

Moray Homelessness Strategy

2003 – 2008



Foreword

Some people have more housing choices than others. Poverty, unemployment, low income, disability, poor health and a lack of social support can all be factors which exclude people from good quality housing. The most extreme form of housing disadvantage is homelessness.

The fundamental principle adopted by the Homelessness Task Force was that everyone in Scotland should have dry, warm, affordable and secure housing. This first Homelessness Strategy for Moray therefore sets out how the Council will work with a range of partners to make this vision a reality in Moray. Tackling homelessness sits in the wider context of the Moray Community Plan, the Council's Corporate Plan and a wide range of strategies and plans prepared by partner organisations. One of the most significant of these is the Moray Local Housing Strategy, which has been the subject of consultation over the summer of 2002. The objectives and priorities identified within the Homelessness Strategy will be reflected in the Local Housing Strategy.

A handwritten signature in black ink, appearing to read 'Jennifer Shaw', with a stylized, flowing script.

Councillor Jennifer Shaw

Vice Chair of Community Services Committee

The Moray Council

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Background Section 1

Introduction/Process

The Housing (Scotland) Act 2001 requires local authorities to carry out an assessment of homelessness and to prepare and submit a strategy to prevent and alleviate homelessness.

Guidance from the Scottish Executive¹ indicates that the strategy should:

- take full account of the information gathered in the homelessness assessment;
- reflect guidance on homelessness;
- reflect the changes to legislation detailed in the Housing (Scotland) Act 2001;
- take account of the final report of the Homelessness Task Force²;
- state how the local authority will comply with its equal opportunities duties;
- incorporate Health and Homelessness Action Plans;
- incorporates appropriate elements of the Rough Sleeping Outcomes Agreement, submitted to the Scottish Executive³.

Homelessness Strategy Group

A key principle underpinning the development of homelessness strategies is that of partnership working. To achieve this, the Moray Council established a Homelessness Strategy Group in September 2000. The Group comprises representatives from a range of Council Services, the Council's Rough Sleepers section, the Health Board, Communities Scotland, Grampian Police, Registered Social Landlords in Moray, Women's Aid, Citizens Advice, Shelter, support providers and private landlords. The full list of participating organisations is detailed in **Appendix 1**.

The Homelessness Strategy Group does not currently include homeless people, although it does include organisations who work closely with homeless people and who provide support to homeless people – for instance, Moray Womens Aid and Turning Point. The Strategy does take account of views expressed by people who have experienced homelessness who participated in the research work carried out.

The partners to the draft Homelessness Strategy recognise that work to achieve the objectives requires:

- ◆ *shared commitment;*
- ◆ *joint working;*
- ◆ *effective communication and information sharing;*
- ◆ *co-ordination of services, limiting duplication;*
- ◆ *openness and honesty.*

¹ SEDD Guidance on Homelessness Strategies – March 2002.

² Homelessness Task Force Final Report – February 2002.

³ Moray Council – Outcomes Agreement Submission to the Scottish Executive – October 2001.

Developing the Homelessness Strategy

Following discussion at the Homelessness Strategy Group, it was agreed that research was required to provide the information base from which to develop the strategy. The Homelessness Strategy Group was therefore involved in agreeing the brief for consultants. During the course of the consultancy work, the Group commented on the issues raised during the research. At the conclusion of the research, the Group received a presentation from the consultants and commented on the report. A similar process was followed for the further consultancy work carried out on Housing Information and Advice.

A draft Homelessness Strategy was then developed through a smaller Project Group and presented for amendment and comment to the wider Group, prior to presentation to the Council's Community Services Committee.

A period of consultation on the draft Strategy was built into the project plan, to enable comment to be sought from the wider community, other partners and, where possible, from homeless people. The draft Strategy was launched at a seminar in December 2002, alongside the draft Supporting People Strategy. Almost 70 representatives from a wide range of agencies and organisations attended the seminar. A consultation period followed the seminar, enabling organisations and individuals to comment on the draft. Unfortunately, few written comments were received. However, these have been used to inform a revision of the draft.

The Draft Homelessness Strategy was also considered by the Council's Central Management Team and the Moray Local Health and Social Care Partnership.

The development of the Homelessness Strategy coincided with the worst flooding in Elgin and Rothes since 1829. From the middle of November 2002, staff who were involved in the development and implementation of the strategy have been dealing with over 250 households who have required temporary accommodation, following damage to their homes. This has inevitably affected the ability to develop the strategy significantly from the Consultative Draft and has delayed some of the actions that we hoped to complete by March 2003.

The Council's Statutory Responsibility for Homelessness

The origins of the statutory responsibility for homelessness date back to the Housing (Homeless Persons) Act 1977. Since then, subsequent legislation has added to the duties. In addition to legislation, case law has provided interpretations of the statutory duties. A Code of Guidance⁴ relating to homelessness has also been issued to local authorities.

Local authorities are required to carry out investigations to determine whether an applicant is homeless or threatened with homelessness; whether they have priority need; whether they are intentionally or unintentionally homeless and whether they have a local connection with another local authority. The scale of assistance that the Council provides to homeless applicants depends on the outcomes of these enquiries.

⁴ The Scottish Executive – Code of Guidance on Homelessness – September 1997

Background Section 1

The Code of Guidance provides good practice guidance on the practical implementation of the homelessness legislation. It deals with prevention of homelessness, co-operation with other agencies as well as the practical stages that local authorities must go through in the assessment of homelessness applications.

The Housing (Scotland) Act 2001 has extended the statutory duties to include the requirement that local authorities:

- ▶ *carry out an assessment of homelessness in its area*
- ▶ *prepare and submit a strategy for preventing and alleviating homelessness*
- ▶ *secure advice and information services for homeless people*
- ▶ *provide temporary accommodation to homeless people deemed not in priority need until appropriate advice and information has been provided.*

Homelessness Etc (Scotland) Act 2003

In March 2003, the Homelessness Etc. (Scotland) Act 2003 was passed by the Scottish Parliament. This Act progresses five of the recommendations included within the Homelessness Task Force report, by

- expanding priority need status to defined groups
- phasing out of priority need distinctions by 2012
- changes to the intentionality rules by changing the duty to investigate intentionality to a power to investigate
- suspending the local connection test
- a new tenancy regime for homeless households with the provision of support.

The Strategy seeks to ensure that the Council and its partners prepare for the actions required to achieve the objectives of the Act.

Profile of Homelessness in Moray

As part of the preparatory work to develop a Homelessness Strategy for Moray, research was commissioned to:

- assess the extent, nature and causes of homelessness in Moray;
- map the existing provision of housing and support services for homeless people in Moray;
- carry out a gap analysis to identify strengths and weaknesses in current provision⁵.

⁵ Nick Williams Ltd. – Development of a Homelessness Strategy in Moray – March 2002.

Superficially, homelessness in Moray appears to have one of the lowest homelessness application rates as a proportion of the population in Scotland. However, it is generally accepted that the number of applications does not necessarily reflect the real level of homelessness in rural areas. More fundamentally, however, the Housing Needs Survey⁶ carried out to assist the preparation of the Local Housing Strategy revealed an acute shortage of affordable rented housing in Moray. It is against this backdrop that the key findings of the research into homelessness in Moray must be set.

A second piece of research, aimed at assisting the development of homelessness information and advice services⁷, was also commissioned. The purpose of this research was to map existing service provision, to identify gaps and to develop the basis of an Information and Advice Strategy for incorporation into the wider Homelessness Strategy.

More detailed information on the profile of homelessness in Moray, drawn from the research commissioned, is available in the Annexes to the Strategy (published separately).

Key findings

◆ Homelessness in Moray differs from other authorities in that:

- the proportion of one person households (41%) is low compared to the Scottish figure (62%) and most other rural authorities. However, 20% of one person households are under 24 and require significant support services as well as accommodation;
- the proportion of single parents (34%) is high compared to Scotland (26%);
- the proportion of couples (22%) is double the Scottish figure and significantly higher than for most rural authorities;
- The number of homeless applicants has shown a steady increase over the last three years, especially for women;
- The proportion of applicants assessed as in priority need has been increasing;
- Relationship and family breakdown is the main contributor to homelessness in Moray;
- The second most common cause is landlord action. The figure for Moray is one of the highest in Scotland;
- There has been an increase in domestic abuse as a cause of homelessness especially for women and single parents.

⁶ Fordhams – Housing Needs Survey – Moray – April 2002.

⁷ Laurie Naumann & Associates – Homelessness Information and Advice Strategy – July 2002.

Background Section 1

Mapping existing provision and support

The mapping process involved examination of accommodation (permanent and temporary) and support services (including information and advice services and the process of dealing with homelessness).

More detailed results of the mapping exercise can be found in the Annex to the Strategy (published separately).

Key findings: Accommodation

- ◆ 30% of allocations on Council housing in 2000/01 were made to statutorily homeless households. Housing Associations housed 16 statutorily homeless households in the same period (reflecting the availability of Housing Association tenancies);
- ◆ Moray places a greater percentage of homeless applicants in permanent accommodation and a smaller percentage in temporary accommodation than most local authorities;
- ◆ Temporary accommodation is provided through a range of agencies – the Council, Housing Associations, Moray Womens Aid and the private sector;
- ◆ Moray places a higher proportion of priority homeless households in Council accommodation than most authorities.

Key findings: Support

- ◆ The Council provides support through its hostels and works with Moray YouthStart and other providers to provide support services aimed primarily at young people. Voluntary support services in Moray concentrate on young people and women fleeing domestic abuse;
- ◆ Information and advice is offered through the Council and a range of agencies in the voluntary sector;
- ◆ Moray Council processes homelessness applications more quickly than most rural authorities.

Gap Analysis

In both pieces of research commissioned, gap analyses were carried out to identify significant gaps in provision, bearing in mind the requirements of the Housing (Scotland) Act 2001. The significant new duties placed on the Council under this Act will require the Council to:

- provide an Information and Advice Service on homelessness to all who require it;
- provide or obtain temporary accommodation for those assessed as being homeless but in non-priority need as well as for those in priority need;
- provide interim accommodation with appropriate support for those assessed as homeless but for whom permanent accommodation may not be suitable at the time of presentation;
- extend to 56 days the period which defines someone as threatened with homelessness.

The Council will have a wider responsibility for homeless people than existed prior to September 2002. Also, the number of people applying for assistance after September 2002 may increase. For the longer term, the Homelessness Task Force recommended that there should be no distinction between priority and non-priority need in dealing with homelessness. The Homelessness Etc. (Scotland) Act 2003 seeks to implement the recommendations of the Task Force on a staged basis over 10 years.

The analysis of gaps in the provision of homelessness services – both in terms of information and advice and the provision of accommodation and support – have also been informed by limited feedback from homeless households interviewed as part of the research project.

Information and Advice

Information and advice services can be categorised under three headings:

- **Type I services – active information.** Signposting and explanation. This involves activities such as providing information either orally or in writing, signposting (directing the enquiry to the appropriate agency) and the explanation of technical terms or clarification of the detail of an official document.
- **Type II services – casework.** Involving a diagnostic interview and assessment of whether the individual has a case that can be pursued.
- **Type III services – advocacy and mediation.** This includes further work that may arise from casework and might include advocacy and representation, where the advisor may prepare a case for the individual and represent or speak on their behalf at a tribunal, court or appeals hearing. It can also involve mediation, where the advisor may act on behalf of the individual by seeking to mediate between the individual and a third party.

Where are the gaps in the provision of information and advice in Moray?

- While all types of advice and information services are covered within Moray, the availability of the services vary, in terms of when they are available but also where they are available;
- The provision of independent advice and information needs to encompass all types of advice and information and there is a need for a more co-ordinated promotion of advice and information providers in Moray;
- There is a limited range of information leaflets available in Moray;
- There are few formalised referral procedures or protocols in Moray. The existence of such procedures and protocols can ensure that agencies are clear about the remit and activity of other organisations and improve service delivery to clients
- There is a need to develop training on what services are available in Moray, and how to access such services as well as to develop knowledge based training on issues eg rights issues;
- Feedback from users should be sought in a consistent and regular manner;
- Information and advice specifically for young people needs to be developed;
- Homelessness services provided by the Council are centralised to the Elgin area.

The provision of accommodation and support

There are differing pathways into and out of homelessness for young people, adults and older people. The provision of accommodation (whether temporary or permanent) and the level of support provided are key factors in influencing the sustainability of housing solutions.

What are the gaps in provision in Moray?

- There is a shortage of affordable rented accommodation in Moray, as evidenced in the Housing Needs Survey;
- There is a need for further temporary accommodation to enable the Council to meet its increased duties under the Housing (Scotland) Act 2001. The accommodation provided must be suitable to the needs of homeless people but must also address shortages in the provision of temporary accommodation for persons who do not require support;
- Additional temporary housing places, with appropriate support, are required for young people in Moray;
- Additional accommodation on a scattered basis, offering supported tenancies, is required;
- There is a shortage of temporary accommodation for women fleeing domestic abuse.

Quantifying the potential impact of the Homelessness Etc. (Scotland) Act 2003 on shortfalls of temporary/intermediate forms of accommodation.

Priority Need

The research carried out identified that already, shortfalls in temporary accommodation provision exist in Moray. These are likely to be exacerbated by the proposals in the Homelessness Etc. (Scotland) Act 2003 which seek to achieve the phasing out of priority need distinctions by 2012. The Act included a stepped approach to this objective, with the initial expansion of the definition of priority need to include those under the age of 18 years, those who have experienced domestic abuse or those otherwise deemed vulnerable under the current Code of Guidance.

The potential impact of the first step towards the elimination of priority need in Moray is likely to be relatively minimal as currently, the interpretation of priority need is wide. However, it may place additional stress on the availability of accommodation for those fleeing domestic abuse.

The second step is to extend the definition of priority need to those under 25 and over 55 by 2007/08.

The potential impact of this expansion of the priority need definition is likely to result in a need for additional places for single people. It may also result in currently 'hidden homelessness' becoming more evident, with additional presentations being made to the Council by homeless households who currently are deemed not to be in priority need.

The final move towards the elimination of priority need is to be achieved by 2012.

Over the past five years, an average of 59 households have been assessed as not having priority need. Of these, approximately 20% were single persons aged under 24. Further analysis of these households is required to seek to quantify the impact of the proposals in the Act.

Intentionality

The Act proposes that the duty placed on local authorities to investigate intentionality should be replaced by a power to do so and that the local authority should be required to ensure that a short Scottish Secure Tenancy, with appropriate support, is offered to such a household.

The Moray Council rarely finds applicants intentionally homeless, as the current legislation is interpreted sensitively. The impact of the proposals on intentionality is therefore likely to be minimal.



Aims and Objectives of the Strategy **Section 2**

Accommodation dimension	Support dimension	
	Need is for permanent support	Need is for transitional support
High risk of institutional living	1 Learning disability Frail older people Mentally ill	2 Ex- offenders
Low risk of institutional living	3 Physically disabled HIV/AIDS Alcohol/drug abusers	4 Vulnerable single parents Women fleeing domestic violence Young people

The Council follows the guidance in the Code of Guidance to assist in the definition of vulnerability. In particular, the Council considers whether a person may be vulnerable if he or she is less able to fend for him/herself when a less vulnerable person will be able to cope without harmful effects.

Across all objectives, the Homelessness Strategy needs to address issues of accessibility and equality of opportunity. Within this Strategy, all partners agree to work to ensure equality of treatment, without prejudice or discrimination based on class, gender, sexual orientation, race, ethnic origin, nationality, religion, age, offending background, disability or illness.

Section 2 Aims and Objectives of the Strategy

How the Strategy fits with others

There are a range of strategies and plans which impact on but which also are influenced by the Homelessness Strategy.

The Moray Community Plan

The vision contained within the Moray Community Plan 2001 is 'to increase the quality of life for all sections of the community and to develop the wellbeing of the communities within Moray'.

Three overarching themes have been developed to take forward the vision;

- community involvement
- social inclusion
- sustainable development

The Homelessness Strategy contributes to the theme of social inclusion and, through partnership working, seeks to address the barrier to inclusion that homelessness creates.

The Moray Council Corporate Plan

The Corporate Plan sets out the Council's medium to long term objectives to achieve its contribution to the aims and objectives of the Moray Community Plan. It seeks 'to improve the quality of life for all people in the area by working with and for the community and by delivering quality services within the available resources and powers'.

The Plan develops a programme for action in four key areas of activity:

- social
- educational
- environmental
- economic development

The Homelessness Strategy develops a programme for action that will largely fit within the Social and Educational programmes within the Corporate Plan.

Aims and Objectives of the Strategy Section 2

The Moray Council Local Housing Strategy

The Council's housing aim is 'to ensure that good quality, affordable housing is available to meet the needs of people living in or requiring housing in Moray'. This aim is supported by a number of strategic objectives. The Homelessness Strategy and the actions detailed within it will specifically contribute to:

Strategic Objective 1 – to widen and facilitate access to housing in Moray by making the housing system as a whole work more effectively.

Strategic Objective 2 – to prevent and alleviate homelessness.

Strategic Objective 3 – to guarantee equality of access to housing opportunities in Moray, with respect to age, gender, ethnicity and sexuality.

The Moray Council Supporting People Strategy

The Council is currently revising its Supporting People Strategy. The overall vision of the draft Strategy is 'to ensure that good quality flexible housing support services are available to people with identified needs living in Moray, improving their quality of life through greater independence and choice'. Priorities for action are identified within the draft Strategy. These include the provision of housing support services targeted to needs, the development of a wider range of housing support services, integration with wider local strategies and monitoring evaluation frameworks.

The Moray Council Rough Sleeping Initiative Local Outcome Agreement

The Local Outcome Agreement for 2002/04 seeks to ensure that by 2003, no-one should have to sleep rough in Moray. The Homelessness Strategy encompasses this aim and also encompasses the more specific targets and actions identified within the Local Outcome Agreement:

- develop, align and formalise links between the Housing Needs Section of the Housing Service and the Rough Sleeping Initiative Service;
- continue the provision of the current RSI services ie. outreach, resettlement and rent deposit scheme;
- complete the provision of a replacement for the Chanonry Centre;
- develop preventative measures through the enhancement of information and advice;
- develop links with the Local Health Care Co-operative and NHS Grampian to respond to the clinical needs of clients.

Section 2 Aims and Objectives of the Strategy

NHS Grampian Health and Homelessness Strategy

NHS Boards are required to address the specific inequalities issues in health and homelessness. The Health and Homelessness Action Plan 2002 – 2005 seeks to address the health needs of homeless people and outline how improvements in planning and delivery of services can be progressed. The overall aim of the Plan is 'to improve the health and wellbeing of homeless people, through a partnership of agencies'.

Eight objectives are identified within the Plan:

- to provide a co-ordinated response to the wellbeing and health care needs of homeless people in Grampian;
- to contribute to increased understanding of the profile of homelessness within Grampian;
- to increase the knowledge and understanding of the health and wellbeing needs of homeless people within Grampian through the provision of theoretical and practical skills training to relevant NHS staff, voluntary and public sector staff;
- to support the NHS Grampian to provide appropriate access to health care services for homeless people;
- to ensure health improvement is integral to all health and wellbeing provision for homeless people;
- to ascertain and address barriers faced by homeless people in accessing mainstream services;
- to demonstrate through planning, policies and practice within the NHS Grampian, a culture that supports the provision of appropriate health care services for homeless people;
- to monitor progress towards implementing the Homelessness and Health Action Plan.

Specific actions are detailed within the Plan. Where appropriate, these have been reflected within the Homelessness Strategy Action Plan.

For Moray's Children

A multi agency group to take forward the Moray Childcare Strategy has been established. The vision for this group is 'a partnership which responds effectively and holistically to all children in need'.

The partnership aims to promote integrated interagency work at a strategic and operational level and to develop high quality integrated services for children, young people and their families.

There are a number of areas in which there will be links between the Homelessness Strategy and this partnership – particularly in relation to young people.

Aims and Objectives of the Strategy Section 2

The Homelessness Strategy will also have links with a range of other strategies and plans. These include:

- The Joint Community Care Plan.
- The Children's Service Plan.
- Criminal Justice Strategy.
- The Moray Youthstart Social Inclusion Partnership Plan.
- The Domestic Abuse Strategy.
- The Moray Framework for Mental Health.
- The Strategy for Older People in Moray.
- Moray Drug and Alcohol Action Plan.

While these strategies/plans are not detailed within this document, each of these has been considered in the process of development of the Homelessness Strategy.



Moray Council provides advice to young people.

Section 2 Aims and Objectives of the Strategy

Objectives

The objectives of the Council's Homelessness Strategy focus on -

- prevention
- provision of accommodation– permanent, temporary and interim
- support services and sustaining solutions

The reason for inclusion of each objective within the strategy is described, with reference to the Housing (Scotland) Act 2001, the Homelessness Etc. (Scotland) Act 2003 and the research carried out by the Council.

The actions required to achieve the identified objectives are detailed in the Action Plan detailed in Section 3 of this Strategy. The Action Plan is intended to provide the basis for a monitoring and evaluation framework that enables the Council, its partners and others to measure the achievement of the Homelessness Strategy's objectives.

To enable the achievement of the aim and objectives of the Homelessness Strategy, effective joint working will be required.

Key priorities to develop joint working will therefore include –

- review of membership of the Homelessness Strategy Group to ensure appropriate representation
- integrating the homelessness action plan within the Joint Futures agenda and within the work of the Moray Local Partnership (The Moray Council and NHS Grampian)
- developing means of closer integration between the Health and Homelessness Action Plan and the Homelessness Strategy and mechanisms to ensure that actions are taken forward.

Aims and Objectives of the Strategy Section 2

Prevention

Prevention is fundamental to tackling homelessness. Prevention is not simply about the provision of information or advice, but also involves increasing housing opportunities, ensuring that housing management and other policies do not contribute to homelessness, and developing a greater understanding about the nature and causes of homelessness in Moray.

Objective 1:

To enable and develop a co-ordinated and comprehensive Housing Information and Advice service to be delivered within Moray.

The Housing (Scotland) Act 2001 places a requirement on local authorities to develop information and advice services for homeless households. The actions under this Objective seek to ensure that the Council meets this requirement. The key priorities identified reflect the gap analysis carried out.

Key Priorities:

Early action (to March 2005)

- ➡ to co-ordinate information and advice provision through the development of partnership working
- ➡ to develop information and advice material
- ➡ to develop housing information in a format and through media appropriate for young people
- ➡ to develop appropriate training to enable the implementation of National Standards for Housing Information and Advice

Ongoing action (to March 2008)

- ➡ to improve access to the Council's own advice provision using local resources eg Access points, libraries, website etc, ensuring appropriate geographic spread of accessibility
- ➡ to enable the provision of independent information and advice meeting the National Standards
- ➡ to improve information and advice relating to the private sector

Section 2 Aims and Objectives of the Strategy

Objective 2:

To increase housing opportunities for people threatened with homelessness.

Maximising the use of available housing stock can be achieved through the allocation and nomination process. The Housing (Scotland) Act 2001 now requires Registered Social Landlords to house homeless people when requested to do so by the Council. This objective seeks to ensure that review of these processes is undertaken. It also seeks to widen the range of housing opportunities by developing closer links with the private sector and examining the potential for initiatives that add to the range of housing opportunities in Moray.

Key Priorities:

Early action (to March 2005)

- ➡ to review the operation of Nominations Agreements with other housing providers in Moray
- ➡ to review the Council's Allocations Policy and for other housing providers in Moray to review their allocations policies
- ➡ to develop information and advice for people threatened with homelessness
- ➡ to investigate and develop initiatives including a 'supportive landlady' scheme, furniture with rent, mortgage to rent and lead tenancies
- ➡ to review the operation and success of the Rent Deposit scheme
- ➡ to examine the feasibility of a Common Housing Register for Moray

Ongoing action (to March 2008)

- ➡ to develop improved links with the private rented sector
- ➡ to ensure the best use of available housing in Moray



Cameron Parkbrae, Elgin completed in 1996 provides purpose built temporary accommodation with support staff.

Objective 3:

to ensure that housing management and other policies support the aim of the Homelessness Strategy

The actions of the Council and other providers as landlords can impact on homelessness. Differing policy priorities (eg. reducing rent arrears) can conflict with the objective of prevention of homelessness.

Key Priorities:

Early action (to March 2005)

- ➡ to carry out a Best Value Activity Review of the homelessness service provided by the Council
- ➡ to review with all housing providers in Moray housing management policies and practices
- ➡ to review the Council's current Allocations Policy and implement a revised policy
- ➡ to establish standards for dealing with housing benefit claims
- ➡ to review wider Council policies and procedures to ensure that they support the aim of the Homelessness Strategy
- ➡ to formalise the risk assessment carried out in rent arrears and anti social behaviour cases prior to legal action being taken
- ➡ to develop protocols with other relevant services and agencies involved in preventing homelessness

Ongoing action (to March 2008)

- ➡ to develop and share 'good practice' in housing management
- ➡ to ensure that appropriate support is available to enable households to avoid homelessness wherever possible

Section 2 Aims and Objectives of the Strategy

Objective 4:

To develop a greater understanding of the nature, causes and extent of homelessness in Moray.

The research carried out to date for the Council has provided a useful analysis of the nature, causes and extent of homelessness in Moray. This objective recognises that it is essential that the Council's and partners' understanding of homelessness develops and identifies any changes in homelessness in Moray.

Key Priorities:

Early action (to March 2005)

- ➡ to assess the potential impact of the recommendations from the Homeless etc. (Scotland) Act 2003 and the Homelessness Task Force's Final Report
- ➡ to carry out further research to assess the health needs of homeless people in Moray

Ongoing action (to March 2008)

- ➡ to update the current research on the incidence of homelessness in Moray
- ➡ to seek means of more accurately identifying and quantifying 'hidden homelessness' in Moray
- ➡ to seek feedback from homeless households in Moray to inform continuous improvement of the service provided



Guildry House, Elgin provides supported temporary accommodation to vulnerable single adults.

Aims and Objectives of the Strategy Section 2

Provision of Accommodation

The provision of appropriate, quality temporary and permanent accommodation is fundamental to delivering the aim of the Homelessness Strategy in Moray. Accommodation provided should cater for the different needs of various groups, including families, young people and those fleeing domestic abuse.

Objective 5:

To seek permanent accommodation solutions to homelessness in Moray.

A key Objective of the Homelessness Strategy – in common with the Local Housing Strategy for Moray – is to ensure that there are permanent accommodation solutions to homelessness. The Housing Needs Survey carried out in Moray has identified that there is an overall shortfall of affordable rented accommodation in Moray. Until this is addressed, permanent solutions to homelessness may not be achieved or will only be achieved at the expense of other needs groups on the Housing List.

Key Priorities:

Early action (to March 2005)

- ➡ to monitor the extent to which homeless households are able to access permanent accommodation in Moray

Ongoing action (to March 2008)

- ➡ to increase the level of affordable rented housing in Moray to meet targets identified in the Housing Needs Survey and through measures identified in the Local Housing Strategy
- ➡ to ensure that permanent accommodation solutions are accessible to homeless households
- ➡ to ensure that appropriate support is available to enable sustainable solutions to homelessness

Section 2 Aims and Objectives of the Strategy

Objective 6:

To ensure, where temporary accommodation is required, that the accommodation is appropriate and of a high quality.

A range of temporary and interim accommodation exists in Moray. The standard of accommodation can vary. Therefore, this objective seeks to ensure that temporary and interim accommodation meets appropriate standards.

Key Priorities:

Early action (to March 2005)

- ➡ to ensure that no-one has to sleep rough in Moray by 2003
- ➡ to re-provision the Council's homelessness accommodation in Buckie
- ➡ to develop standards for temporary accommodation
- ➡ to facilitate the provision of new Womens Aid refuge accommodation, with the financial assistance of the Scottish Executive

Ongoing action (to March 2008)

- ➡ to increase the availability of furnished quality temporary accommodation, particularly in the light of extended statutory duties and the proposals in the Homelessness Etc. (Scotland) Act 2003
- ➡ to minimise, and work towards the eradication, of the use of Bed and Breakfast accommodation for homeless households
- ➡ to widen the range of accommodation available to Womens Aid across Moray
- ➡ to ensure that appropriate support is provided to homeless households

Aims and Objectives of the Strategy Section 2

Support services and sustaining solutions

For some, homelessness can be a revolving door. The incidence of repeat homelessness indicates the extent to which services may not address the fundamental support needs of individuals and 'at risk' groups. Support services are therefore an integral element in the delivery of the aim of the Council's Homelessness Strategy. The review of service provision has identified a wide range of support already in existence for homeless people in Moray – in particular to young people, through Moray Youthstart. Work under the following objectives will seek to ensure that support services are 'joined up'.

Objective 7:

To ensure that there is a range of appropriate support services available to homeless households.

Key Priorities:

Early action (to March 2005)

- ➡ to identify gaps in support provision in the light of changing statutory duties
- ➡ to develop the use of single shared assessment techniques in partnership with Social Work and Health professionals
- ➡ to integrate the work of the Rough Sleepers Initiative within wider support services for homeless people
- ➡ to develop new initiatives to expand the range of support available to vulnerable young people and adults

Ongoing action (to March 2008)

- ➡ to ensure co-ordination between support services for young people and for adults
- ➡ to ensure appropriate support is available to prevent homelessness arising
- ➡ to ensure that appropriate crisis response services exist
- ➡ to ensure links with the Domestic Abuse Strategy and the Health and Homelessness Action Plan

Section 2 Aims and Objectives of the Strategy

Objective 8:

To develop awareness of homelessness issues through training programmes for statutory and voluntary organisations, the private sector and through schools.

Key Priorities:

Early action (to March 2005)

- ➡ to develop joint training opportunities for statutory and voluntary agencies and the private sector dealing with homeless people

Ongoing action (to March 2008)

- ➡ to develop awareness and training for young people
- ➡ to develop approaches to maximise employment opportunities and links to training schemes for homeless people
- ➡ to improve understanding of homelessness in the health sector through joint working and training

Objective 9:

To ensure that the Strategy and the actions underpinning it are reviewed on an annual basis

Monitoring, evaluation and review are integral elements of any strategy. The Homelessness Strategy will be reviewed on an annual basis to ensure that progress towards actions is achieved and to ensure that the strategy continues to reflect priorities that are appropriate to Moray. The strategy will also require review to ensure that the targets reflected in the Act are achieved.

Key priorities:

Early action (to March 2005)

- ➡ to develop an annual review process
- ➡ to publish an Annual Review report for 2003/04
- ➡ to review the Action Plan for 2004/05

Ongoing action (by March 2008)

- ➡ to carry out a mid term review of the strategy in 2005
- ➡ to review the progress achieved throughout the period of the strategy
- ➡ to ensure that protocols developed are reviewed
- ➡ to develop mechanisms to secure more active engagement in shaping service provision from homeless households

Section 3 Action Plan

Developing Joint working to enable the achievement of the aim and objectives of the Homelessness Strategy.				
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
1. Review membership of the Homelessness Strategy Group to ensure appropriate representation.	Homelessness Strategy Group	TMC Housing Services	September 2003	Expanded membership
2. Integrate the homelessness action plan within the Joint Futures agenda and the Moray Local Partnership.	Homelessness Strategy Group; Joint Management Group, Local Partnership Group	TMC Housing Services	September 2003	Integration of strategic objectives and action plans
3. Develop means to more closely integrate and implement the Health and Homelessness Action Plan and the Homelessness Strategy.	NHS Grampian; The Moray Council	TMC Housing Services; NHS Grampian	September 2003	Integration of Action Plans Mechanism to ensure implementation of actions
4. Ensure that the Homelessness Strategy is reflected within wider corporate strategies and plans and within those of partner organisations eg the Mental Health Framework, For Moray's Children, the Community Care Plan and the Supporting People Strategy.	Homelessness Strategy Group; NHS Grampian, Moray Council Community Services, Education Services	All partners	Ongoing	'strategic fit'

Action Plan Section 3

Objective 1 : To enable and develop a co-ordinated and comprehensive Housing Information and Advice service to be delivered within Moray.				
ACTIONS ACHIEVED BY MARCH 2003	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
1.1 Identify range of leaflets required in the area and agree scope/prioritisation of leaflets to be produced.	Homelessness Strategy Group		December 2002	Range of leaflets agreed Timescale for production in place
1.2 Negotiate draft SLA with Moray Citizens Advice Bureau.	Moray Council Housing Service		March 2003	SLA agreed and in place for April 2003
1.3 Develop a Housing Options Guide for Moray.	Homelessness Strategy Group		March 2003	Housing Options Guide completed
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
1.4 Publish the Housing Options Guide in hard copy and on Homepoint's Website.	Moray Council Housing Service	SE Homelessness Grant Funding	May 2003	Availability of Guide Website access
1.5 Implement training on Housing Options Guide for service providers.	Moray Council Housing Service	SE Homelessness Grant Funding	September 2003	Training events held Range of attendance
1.6 Investigate housing information and advice approaches for young people.	Homelessness Strategy Group For Moray's Children, Youthstart	SE Homelessness Grant Funding, SE Funding for Dialogue Youth, SIP funding	September 2003	Range of approaches identified with Action Plan for implementation
1.7 Develop a database of homelessness services and support services in Moray.	Moray Council Housing Service	TMC Housing Service	March 2004	Database available via internet or intranet

Objective 1 : Continued				
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
1.8 Develop more formalised referral procedures and protocols between agencies to ensure that agencies are clear about remits/activities of organisations.	Homelessness Strategy Group	TMC Community Services	March 2004	Clear referral procedures and agreed protocols
1.9 Review production of leaflets/information material achieved.	Homelessness Strategy Group	TMC Housing Services	March 2004	Progress achieved Leaflets produced
1.10 Investigate links with the Open Door Programme in relation to Access Points and their role in provision of housing information and advice as part of the Council's 'Easy Access' project.	Moray Council Housing Service/Open Door Programme	The Moray Council; TMC Housing Services; Modernising Government Fund II	September 2004	Proposals to develop the Open Door approach across Moray
1.11 Promote availability of Shelterline locally and monitor usage of the service.	Shelter; Homelessness Strategy Group	All partners	Ongoing	Increased use of Shelterline from Moray households; examination of outcomes
1.12 Seek feedback from users of information and advice services to inform consideration of improvements and potential service developments.	Homelessness Strategy Group; Moray Council	TMC Housing Service; Support providers	Ongoing	Satisfaction levels, evidence of improvement plans and service developments suggested by service users
1.13 Ensure housing information is included as Service Guides for people with mental health problems, people with disability and older people are updated.	Moray Council Access project, Housing Services	ESF Objective 3 funding	Ongoing	Guides updated

Action Plan Section 3

Objective 2 : To increase housing opportunities for people threatened with homelessness.

PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
2.1 Develop Protocols with RSLs in Moray in relation to the role of RSLs in housing homeless applicants.	Moray Council Housing Service; RSLs; NEHPA	TMC Housing Services; NEHPA Partners	September 2003	Agreed protocols in place, linked to Nomination Agreements
2.2 Review the Nominations Agreements with other housing providers in Moray.	Moray Council Housing Service; RSLs; NEHPA	TMC Housing Services; NEHPA Partners	September 2003	Revised Nominations Agreements in place
2.3 Investigate the feasibility for a Moray Common Housing Register.	Moray Council Housing Service	Aberdeenshire and Moray Councils; Communities Scotland	September 2003	Report examining feasibility
2.4 Investigate the potential to introduce a Moray 'Supportive Landlady' scheme.	Homelessness Strategy Group; Moray Council RSI; Youthstart, Youth Action	TMC Housing Services, Supporting People	September 2003	Feasibility study completed
2.5 Review the operation of the existing rent deposit scheme developed through the RSI.	Homelessness Strategy Group; Moray Council RSI	TMC Housing Services	September 2003	Review report; take up rates
2.6 Investigate the feasibility of a 'furniture with rent' scheme.	Moray Council Housing Service, RSLs	SE Homelessness Funding; Communities Scotland	December 2003	Feasibility report

Objective 2 : Continued				
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
2.7 Review participation of RSLs in 'Rent to Mortgage' scheme and consider future Council involvement.	Homelessness Strategy Group; RSLs; Moray Council Housing Services	TMC Housing Services; RSLs	March 2004	Number of cases assisted Decision re participation from TMC
2.8 Develop the rent Deposit scheme for wider use with a range of potentially homeless clients.	Moray Council Housing Service; Housing Strategy Group	RSI Funding	March 2004	Revised scheme
2.9 To develop improved links with the private sector.	Moray Council Housing Service	TMC Housing Services	Ongoing	Improved understanding of private sector and issues for landlords

Action Plan Section 3

Objective 3 : To ensure that housing management and other policies support the aim of the Homelessness Strategy.				
ACTIONS ACHIEVED BY MARCH 2003	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
3.1 Develop standards in relation to processing of housing benefit claims.	Moray Council	TMC Finance Service	March 2003	Standards agreed Monitoring and reporting framework agreed
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
3.2 Present revised draft Council House Allocations Policy for wider consultation.	Moray Council Housing Service	TMC Housing Services	September 2003	Consultative draft policy Consultation process
3.3 Investigate potential for Housing Officer input into Verification Framework to assist in the processing of HB claims.	TMC Finance Service; Moray Social Housing Forum	All partners	October 2003	Decision to verify claims Training
3.4 Carry out Best Value review of homelessness service provision by the Council.	Moray Council	TMC Housing Services	December 2003	Review completed and action plan identified
3.5 Review all housing management policies and practices, including risk assessments.	Moray Social Housing Forum; NEHPA	All partners	March 2004	Revised policies and procedures
3.6 Improve processing of housing benefit claims and achieve targets for improvement.	TMC Finance Service	TMC Finance Service	March 2004	Monitoring reports Processing times
3.7 Audit policies to ensure compliance with Race Equality requirements and equal opportunities legislation and best practice.	Moray Council Housing Service; Moray Social Housing Forum; NEHPA	All partners	March 2004	Audit of policies Identification of policy review areas to ensure best practice

Objective 3 : Continued				
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
3.8 Identify corporate policies which impact on homelessness, and identify areas for review.	Moray Council	All services	March 2004	Review programme agreed corporately
3.9 Develop protocols with appropriate services and agencies.	Moray Council Housing Service; other Council Services; agencies	All services, voluntary agencies	March 2004	Protocols agreed Monitoring framework for operational review
3.10 Implement improvement actions identified in the Best Value Review.	Moray Council	TMC Housing Services	March 2005	Improvement actions implemented
3.11 Develop and share 'best practice' in housing management.	Moray Social Housing Forum	All partners	Ongoing	Training opportunities created

Action Plan Section 3

Objective 4 : To develop a greater understanding of the nature, causes and extent of homelessness in Moray.

PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
4.1 Carry out further analysis to assess the impact of proposals in the Homelessness Etc Act.	Housing Strategy Group; Homelessness Strategy Group	TMC Housing Services; SE Homelessness Funding	March 2004	Identification of needs Shortfalls in accommodation
4.2 Work with Health professionals to identify health needs of homeless people in Moray.	Homelessness Strategy Group; NHS Grampian; Local Care Partnership; Drug and Alcohol Team	SE Homelessness Funding	March 2004	Research report produced
4.3 Update current research on homelessness in Moray to inform mid term review of the strategy.	Homelessness Strategy Group	TMC Housing Services; SE Homelessness Funding	March 2005	Updated research
4.4 Develop a database of homelessness performance that builds on the research already carried out and allows for updating.	Moray Council Housing Service	TMC Housing Services	Ongoing	Data capable of updating and comparison with previous years
4.5 Develop further understanding of 'hidden homelessness' and seek means to quantify extent of this in Moray.	Moray Council Housing Service; Homelessness Strategy Group	TMC Housing Services; SE Homelessness Funding	Ongoing	Improved means of identifying hidden homelessness

Objective 5 : To seek permanent accommodation solutions to homelessness in Moray.				
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
5.1 Ensure Homelessness Strategy is integrated with the Local Housing Strategy.	Housing Strategy Group	TMC Housing services; SE LHS Funding	December 2003	LHS published Strategic fit
5.2 Further quantify the potential impact of the Homelessness Etc Act on the need for additional permanent units of accommodation.	Homelessness Strategy Group	SE Homelessness Funding	December 2003	Reflected within final LHS
5.3 Review the impact of Licensing of Houses in Multiple Occupation in Moray.	Moray Council Environmental Services; Housing Strategy Group	TMC Housing Services; Environmental Services	March 2004	Review report Licenses granted
5.4 Monitor effectiveness of support services aimed at sustaining tenancies.	Homelessness Strategy Group; RSLs; Community Services, NHS Grampian	Community Care budget; Supporting People; RSI funding	March 2004	Review report Gaps in provision identified
5.5 Implement the strategic options identified in the Moray Local Housing Strategy to increase the supply of affordable rented housing.	Housing Strategy Group; RSLs; Communities Scotland	Communities Scotland; RSLs; TMC Housing Services	March 2008	No of units provided Investment levels
5.6 Monitor the extent to which homeless households access permanent accommodation.	Housing Strategy Group; Homelessness Strategy Group	Housing Services	Ongoing	Nos housed per year Housing provided Participation in LACORE pilot

Action Plan Section 3

Objective 6 : To ensure, where temporary accommodation is required, that the accommodation is appropriate and of high quality.				
ACTIONS ACHIEVED BY MARCH 2003	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
6.1 Extend the provision of scatter flats, to provide move on accommodation for young people.	Moray Council; Moray Youthstart; Langstane HA	TMC Housing Services; Langstane HA	March 2003	Additional 5 flats purchased
6.2 Remove the need for anyone to have to sleep rough by 2003.	Homelessness Strategy Group; RSI Steering Group	SE RSI Funding; Transitional Housing Benefit	March 2003	LOA Outcomes reviewed Targets for 2002/03 achieved
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
6.3 Develop standards for temporary accommodation and support.	Homelessness Strategy Group	TMC Housing Services	December 2003	Clear standards relating to quality of accommodation and management
6.4 Achieve RSI Outcomes for 2003/04.	Homelessness Strategy Group; RSI Group	SE RSI funding, Supporting People	March 2004	Local Outcome Agreement reviewed Achievement of targets
6.5 Reprovision the Womens Aid Refuge in Elgin.	Moray Council; Communities Scotland; Moray Womens Aid; Langstane HA	SE Refuge Development Funding; Langstane HA; TMC Housing Services; Moray Women's Aid	March 2004	Replacement of shared accommodation with self contained units
6.6 Increase supply of scattered flat provision to Moray Womens Aid.	Moray Council Housing Service; RSLs	TMC Housing Services; RSLs	March 2004	Increased units

Objective 6 : Continued				
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
6.7 Further quantify the impact of the Homelessness Etc Act proposals on the shortfalls of temporary accommodation in Moray.	Homelessness Strategy Group	All partners	March 2004	Assessment of units required
6.8 Explore issues around and develop responses to prevent disruption to childrens education as a result of homelessness.	Homelessness Strategy Group; For Moray Childrens Group	TMC Housing Services; Education Services; Social Work Services	March 2004	Increased understanding of issues Range of responses to minimise disruption
6.9 Reprovision the Cluny Annexe in Buckie.	Moray Council; Communities Scotland; Langstane HA	Communities Scotland; Langstane HA; TMC Housing Services	March 2005	Replacement of existing provision with self contained units
6.10 Investigate whether improvements can be achieved in existing arrangements for storage of furniture.	Moray Council Housing Services	TMC Housing services	March 2005	Review report Proposals to enhance provision
6.11 Increase the supply of accommodation available for temporary use.	Moray Council Housing Service; RSLs	SE Homelessness Funding; TMC Housing Services	March 2006	No. of units available Year on year increases to temporary /interim accommodation units available
6.12 Monitor use of Bed and Breakfast accommodation.	Moray Council Housing Service	TMC Housing Services	Ongoing	Year on year reduction of use of B and B

Action Plan Section 3

Objective 7 : To ensure that there is a range of appropriate support services available to homeless households.

PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
7.1 Review access to support across all client groups and develop protocols to ensure availability of support, linked to use of Short SST's.	Moray Council Community Services; NHS Grampian; RSLs	All partners	September 2003	Review of all groups Protocols in place Monitoring arrangements in place
7.2 Investigate options to enable the Council to ensure that it enables continuation of support for young people into adulthood.	Moray Council Social Work Service; Housing Services; Youthstart	Changing Childrens Service Fund; Supporting People; Community Care budgets	March 2004	Numbers of vulnerable young people identified Support packages in place
7.3 Develop the use of Single Shared Assessment to identify support needs of homeless households and agree protocols for access to other agencies' records.	Moray Council Housing Service; Social Work; Health	TMC Community Services NHS Moray Collective; Joint Futures	March 2004	Training Protocol in place Monitoring arrangements in place
7.4 Identify resources for support arrangements for vulnerable clients.	Homelessness Strategy Group; Moray Council; all partners	All partners, Supporting People; Community Care Budgets	March 2004	Resources identified Links across service areas
7.5 Carry out Best Value Review of 'Out of Hours' Service, reviewing crisis response arrangements.	Moray Council	Moray Council	March 2004	Review report

Objective 7 : Continued				
PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
7.6 Integrate RSI work within Housing Needs Team in Moray Council Housing Service.	Moray Council Housing Service	TMC Housing Services	March 2004	Integration of Teams
7.7 Ensure that support services are of an appropriate quality.	Moray Council Community Services; RSLs; Support providers	Supporting people	March 2004	Registration with Care Commission achieved

Action Plan Section 3

Objective 8 : To develop awareness of homelessness issues through training programmes for statutory and voluntary sectors, the private sector and through schools.

PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
8.1 Investigate range of educational tools available relating to homelessness.	Homelessness Strategy Group; For Morays Children Group	SE Homelessness Funding; Changing Childrens Services Fund	March 2004	Audit of approaches and tools
8.2 Develop 'Build and Train' initiative for Moray, linked to RSL Development Programme.	Moray Council Housing Service; Communities Scotland; RSLs	Communities Scotland; RSLs' TMC Housing Services	March 2004	Project proposals
8.3 Identify potential for employment/training initiatives for people who are homeless or have been homeless.	Homelessness Strategy Group; Youthstart; MBSE; Moray College, Employment Support Service	All partners	March 2005	Project proposals
8.4 Develop training programme for all agencies involved in dealing with homelessness.	Homelessness Strategy Group	SE Homelessness Funding	Ongoing	Review of training events
8.5 Develop awareness of housing/homelessness issues for young people through schools and other establishments.	Housing Strategy Group; For Moray's Children Group	SE Homelessness Funding	Ongoing	Deployment of training tools

Objective 9 : To ensure that the strategy and the actions underpinning it are reviewed on an annual basis.

PROPOSED ACTIONS	WHO INVOLVED	RESOURCES	TIMESCALE	MEASURES OF SUCCESS
9.1 Implement annual review process and publish Annual Report.	Homelessness Strategy Group	All partners; SE Homelessness Funding	March 2004 and annually thereafter	Annual Review Report
9.2 Monitor and review the effectiveness of Protocols implemented.	Homelessness Strategy Group	All partners	March 2004 and annually thereafter	Review reports
9.3 Monitor and review feedback from homeless households.	Homelessness Strategy Group	TMC Housing Service	March 2004 and annually thereafter	Review reports
9.4 Revise Action Plan for 2004/05 in light of progress achieved.	Homelessness Strategy Group	All partners	March 2004	Revised Action Plan
9.5 Develop means of engaging with service users.	Homelessness Strategy Group	SE Homelessness Funding	March 2004	Range of techniques in place
9.6 Carry out mid term review of Strategy.	Homelessness Strategy Group	All partners	December 2005	Review Report Revised Strategy

Appendix 1

Membership of the Homelessness Strategy Group

The Moray Council - Housing Services
 Social Work (Community Care / Children and Families)
 Educational Services

NHS Grampian
Moray Womens Aid
Grampian Police
NCH Scotland
Moray Landlords Association
Langstane Housing Association (representing RSLs in Grampian)
Hanover Housing Association
Moray Citizens Advice
Shelter (Aberdeen)
Moray Youthstart

Appendix 2

Launch of Consultative Draft Homelessness Strategy Seminar - 12th December 2002

Delegate List

Elected Members, The Moray Council
Community Services, The Moray Council
Financial Services, The Moray Council
Educational Services, The Moray Council
Legal Services, The Moray Council
Grampian Housing Association
Hanover (Scotland) Housing Association
Health Promotions, Grampian Health Board
Langstane Housing Association
Margaret Blackwood Housing Association Ltd
Moray Citizen's Advice Bureau
Moray Housing Partnership
Moray Landlords Association
Moray Women's Aid
Moray Youth Action
NCH Scotland
Scottish Homelessness Advisory Service
Turning Point

Appendix 3

Statement of Housing Benefit Standards

Standard	31 March 2003	Target for 31 March 2004
Average number of days to process a new claim from initial receipt until payment	60 days	35 days
Average number of days to process a change in circumstances	35 days	20 days

Appendix 4

Should you have any queries regarding this Strategy please contact:

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Chief Housing Officer
Community Services Department
The Moray Council
Council Office
High Street
Elgin
IV30 1BX**

**Telephone: 01343 563532
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Appendices Section 4

If you require this document to be translated into your language, large print, braille or cassette then telephone your local Area Housing Office on the number below:

Buckie 01542 837200
Elgin 01343 563429

Forres 01309 694000
Keith 01542 885500

Ako biste htjeli da vam se ovaj dokumenat prevede na vaš jezik ili vam treba u velikom tisku, Braille (tisku za slijepe) ili na kaseti, nazovite oblasni stambeni odjel na niže navedeni broj telefona:

Buckie 01542 837200
Elgin 01343 563429

Forres 01309 694000
Keith 01542 885500

إذا كنت بحاجة لترجمة هذه الوثيقة أو لطباعة بالحرف الكبير أو بطريقة برايل أو على شريط صوتي، اتصل بمكتبك المحلي للإسكان على الرقم أدناه:

01542 837200	(Buckie) باكي
01343 563429	(Elgin) ألغين
01309 694000	(Forres) فوريس
01542 885500	(Keith) كيث

আপনার ভাষায় এই ডকুমেন্ট (প্রমাণপত্র) যদি অনুবাদ করানোর প্রয়োজন হয়, অথবা বড়ো অক্ষরে, ব্রেইলে অথবা কেসেটে চান, তাহলে নিচের নম্বরে আপনার স্থানীয় এরিয়া হাউজিং অফিসে টেলিফোন করুন:

বাকি	01542 837200 (Buckie)
এলজিন	01343 563429 (Elgin)
ফোরেস	01309 694000 (Forres)
কীথ	01542 885500 (Keith)

如欲要求把本文件翻譯成中文，或以特大字體刊印、製作成凸字或錄音帶版本，請撥以下電話，與你所住地區的地區房屋事務主任 (Area Housing Office) 聯絡：

Buckie	01542 837200
Elgin	01343 563429
Forres	01309 694000
Keith	01542 885500

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਤੁਹਾਡੀ ਭਾਸ਼ਾ, ਵੱਡੇ ਛਾਪੇ, ਬਰੇਲ ਜਾਂ ਕੈਸੇਟ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਸਥਾਨਕ ਏਰੀਆ ਹਾਊਸਿੰਗ ਆਫਿਸ ਨੂੰ ਹੇਠਾਂ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ:

ਬਕੀ	01542 837200
ਐਲਗਿਨ	01343 563429
ਫੋਰੇਸ	01309 694000
ਕੀਥ	01542 885500

یہ دستاویز اگر آپ کو اپنی زبان، بڑے حروف کی چھپائی، کمپیٹ یا بریل میں درکار ہو تو برائے مہربانی مندرجہ ذیل فون نمبر پر اپنے علاقے کے 'ایریا ہاؤسنگ آفس' سے رابطہ کیجئے:

01542 837200	(Buckie)	بکی
01343 563429	(Elgin)	ایلجن
01309 694000	(Forres)	فورس
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