject to performance reports to the Communities Committee. .

If you wish for further information on this strategy and homelessness in Dumfries and Galloway, or wish to comment - please contact the Homeless Housing Options and Homeless Service: contact@dumgal.gov.uk

If you would like some help understanding this document or need it in another format please contact 030 33 33 3000

For further information please contact us at:

Dumfries and Galloway Council

Housing Options and Homeless Service

Queensberry Square

Dumfries

DG1 1BF

Telephone: 030 33 33 3000

Offices are open: Monday to Friday 9am to 5pm

Website: <http://www.dumgal.gov.uk/article/15280/Help-for-homeless-people>

**If you would like some help understanding this or need it
in another format please contact 030 33 33 3000**

Monitoring of Implementation of Rapid Rehousing Transition
Plans

RAPID REHOUSING TRANSITION PLAN

Monitoring Report - activity and funding
(RRTP funding - part of the Ending
Homelessness Together Fund)



As part of the Scottish Government's Ending Homelessness Together Fund, funding of £8m was agreed with COSLA for 2020/21 and additional funding of £5m was provided to local authorities from the Winter Support for Social Protection fund to all local authorities to support the implementation of Rapid Rehousing Transition Plans (RRTPs). We are asking all local authorities to provide a written report on how they have spent their allocation of funding and progress to date. We would ask local authorities to remember to include funding carried over from 2019/20.

We would ask that all local authorities complete this report and include it with their amended RRTP for 2021/22 or latest version available which should be submitted to the Scottish Government by **30 June 2021**. We realise this may be subject to final accounts being cleared by Audit.

Included is a template to provide detail on specific activities which should be replicated for each activity you have taken forward in implementing your Rapid Rehousing Transition Plan. For example we are looking for information on specific activities such as prevention; recruitment of staff; temporary accommodation; shared tenancies; Housing First; or mediation.

We have also included a template for reporting on RRTP funding which has not been spent during 2020/21 and how local authorities plan to spend it during 2021/22.

Please submit this report, RRTP, an updated EQIA and any accompanying documents to: RapidRehousingTransitionPlansMailbox@gov.scot

If there are any questions then please send them to the mailbox and a member of the team will contact you to discuss.

Local Engagement and Rapid Rehousing Team

Details of funding recipient

Local Authority	Dumfries and Galloway		
Reporting Period	01/04/2020	to	31/03/2021
Reporting Officer	Lorna Campbell		
Position	Financial Wellbeing and Revenues Manager		
Date Completed			
RRTP Funding carried over from 2019/20	£41,663		
RRTP Funding received for 2020/21 <small>£8m RRTP Funding confirmed 17/08/20</small>	£179,000		
Winter Support Fund received for 2020/21 <small>£5m Funding confirmed on 18/12/20</small>	£112,000		

2020/21 Activity			
Activity Name:	RRTP Development/Implementation Post		
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	Development of and recruitment to a post to lead and co-ordinate the RRTP workstreams across the partnership organisations		
Allocation Spent on activity:		SG RRTP funding	Local Authority funding
	£	49,744	
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	Post was advertised and recruited to in July 2020. Currently a fixed term post for a period of 18 months.		
Future spend planned on this activity in 2021/22:		SG RRTP Funding	Local Authority funding
	£	55,000	
Implementation in 2021/22: Provide a short summary of the aims and targets for this activity during 2021/22.	Postholder will continue to lead RRTP workstreams and commissioning work during the current financial year.		
Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:	The need for this post will be kept under review during the implementation of the RRTP workstreams. We will evaluate the future need to inform any decisions around extending or mainstreaming this post as appropriate.		

2020/21 Activity				
Activity Name:	Housing Pathways and Protocols			
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	Develop protocols which address the needs of particular groups including Young People, Prisoners, Leaving Care, Hospital Discharge, Armed Forces Personnel, and persons with no recourse to public funds			
Allocation Spent on activity:		SG RRTP funding	Local Authority funding	Other
	£	0.00	0.00	0.00
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	<p>Hospital Discharge Protocol and Prison Discharge Protocol are both in place and are being monitored as part of day to day homelessness activities.</p> <p>Development of the Domestic Abuse and Coercive Control Pathway and Protocol is now complete and a comprehensive multi-agency training package for staff has been developed and will be implemented summer 2021.</p> <p>Work on a pathway and protocol of Young People is ongoing at this time. This workstream has now been included within the Corporate Parenting Workplan and is part of a wider suite of actions around providing a range of housing options which will meet the needs of young people longer term both temporary and permanent. for young people across the region.</p>			
Future spend planned on this activity in 2021/22:		SG RRTP Funding	Local Authority funding	Other
	£	0.00	TBC	TBC
Implementation in 2021/22: Provide a short summary of the aims and targets for this activity during 2021/22.	<ul style="list-style-type: none"> • Staff Training and implementation of the protocol and pathway for anyone experiencing domestic abuse and coercive control • Completion and implementation of protocol and pathway for Young People and Looked After Children 			

	<ul style="list-style-type: none"> Development and introduction of a joint protocol for those with no recourse to Public Funds Review of protocol for Armed Forces Personnel
Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:	Both Prison Discharge and Hospital Discharge Protocols are now considered business as usual and will be reviewed under the Homeless Strategy. Protocols developed and implemented Year 3 will be considered business as usual after initial implementation and assessment phase has been completed.

2020/21 Activity

Activity Name:	Early Intervention Activities			
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	Work with RSLs, private sector landlords and other partners to identify and implement early intervention initiatives to improve tenancy sustainment and prevent homelessness.			
Allocation Spent on activity:		SG RRTP funding	Local Authority funding	Other
	£		65,600	
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	<p>Due to COVID-19 response and other pressures within the commissioning workstream, work did not commence on the mediation service for young people in 20/21. This action will now be addressed in the 2021/22 financial year.</p> <p>A new working group has been set up with RSL partners as part of our COVID-19 response to look at RSL tenants who are at potential risk of losing their home once restrictions on eviction action are lifted. So far 48 tenants have been assisted to address rent arrears and have either been assisted to clear any rent arrears or bring the debt to a manageable level.</p> <p>The work of the WHO continues to contribute to homelessness prevention in the region (see below).</p>			

		RRTP (21/22)		
Future spend planned on this activity in 2021/22:	£	SG RRTP Funding	Local Authority funding	Other
		31,300	77,800	
Implementation in 2021/22: Provide a short summary of the aims and targets for this activity during 2021/22.	The two extra temporary posts within Housing Options and Homeless Team have been further extended to allow a focussed approach to prevention as we move out of COVID-19 restrictions, The working group will continue throughout the 2021/22 financial year and be reviewed as necessary. WHO Team funding has been extended for 2021/22.			
Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:	As the prevention work develops it is anticipated that the level of presentations and need for temporary accommodation will reduce, therefore there will be a resource shift from mainstream temporary accommodation budgets to prevention.			

2020/21 Activity

2020/21 Activity				
Activity Name:	Housing Support Review and Commissioning			
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	Review housing support currently being delivered and make assessments of what is required to ensure prevention of homelessness and sustainment of tenancies including exploring alternative delivery models for these services.			
Allocation Spent on activity:		SG RRTP funding	Local Authority funding	Other
	£	NIL	1,140,563	145,796
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	The recommission of support service for women and children experiencing domestic abuse and housing with support service were completed early 2020. Following the Council receiving notice from Shelter of their intention to withdrawn from the provision of Housing Support in the region, a procurement process was			

	<p>undertaken to ensure continuity of service. This procurement process was completed within tight timelines and the new service was appointed in sufficient time to allow for a smooth transition for existing service users. We are currently reviewing and recommissioning Housing with Support service for Young People with the new service provision to be in place for the start of the 2022/23 financial year.</p> <p>We also brought forward the development and commissioning of a pilot Housing First Service for Dumfries & Galloway (see Housing First Action below).</p> <p>Due to these changes work to commission a Mediation Service for Young People was postponed until Year 3.</p>		
Future spend planned on this activity in 2021/22:	£	SG RRTP Funding 50,000	Local Authority funding 1,093,048 Other
Implementation in 2021/22: Provide a short summary of the aims and targets for this activity during 2021/22.	<p>Due to the above activities taking priority in 2020/21 we are now commencing the recommissioning of Outreach Support Service and the procurement of a Mediation Service for young people in 2021/22 with a view to having the new services in place for the start of the 2022/23 financial year.</p>		
Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:	<p>The services mentioned as part of this review are part of our mainstream housing support. It is anticipated that the full review and recommissioning of housing support services will be completed by the end of Year 3 of the RRTP.</p>		

2020/21 Activity

Activity Name:	Temporary Accommodation Review & Reprofiting
Activity Description:	Work with partners to review temporary accommodation provision and models to ensure they match our future requirements for rapid rehousing.

Provide a short overview of the aims and the transformative nature of this activity.				
Allocation Spent on activity:	£	SG RRTP funding	Local Authority funding	Other
		239,000 (includes £112,000 additional funding)	20,000	
<p>Overview of progress made to date:</p> <p>Provide a short summary of the work undertaken in the past year, progress made and challenges.</p>	<p>Due to Covid-19 response we took on an additional 55 RSL properties into our furnished accommodation portfolio. In addition we took over the management of a further 21 properties which had been allocated through Section 5 prior to the initial lockdown. This allowed us to move client into these properties and they were then flipped back to the RSL(s) once restrictions were lifted in June 2020. We also required to increase the number of shared accommodation units within the pressure points of Dumfries and Stranraer, and utilised bed and breakfast accommodation during this period. We were however compliant with the changes in the unsuitable accommodation order by the deadline of 1st October 2020. The large number of RSL properties taken on as part of our Covid Response has allowed us to bring forward the reprofiling workstreams and we have implemented a programme to return a number of Private Sector Let properties which will continue into the new financial year. We are also looking at the RSL properties within our portfolio and where we can are flipping or returning some of the longer-term stock whilst retaining sufficient properties to allow us capacity to deal with any short-term lockdown situations going forward. It is still our intention to reduce the stock levels to around 100 units by the end of Year 5.</p>			
Future spend planned on this activity in 2021/22:	£	SG RRTP Funding	Local Authority funding	Other
		121,000	81,000	
<p>Implementation in 2021/22:</p> <p>Provide a short summary of the aims and targets for this activity during 2021/22.</p>	<p>Programme of returning PSL properties to continue.</p> <p>Programme to flip and rotate RSL properties to continue,</p>			
Plans for mainstreaming this activity:	Rotation of stock within the portfolio is a mainstream activity.			

Provide detail of the timescale and plans to mainstream / when this activity will end:	
----------------------------------------------------------------------------------------	--

2020/21 Activity			
Activity Name:	Housing First Development		
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	Develop a Housing First Model using the learning from the pathways across Scotland.		
Allocation Spent on activity:		SG RRTP funding	Local Authority funding
	£	NIL	NIL
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	<p>The development of Housing First was brought forward in the RRTP workplan. A cross sector working group including HSCP, ADP, Police Scotland, SPS, CJS, DGHP and Homeless is overseeing the project development.</p> <p>The commission of the support service for the pilot has been undertaken by the Homeless Service with Turning Point were appointed as the service provider. DGHP will be the main housing supplier for the pilot and have committed to providing 20 units of accommodation over the 2 year period.</p>		
Future spend planned on this activity in 2021/22:		SG RRTP Funding	Local Authority funding
	£	45,656	97,000
Implementation in 2021/22: Provide a short summary of the aims and targets for this activity during 2021/22.	The pilot is due to commence August 2021.		

<p>Plans for mainstreaming this activity:</p> <p>Provide detail of the timescale and plans to mainstream / when this activity will end:</p>	<p>The pilot will be evaluated over the 2 year period with a view to developing a sustainable model for the region.</p> <p>£97K of mainstream funding already allocated.</p>
---------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

2020/21 Activity			
Activity Name:	Identify New Housing Outcomes		
<p>Activity Description:</p> <p>Provide a short overview of the aims and the transformative nature of this activity.</p>	<p>Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation, considering customer needs.</p>		
Allocation Spent on activity:	£	SG RRTP funding	Local Authority funding
			Other
<p>Overview of progress made to date:</p> <p>Provide a short summary of the work undertaken in the past year, progress made and challenges.</p>	<p>The work on a Core & Cluster Model in development with NHS Dumfries & Galloway is currently on hold. Partners have agreed to priorities the work around Housing First at this time and re-evaluate the needs once Housing First is implemented.</p> <p>A restart/move on project was set up following the lifting of COVID-19 restriction after the first lockdown. The group look at all live Section 5 referrals and match customers to suitable accommodation. Meetings are held on a weekly basis. By ensuring open communication and fitting the property to the individual we have reduced the number of appeals being received and will monitor to assess the effect on tenancy sustainment. This is also starting to reduce the length of time spent in TA for clients as this had increased during the COVID-19 restrictions.</p> <p>Housing Option for young people (under 26) are being considered as part of a wider workstream within the Corporate Parenting Workplan and a working group led by</p>		

	<p>Social Work Services has been convened to move forward with this.</p> <p>We are engaging with the third sector partners to develop discharge of duty into the private sector and look at the viability of a social letting agency for the region. This is in the early stages and work will continue during 2021/22.</p>		
Future spend planned on this activity in 2021/22:	£	SG RRTP Funding	Local Authority funding
		10,000	
<p>Implementation in 2021/22:</p> <p>Provide a short summary of the aims and targets for this activity during 2021/22.</p>	<p>The restart/move on project will continue as it is bringing early success and all partners are fully engaged.</p> <p>Housing Options for Young People will be an ongoing workstream for 2021/22.</p> <p>Work to develop routes into the private sector will continue during this financial year, with funding being provided to third sector partner to assist in the preparation and set up of social letting initiative.</p>		
<p>Plans for mainstreaming this activity:</p> <p>Provide detail of the timescale and plans to mainstream / when this activity will end:</p>	<p>Consideration is currently being given to mainstreaming the restart/move on project.</p>		

2020/21 Activity			
Activity Name:	Maximise the use of discretionary funding to improve service user outcomes.		
<p>Activity Description:</p> <p>Provide a short overview of the aims and the transformative nature of this activity.</p>	<p>Develop processes to maximise the use of available funding to support positive outcomes for service users.</p> <p>Continue to work closely with other Council Services and external partners to maximise the use of discretionary funding.</p>		
Allocation Spent on activity:	£	SG RRTP funding	Local Authority funding

<p>Overview of progress made to date:</p> <p>Provide a short summary of the work undertaken in the past year, progress made and challenges.</p>	<p>A key part of this activity is the work of the Welfare and Housing Options Team. A report to Communities Committee in April 2021 stated the work undertaken by the team has resulted in approximately £850k of annual additional benefits (generally ongoing awards of Housing Benefit/Council Tax Reduction/Universal Credit) plus £173k value of one off awards (Discretionary Housing Payments, Scottish Welfare Fund and backdated Housing Benefit/Council Tax Reduction).</p> <p>The Team work closely with colleagues in Housing Options and Homeless and RSL partners to work together to put in place a variety of measures to prevent evictions taking place. To date the work of the team has assisted 146 clients to sustain their tenancies and prevent eviction action.</p>			
<p>Future spend planned on this activity in 2021/22:</p>	<p>£</p>	<p>SG RRTP Funding</p>	<p>Local Authority funding</p>	<p>Other</p>
<p>Implementation in 2021/22:</p> <p>Provide a short summary of the aims and targets for this activity during 2021/22.</p>	<p>The work of the WHO team is seen as vital at this time. Funding has been agreed to support the team until April 22. Funding from the RRTP during 2021/22 will allow the extra post added to the team last year will remain in place to provide additional capacity over the coming months as we begin to progress out of COVID-19 restrictions.</p>			
<p>Plans for mainstreaming this activity:</p> <p>Provide detail of the timescale and plans to mainstream / when this activity will end:</p>	<p>Consideration is currently being given to mainstreaming this activity in the longer term.</p>			

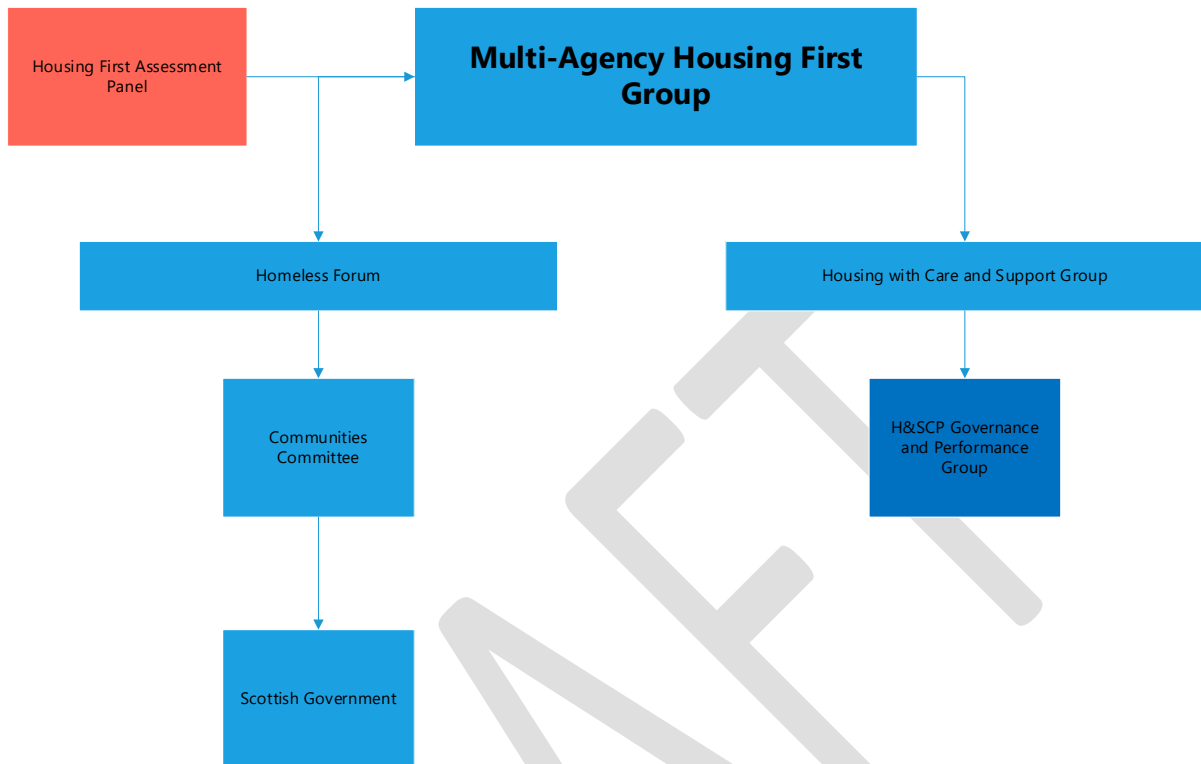
Unspent 2020/21 RRTP Funding

Please provide the total of 2020/21 funding provided by the Scottish Government for the implementation of the Rapid Rehousing Transition Plan in your area that has <u>not</u> been spent in 2020/21.	£	43,919
Provide detail of how this funding will be spent on implementing the Rapid Rehousing Transition Plan in 2021/22 detailing the area that it will be used in. Please make clear the individual amounts		
ACTIVITY	FUNDING TO BE CARRIED FORWARD	
Housing First	£	20,000
Mediation Service	£	23,919
	£	
	£	
	£	
	£	
	£	

Housing First in Dumfries & Galloway Pilot Project

1. Governance Arrangements

1.1. The following diagram lays out the Governance arrangements for the Pilot Project:



- 1.2. Day to day management and monitoring of the Housing First Support Contract will be undertaken by the Welfare Contracts Co-ordinator Housing Support within the Housing Options and Homeless Service.
- 1.3. The Housing Options and Homeless Service will provide quarterly update to the Homeless Forum on the progress of the Housing First Pilot.
- 1.4. The Housing Options and Homeless Service will provide an annual update to Dumfries & Galloway Council's Communities Committee on the progress of the pilot project as part of the annual report on the Rapid Rehousing Transition Plan.
- 1.5. Progress will also be reported to the Scottish Government as part of the annual Rapid Rehousing Transition Plan Annual return.
- 1.6. The Housing with Care & Support Lead will be responsible for reporting progress to the Health & Social Care Partnership's Housing with Care & Support Group on a quarterly basis.
- 1.7. The Housing with Care & Support Lead will be responsible for providing an annual update report to the Health & Social Care Partnership's Governance and Performance Group.

2. Multi-Agency Housing First Group

- 2.1. Following the implementation of the Housing First Pilot Project the role of the Multi-Agency Housing First Group will be:
- To provide advice and assistance to the project lead/support provider as required;
 - Provide oversight to the work of the Housing First Assessment Panel;
 - Evaluate and report as necessary on the pilot progress within the relevant services/organisations;

- Contributing to and agreeing progress information to be progressed through the Governance routes identified in Section 1.
- 2.2. Membership of this group will include representation from all the key services across Homelessness, Health & Social Care, Mental Health and Addiction Services, Registered Social Landlords, Justice Social work, Scottish Prison Services and Police Scotland.
- 2.3. Group membership will be reviewed on an annual basis.

3. Housing First Assessment Panel

- 3.1. The Housing First Assessment Panel will be the body responsible for assessing and considering all referrals put forward for Housing First in line with the Assessment Criteria laid out in Section 4.
- 3.2. Membership of the Assessment Panel will be as follows:

Table 1

Dumfries & Galloway Housing Partnership	In their role as housing provider
Turning Point Scotland (support provider)	Service Manager responsible for receiving and putting forward referrals to the group
A member of the Housing Options and Homeless Service Management Team	
A representative from Adult SWS	This role may be filled on a rotational basis
A representative from Scottish Prison Service/Justice Social Work	This role may be filled on a rotational basis
Representatives from H&SCP Mental Health directorate and Alcohol & Drug Services	
Representative from Police Scotland - Community Policing	

- 3.3. Each group indicated above will be required to provide a designated representative and substitute representative.
- 3.4. The quorum for the group will be considered to be 5.
- 3.5. Where a designated representative has been in non-attendance on more than 2 consecutive occasions the group/service will be asked to provide an alternative representative.
- 3.6. The membership of this group will reviewed as required but as a minimum on a yearly basis.
- 3.7. The Housing First Support Provider will call meetings of the group and be responsible for preparing and circulating minutes and providing decisions and feedback to the referring agencies.
- 3.8. A meeting of the group will be called on no less than a 2 weekly basis **when** there are referrals to be considered.
- 3.9. The Panel will provide one of three possible outcomes:
 - 3.9.1. Agree the referral;
 - 3.9.2. Require further information prior to a decision being made;
 - 3.9.3. Rejection of the referral.

- 3.10. Where a referral is rejected the Panel will provide reasons and feedback to the referring agency including any recommendations for a more suitable alternative housing route for the referee.
- 3.11. Where a referral has been rejected, a further referral will not be accepted within 6 months of the decision date.
- 3.12. Acceptance of suitability is not a guarantee of a place in the project as this will depend on demand and capacity.**
- 3.13. A meeting of the group may be called at anytime where an issue/problem has been identified which may impact on a Service User's tenancy. In this case the group will provide support and guidance to the Housing First Support Provider and/or Housing Provider to develop a plan to address the issues/concerns and where necessary assist to address any specialist support requirements identified.
- 3.14. The Panel will be the deciding body when the recommendation to terminate a Housing First Tenancy is brought forward. The Panel will consider all the facts in the case and assist in ensuring an alternative housing solution is brought forward which is suitable for the Service User's needs.
- 3.15. Any decision to terminate a tenancy will be reported to the Multi-Agency Housing First Group.
- 3.16. Quarterly reports on work of the Panel will be provided by the Housing First Support Provider to the Multi-Agency Housing First Group on behalf of the Panel.

4. Qualifying Criteria

The main qualifying criteria for a Service User to be considered for the Housing First Programme are as follows:

- The Service User has a history of entrenched homelessness which can be demonstrated over a significant period of time. E.g. >4 applications in a 2 year period or a long history with the service in excess of 5 years.
- A current or historical dependency on drugs or alcohol which is affecting their ability to sustain a tenancy and engage with relevant support services. This may be coupled with mental health issues.
- A history of cyclical offending behaviour. An offender's history would be considered on a case by case basis.
- Risk assessment indicates adequate mitigations can be put in place to manage identified risks.
- The Service User is over 26 years old. Where a service user is under the age of 26, the referral may still be considered where adequate evidence is provided by the referring agency as to why Housing First is seen as the correct path for the individual and what alternatives have been considered.

Acceptance of suitability is not a guarantee of a place in the project as this will depend on demand and capacity.

RRTP –Action Plan Update August 2020

Appendix 3


Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
Develop a structured partnership approach across Adult Health and Social Care Partnership and third sector (including charities) to ensure need is identified as early as possible and there is clear ownership to achieve positive outcomes for service users. This will include partnership wide customer engagement and communications plans.	Enhance existing and develop new clear referral pathways with partners	Adult Health and Social Care Partnership Integration Joint Board	Housing Option & Homeless Services Criminal Justice Social Work NHS Dumfries & Galloway Third Sector Organisations and Support Providers	Partner pathways are established and communicated	Ongoing	31/03/2020 31/08/2021	The Health & Social Care Strategy Housing with Care now in place and work is ongoing to ensure clear pathways into health services for homeless clients
	Appoint a “lead professional” to join-up health and social care responses with housing and homelessness responses	Health and Social Care Partnership	Housing Option & Homeless Services Criminal Justice Social Work NHS Dumfries & Galloway	Lead officer within H&SC responsible for RRTP workstreams	COMPLETE	COMPLETE	Housing with Care & Support Manager appointed as Lead Officer within H&SCP for RRTP workstreams
	Develop a contribution statement on what the Health & Social Care Partnership will contribute to local authority work to prevent and end homelessness	Health and Social Care Partnership		Contribution Statement developed and agreed by IJB		31/03/2022	This was delayed until the strategy mentioned above was in place. New target date of 31/03/2022 to have this in place.

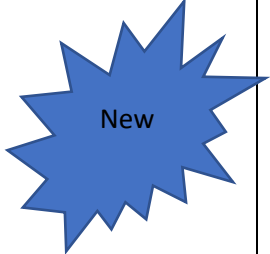
Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Develop a multi-agency process for dealing with complex exceptional cases which takes a person- centred approach	Adult Health and Social Care Partnership	Housing Option & Homeless Services Criminal Justice Social Work NHS Dumfries & Galloway	Multi Agency group and process agreed and in place	Ongoing	31/03/2020 31/08/2021	This has been delayed due to pressures as a result of Covid will be progressed in 2021/22
Develop protocols which address the needs of particular groups including Young People, Prisoners, Leaving Care, Hospital Discharge, Armed Forces Personnel, and persons with no recourse to public funds	Develop and implement a Hospital Discharge Protocol	Housing Option & Homeless Services	NHS Dumfries & Galloway	Hospital discharge pathway established and in use	Complete		
	Develop and implement a Prisoner Discharge Protocol	Housing Option & Homeless Services/Scottish Prison Service – HMP Dumfries	Criminal Justice Social Work	Prisoner Discharge pathway established and in use	Complete		
	Develop and implement a protocol for Young People	Housing Option & Homeless Services/Children Services		Protocol and pathway established and in use	Ongoing	30/09/2019 31/03/2022	Now part of the Corporate Parenting Plan – timeline realigned accordingly
	Develop and implement protocol of armed forces personnel in line with current national guidance	Housing Option & Homeless Services		Protocol and pathway established and in use	01/04/2019	30/06/2019	REMOVE – Not required - covered by Common Housing Register Allocations policy

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Develop an integrated housing pathway for women and children experiencing domestic abuse, sexual abuse or coercive control	Adult Social Work - Public Protection Housing Option & Homeless Services	Criminal Justice Social Work NHS Dumfries & Galloway	Protocol and pathway established and in use	01/04/2019	30/06/2019 30/09/2021	Protocol and Pathway Complete. Training of staff will take place over summer 2021
	Review Leaving Care protocol and pathways	Children & Families Social work	Housing Option & Homeless Services NHS Dumfries & Galloway Adult Health and Social Care Partnership	Leaving Care pathway updated and in use across partnership	30/06/2019	31/03/2020	REMOVE – amalgamated with protocol for Young People
	Develop policy and protocol for working with clients with no recourse to public funds	Joint between Social Work Services and Housing Options and Homeless Service	NHS Dumfries & Galloway Adult Health and Social Care Partnership	Policy and protocol in place	30/06/2019	TBC	This will be undertaken year 4 of the RRTP.
Review the need for and potential effectiveness of mediation services in preventing homelessness.	Review need for mediation in relation to family breakdowns involving young people and where this would best sit within the partnership	Children & Families Social work	all Homeless Forum partners	Mediation Service established and in	01/04/2021	31/03/2022	Although funding allocated to take this forward in Year 2, other priorities have taken precedence. This workstream will be actioned in the 2021/22 financial year/

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Desktop research of mediation services and other LA experiences of using and commissioning mediation services	Children & Families Social work	Children & Families Social Work	use across the authority/reduction in young people accessing homeless temporary accommodation	01/04/2020	31/03/2022	As above
	Develop business case and cost model for implementing a mediation service across the region.	Children & Families Social work	Housing Options and Homeless Service		01/10/2020	31/03/2022	As above
	Commission and implement a pilot mediation service	Children & Families Social work	Housing Options and Homeless Service		01/04/2021	31/03/2022	As above
Review the causes of repeat homelessness and develop actions to address the underlying issues.	Develop a methodology to review each repeat homeless case identified	Housing Option & Homeless Services		An agreed action plan for tackling repeat homeless which is person centred and in place across all partnership organisations	Ongoing	COMPLETE	process in place – now business as usual
	Prepare analysis of repeat homeless based on above methodology	Housing Option & Homeless Services			30/06/2019	COMPLETE	See above

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Develop and agree action plan for repeat homeless through Homeless Forum	Housing Option & Homeless Services	all Homeless Forum partners		01/01/2020	COMPLETE	See above
Work with RSLs and private sector landlords to identify and implement early intervention initiatives to improve tenancy sustainment and prevent homelessness.	Additional Temporary Housing Options and Homeless Officers (focussed on prevention and housing options work)	Housing Option & Homeless Services		Reduction in number of evictions and households presenting as homeless	01/05/2019	31/03/2022	Officers in place, this was reviewed January 2021 and extended to the end of the 2021/22
	Introduction of a Housing Options and Homeless Education Programme	Loreburn Housing Association		TBC	TBC	TBC	This action will be reviewed in light of new ways of working required due to COVID-19
	Extension of WHO Team	Benefits and Welfare Service		Reduction in number of evictions and households presenting as homeless	TBC	TBC	Funding in place for a further 1 year with additional funding allocated Year 2 to mitigate effect of COVID-19 lockdown

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Other activities to be agreed	Each individual RSL partner Strategic Housing/HMO and Private Sector Housing Team	Housing Options and Homeless Service	Joint early intervention activities in place and being used effectively to prevent homelessness	01/04/2019	31/03/2024	ongoing
	Increase tenancy sustainment levels for tenants who have experienced homelessness	Dumfries & Galloway Housing Partnership and Loreburn Housing Association	Housing Options and Homeless Service	Increase in sustainment levels for this tenant group across D&G	01/04/2021	31/03/2021	 New
	Pilot of early property identification initiative linked to client group pathways to allow allocation to those threatened with homelessness and reduce number of clients entering	DGHP	Housing Options and Homeless Service	Reduction in numbers entering TA and increase in settled outcomes	COMPLETE	COMPLETE	This has been implemented successfully and is being treated as business as usual.

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Temporary Accommodation						
	Contribute to review of Drug Related Deaths in Dumfries & Galloway and development of policies and procedures from learning	ADP	All Homeless Forum Partners	Reduction in drug related deaths across the region	01/04/2021	31/03/2024	
	Increase training and awareness of early intervention activities and assistance across both the RSL and PSL sectors	Housing Options and Homeless Service, DAGCAS	Each individual RSL partner HMO and Private Sector Housing Team	Joint early intervention activities in place and being used effectively to prevent homelessness	01/08/2020	13/03/2022	This is ongoing, but roll out of some activities has been delayed by COVID-19 restrictions. Target date will be revised as necessary

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Work with RSL and PSL to identify those struggling financially due to COVID-19 at an early stage and agree mitigation actions to prevent eviction action	Dumfries and Galloway Council, DGHP	Loreburn Housing, Cunninghame Housing, Home Scotland, Irvine Housing, HMO and Landlord Registration, DAGCAS, Third Sector Dumfries and Galloway	Prevention of eviction and debt management	Ongoing	31/03/2022	Implemented successfully with two major RSL partners. To date 48 households have had assistance through this programme.
Review Housing Support currently being delivered and make assessments of what is required to ensure prevention of homelessness and sustainment of tenancies including exploring alternative delivery models for these services.	To be agreed	Housing Option & Homeless Services (but joint commissioning across services being used and some areas will be led by other organisations e.g. DGHSCP)	All Homeless Forum partners	New model of support in place which is person centred.	Ongoing	31/03/2022	ongoing
Raise awareness across all sectors of the Housing Options Digital portal and ensure accessibility to it for vulnerable groups.	Arrange access to the portal from Customer Service Centre Accessible PCs	Housing Option & Homeless Services	All Homeless Forum partners	Increased awareness and number of self-service enquiries through use of portal	COMPLETE		
	Communications Plan and awareness raising with key partners/organisations	Housing Option & Homeless Services	All Homeless Forum partners		Ongoing	COMPLETE	Revised in line with COVID-19 requirements – advertising feature on social media used to promote service. Further work on this will be

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
							treated as business as usual.
Work with partners to review temporary accommodation provision and models to ensure they match our future requirements for rapid rehousing.	Review provision of out of hours housing	Housing Options and Homeless Service	RSL partners/Social work Services	Out of hours accommodation provided in self-contained furnished units	Ongoing	COMPLETE	2 new accommodations units (Dumfries and Stranraer) in place.
	Review housing with support provision and recommission as necessary	Housing Option & Homeless Services (but joint commissioning across services being used and some areas will be led by other organisations e.g. DGHSCP)	Support providers/Commissioning managers	Services commissioned to underpin RRTP vision	Ongoing	31/03/2022	Housing with Support recommissioned during 20/21. Work ongoing to recommission Housing with Support provision for Young People
	Review specialist supported housing provision and recommission as necessary	Housing Option & Homeless Services (but joint commissioning across services being used and some areas will be led by other organisations e.g. DGHSCP)	Support providers Adult Health and Social Care Partnership NHS Dumfries and Galloway	Services commissioned to underpin RRTP vision	Ongoing	31/03/2022	Women's Aid Service recommissioned during 20/21. Work ongoing to review further requirements and recommission as necessary
	Develop the business case and costings for a core and cluster hostel style	DGHSCP	Criminal Justice Social Work Housing Options and Homeless Service RSL partners	Business Case developed and approved by Council Committee	ON HOLD	ON HOLD	The need for this action will be reviewed once Housing First Model is in place.

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	provision for short-term placements						
Explore with partners the use of stock within new build developments as part of the temporary accommodation furnished portfolio.		Housing Options and Homeless Service	All RSLs	TA furnished properties within new build developments	01/04/2019	COMPLETE	All major RSL signed up to framework and committed to providing stock within new build developments.
Review the impact of Welfare Reform on the costs of procuring temporary accommodation.	Monitor the use of discretionary funding and Scottish Welfare fund to identify trends	Benefits and Welfare Team	Housing Options and Homeless Service	Understanding of the effect of benefit changes on homeless clients and introduce mitigation actions where possible	Ongoing	COMPLETE	Processes in place to review this as required
	Build portfolio of case studies which show effect of welfare reform on individual clients	Benefits and Welfare Team	Housing Options and Homeless Service		Ongoing	COMPLETE	
Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation, taking into account customer needs.	Development of a partnership framework for personal housing plans and the use of key workers.	Housing Options and Homeless Service	All homeless forum partners	Personal housing plans for each client agreed and implemented by all key partners	01/04/2019	31/03/2023	This action has been delayed due to resourcing issues and changes to working practices due to COVID-19

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
Re-profiling of existing Temporary Accommodation taking into account the changing demographics of the clients presenting as homeless and provision for specific client groups.	Reduce the number of PSL properties being used for Temporary Furnished Accommodation	Housing Options and Homeless Service	HMO and Landlord Registration Team	Reduction in the number of PSL properties being used for TA	01/04/2019	31/03/2024	Programme in place – runs in line with the RRTP timeline
	Introduce a Private Sector Leasing Framework	Housing Options and Homeless Service	HMO and Landlord Registration Team	A Private Sector Leasing Scheme on place and in use	01/04/2019	31/03/2022	ongoing
	Implement Temporary Accommodation Standards as agreed as part of TA Policy	Housing Options and Homeless Service	RSL and PSL partners	All TA accommodation meets accommodation standards	COMPLETE	COMPLETE	Now business as usual.
	Agree and implement programme of review for RSL accommodation units used for TA to achieve a reduction in overall numbers and a rotation of existing stock.	Housing Options and Homeless Service	RSL partners	Stock rotation within RSL stock being used to provide TA, improvement in condition and standard of accommodation units	01/04/2019	31/03/2024	Programme in place – runs in line with the RRTP timeline
	end the use of spot purchase shared accommodation	Housing Options and Homeless Service		homeless applicants placed in self-contained units where appropriate.	COMPLETE	COMPLETE	Use ended in compliance with requirements of unsuitable accommodation order

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Review all TA stock and develop plan to comply with requirements of unsuitable accommodation order	Housing Options and Homeless Service		Homeless applicants placed in self-contained units where appropriate	COMPLETE	COMPLETE	Council was in compliance with requirement of the order prior to the deadline of 01/10/2020
	Upgrade facilities at Annanbank supported accommodation Stranraer to remove the use of shared bathroom facilities	Property Service DGC	Housing Options and Homeless Service	Property returned to full use post COVID	Ongoing	31/03/2023	this Workstream is ongoing at this time. Council's Property Services will take this forward.
	Review the timescales and costs for reprofiling of the TA portfolio to take into account requirements post COVID-19 and limitations of available funding	Housing Options and Homeless Service		TA stock profile is in line with demand requirements and TA Standards	01/07/2020	31/03/2022	This is ongoing at this time as we continue to evaluate needs to provide flexibility in dealing with a COVID-19 localised outbreak

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
Ensure partnership with RSLs to monitor and continually review the allocation percentage to homeless clients reflects service demand.	Annual review of % allocation targets	Housing Options and Homeless Service/ Common Housing Register		Target set at a level to prevent backlog of homeless allocations		COMPLETE	Procedures in place to review this regularly.
	Monitor effect of Choice Based Lettings on agreed targets (LHA)	Loreburn Housing Association				COMPLETE	Procedures in place to review this regularly.
	Monthly Review of % allocation targets post Covid-19			During Covid-19 recovery period 100% allocation to homeless has been agreed to alleviate backlog reducing to 70%/80% in the short-term		ongoing	
Ensure the housing supply meets the needs of homeless household by including analysis of current and projected homeless need in our HMA profiles to help inform supply targets.		Strategic Housing Investment		Homeless need is recognised and visible within HNDA with information being used to inform supply targets.	Ongoing		HNDA is due to be updated/reviewed 2021/2022
Review Housing Models that would meet the need of homeless service users with particular needs, including Housing First.	Develop a housing first model using the learning from the pathways projects across Scotland	Housing Options and Homeless Service, H&SCP, DGHP	H&SC Partnership ADP	Housing First in place for use with vulnerable clients	01/08/2020	31/03/2022	Pilot project is projected to commence 1th August 2021 and will run for a 2 year period.

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Explore with partners, alternative housing models which would meet the needs of homeless service users e.g. foyer, shared tenancies	Strategic Housing Investment, Housing Options & Homeless Service	RSL partners Adult Health and Social Care Partnership NHS Dumfries & Galloway	A range of housing models to meet the needs of homeless service users across the region	Ongoing	31/03/2024	
NEW - Develop processes to reduce the time period for allocations of properties by RSLs post COVID-19	Work with partners to identify current voids and pre-allocate to homeless clients	Housing Options and Homeless Services	All RSL partners	The time taken for clients access settled accommodation is reduced	COMPLETE	COMPLETE	Business as usual at this time.
	Identify suitable properties and clients to flip temporary accommodation to secured tenancy	Housing Options and Homeless Services	All RSL partners	Clients who are settled, remain in current accommodation and are provided with a secure tenancy	COMPLETE	COMPLETE	now part of our business as usual activities.
Develop processes to maximise the use of available funding to support positive outcomes for service users. Continue to work closely with council services and external partners to maximise the		Housing Options & Homeless Service	DAGCAS		ongoing		

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
use of discretionary funds.							
Develop initiatives to increase the viability of discharging homeless duty to settled accommodation within the Private Rented Sector.	Consider the case for the use of a Social Letting Service to increase letting within the PRS across the region	Housing Options and Homeless Service working with Third Sector Partner	TBC	Business case for the introduction of a Social Letting Service	01/04/2021	31/03/2023	
	Consider the extension of the 'rent in advance' recycling fund for Private Sector post COVID-19	The HUB D & G	DGC	Improved access to settled accommodation within the Private Sector	COMPLETE	COMPLETE	This fund was set up as part of COVID-19 response and is cyclic in nature as client's pay back money borrowed through a repayment plan.
	Introduction of a Private Sector Landlord Forum to enable engagement with the sector	HMO and Landlord Registration	Housing Options & Homeless Service, The HUB		01/04/2019	31/03/2022	Delayed due to COVID-19 restrictions.

Action	Sub Actions	Lead Partnership organisation	Partnership organisations	Expected Outcome	Start date	Target date	Progress/complete date
	Continue to work with the owners of empty homes to bring them back into use as affordable permanent accommodation, providing tenancy agreements that are suitable for the Council to discharge it's homeless duty'	Strategic Housing Investment		Increased use of empty homes as a source of permanent accommodation suitable for the Council to discharge it's homeless duty	01/04/2019	31/03/2023	

Dumfries and Galloway Council – Rapid Rehousing Plan Resource Summary

Resource Requirement	Additional Resources required	Current spend (£)	Projected spend per annum (£)	Interim funding requirements from Scottish government	Comments
RRTP Development/ Implementation	RRTP Implementation Officer to co-ordinate development and oversee co-ordination of RRTP	49,744	£55,000	£105,000 year 1-3 £110,000 additional required years 4-5 if decision taken to extend the post	Post is based within Housing Options and Homeless Service – initial temporary post for 3 years, review requirements at that point.
Theme 1 Prevention and Housing Options					
Early intervention initiatives	2 Homeless Prevention Officers	138,600 (LA funding)	£77,800		Extended due to extra resourcing requirements for prevention activities post COVID-19
Early intervention initiatives	Who Team – additional officer to assist with increased demand due to COVID-19 pandemic		£62,600	Funded through until March 2022 through LA funding. £31,300 RRTP funding (£31,300 Anti-poverty funding)	Being able to extend this project will assist to consolidate and increase prevention activities and build business case for core funding year 3 onwards
Mediation Services		N/A	£70,000 (£10,000 per year committed from DGC)	£100,000 (years 3 and 4 £50,000 per annum)	Pilot project working with existing provider to test and develop use of mediation as a preventative measure
Housing Options Digital Portal	None	£2,000 per annum as part of Civica contract	£2000.00	NIL	
Multi-Agency Response Team	None	N/A		NIL	Redesign of current protocol
Theme 2 Temporary Accommodation					

Dumfries and Galloway Council – Rapid Rehousing Plan Resource Summary

Resource Requirement	Additional Resources required	Current spend (£)	Projected spend per annum (£)	Interim funding requirements from Scottish government	Comments
Furnished Accommodation	Additional RSL properties required years 1,2 and 3 but overall reduction achieved by year 5	£1,052,415	Year 2 actual £1,393,452 Year 3 Projection £1,287,277 Year 4 £1,137,870 Year 5 £TBC	(Year 1 Actual £47,000) (Year 2 Actual £239,000 including £112,000 additional funding) Year 3 estimated funding gap: £121,000 Funding gap should reduce Year 4 onwards	Covid-19 has altered the timescales and plans for reducing the size of the TA furnished portfolio. We will work toward this change at a slower pace to allow capacity in the system to deal with any further spikes and local lockdowns, this includes plans to maintain the portfolio at the current level for the next year and funding estimates have been calculated based on the highest anticipated stocking levels.
Supported Accommodation	None – changes will be to how we use this type of accommodation	£1,606,290	£1,606,290 reducing to £1,508,036 Year 2 onwards	NIL	£98,254 from this budget is transferred to Housing First Year 2 onwards as agreed by Communities Committee in October 2020.
Shared Accommodation (Spot Purchase)	None	£262,717	£148,570 year 1 actual £82,820 projected year 2, use of this accommodation ceased 01/10/2020	NIL	

Dumfries and Galloway Council – Rapid Rehousing Plan Resource Summary

Resource Requirement	Additional Resources required	Current spend (£)	Projected spend per annum (£)	Interim funding requirements from Scottish government	Comments
Private Sector Leasing Scheme	None	N/A	Included in furnished accommodation spend	NIL	Development of Framework
New provision – Core & Cluster (this action is currently on hold and additional funding estimates have been removed from total requirements – see comments in Workplan)	15 units	N/A	Capital: through SHIP Service provision: £500,000 per annum	Year 3 £488,286 Year 4 £242,779 Year 5 £103,094 Total £834,159	One off capital costs, thereafter revenue costs, joint project involving NHS D&G, D&G Council and IJB. £665,000 savings approx. from TA reprofiling identified for use by HO and Homeless Service. Figures for additional funding subject to H&SC Board Agreement.
Outreach Support		£1,063,048	£	NIL	This provision is currently part of a review and recommissioning process which will determine level of future spend
Theme 3 Housing Solutions					
Housing First	Year 2 Nil Year 3 £143,000 Year 4 £170,000 Year 5 TBC		Year 3 £143,000 Year 4 £170,000 Year 5 TBC	Year 3 £45,656 Year 4 TBC Year 5 TBC	Identified need and subject to support and buy-in from partners and accommodation providers.
Private Sector Development – Social Letting Scheme		N/A		£10,000 development funding Year 3	Work with a third sector partner to develop a

Dumfries and Galloway Council – Rapid Rehousing Plan Resource Summary

Resource Requirement	Additional Resources required	Current spend (£)	Projected spend per annum (£)	Interim funding requirements from Scottish government	Comments
					Private Sector Social Letting scheme.
Refurbishment of supported facility to upgrade all rooms to en-suite	TBC	N/A	TBC		This is an ongoing discussion with property services at this time. It is likely this work will be proposed through the Council's Capital Programme as the property is Council owned.
Housing Supply	None at this point but will be monitored through the SHIP on a yearly basis	RPA 18/19 £19.279m		RPA 19/20 £20.420m RPA 20/21 £21.786m	
Total funding requirements – Ending Homelessness Together Fund				£808,956	

Scottish Government Funding received : Year 1 £143,000, Year 2 £179,000, £112,000 Additional funding, Year 3 £181,000 to date : **£615,000**

Please note the Scottish Government and COSLA are working on proposals for future year(s) funding requirements to be evaluated based on the projects within RRTPS that will assist the shift to rapid rehousing and bring the best outcomes for people experiencing or threatened with homelessness.