

SERVICE DESCRIPTION FORM

Department: Environmental Services – Housing and Property	
Service: Homelessness/allocations	
Income:	£000s
Rental income	764
Fees/charges	78
Recharge to HRA	58
Total income	900
<p>Description: homelessness is a statutory function for the Council, defined in the Housing (Scotland) Act 1987 as amended. Councils are required to carry out homelessness assessments, provide temporary/permanent accommodation and to provide advice and information. During 2011/12, a total of 1,380 enquiries were received from customers indicating that they were homeless/potentially homelessness. Of these, 662 households presented as homeless. In these cases, the Council is required to provide temporary accommodation. The Council is also required to meet the Scottish Government's 2012 target for the abolition of priority need assessment by 2012 (achieved in 2011/12). This results in a duty to permanently house all homeless households (except those deemed to be intentionally homeless or with a local connection elsewhere).</p> <p>A key focus of the service is on the prevention of homelessness. The Housing Options Team seeks to identify other options for households at risk of homelessness. The work of this team has assisted in reducing the number of homeless presentations made to the Council. The service also provides housing support through in-house and external provision. (Some externalised services were taken in-house during 2010, resulting in savings to the Council). Around 200 households are supported monthly to assist them to sustain their housing accommodation. Approximately, 1/3rd of these households have children. Externalised housing support provides support in a residential setting. This includes provision for women at risk of domestic violence, addiction issues and for young people.</p> <p>Other activities carried out within this service include NASSO (managing sex offenders' accommodation) and Private Landlord Registration – both of which are statutory requirements.</p>	
<p>Outcomes / impacts: tackling homelessness is a priority identified in the Single Outcome Agreement, the Corporate Improvement Programme and the Housing and Property Service Plan. This recognises the cost that homelessness can incur for the Council as well as the 'social cost' of homelessness for households who become homeless.</p> <p>The key outcomes to be achieved by the service are set out in the Scottish Social Housing Charter and are subject to scrutiny/inspection by the Scottish</p>	

Housing Regulator:-

- People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- Tenants and people on housing lists can review their housing options
- People at risk of losing their homes get advice on preventing homelessness
- Homeless people get prompt and easy access to help and advice; are provided with suitable good quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.