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| <b>SECTION 4</b> | <b>Homelessness Strategy Action Plan 2010 – 2015</b> |
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The Council is committed to improvements identified within the Scottish Housing Regulator Improvement Plan and the Temporary Accommodation Strategy. The actions within the Improvement Plan and the Strategy Action Plan are not duplicated within the Homelessness Strategy Action Plan.

| Ref No.                                                      | What we will do                                                                                                                                           | Key Milestones                              | Target Dates                         | Responsible Person                                                                 | Monitoring & Reporting | Comment                     |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|--------------------------------------|------------------------------------------------------------------------------------|------------------------|-----------------------------|
| <b>1. Maximise the opportunities to prevent homelessness</b> |                                                                                                                                                           |                                             |                                      |                                                                                    |                        |                             |
| 1.1                                                          | <b>Investigate good practice from other local authorities</b>                                                                                             |                                             |                                      |                                                                                    |                        |                             |
|                                                              | Identify, develop and adapt successful approaches taken by other local authorities.                                                                       | Highlight approaches and options identified | July 2010                            | Housing Needs Manager (HNM)<br>Homelessness Strategy & Development Manager (HS&DM) |                        |                             |
| 1.2                                                          | <b>Review the role of the Housing Support Service in Moray</b>                                                                                            |                                             |                                      |                                                                                    |                        |                             |
|                                                              | Identify options such as mediation to be undertaken by Housing Support staff.                                                                             | Options agreed and implemented              | July 2010                            | HNM<br>HS&DM                                                                       |                        |                             |
| 1.3                                                          | <b>Improve the provision of information and advice relating to homelessness</b>                                                                           |                                             |                                      |                                                                                    |                        |                             |
|                                                              | Training to ensure that staff have the skills/competencies to meet the national standards.                                                                | Ongoing training programme                  | Reviewed annually                    | HNM<br>HS&DM                                                                       |                        | Training programme in place |
|                                                              | Monitor and review sources of information and advice available and review regularly – i.e. Housing Options Guide, information leaflets.                   | Review and update annually                  | August 2010 and annually thereafter. | HNM<br>HS&DM                                                                       |                        |                             |
|                                                              | Ensure that housing advice and information is in a suitable format and accessible by everyone.                                                            | Ongoing annual review and update            | April 2010 and annually thereafter   | HNM<br>HS&DM                                                                       |                        |                             |
|                                                              | Develop information options for disabled people and enhance information on Private rented options – Housing Options Guide/leaflets/Landlord Registration. | Options agreed                              | April 2011                           | HNM<br>HS&DM                                                                       |                        |                             |

## APPENDIX II

| Ref No. | What we will do                                                                                                                    | Key Milestones                                                | Target Dates    | Responsible Person                                                            | Monitoring & Reporting                                              | Comment |
|---------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|-----------------|-------------------------------------------------------------------------------|---------------------------------------------------------------------|---------|
| 1.4     | <b>Reduce the number of evictions and repossessions by early intervention</b>                                                      |                                                               |                 |                                                                               |                                                                     |         |
|         | Continue to promote tenancy sustainment initiatives and examine good practice to reduce the number of evictions and repossessions. | Referrals in place with Money Advice and CAB for debt advice. | Review annually | HNM<br>HS&DM<br>Senior Housing Needs Officer (Homelessness)<br>SHNO(H)<br>HNM |                                                                     |         |
|         | Involvement of Housing Support staff in the completion of Risk Assessment Plans                                                    | Action implemented                                            | April 2010      |                                                                               |                                                                     |         |
|         | Work to achieve the aims and actions identified within the Financial Inclusion Strategy.                                           | Active signposting to all front line officers.                | Review annually | Financial Inclusion Manager                                                   |                                                                     |         |
|         | Investigate the use of mediation to prevent family breakdown and help resolve family disputes.                                     | Mediation options identified                                  | September 2010  | HNM<br>HS&DM                                                                  |                                                                     |         |
|         | Complete the range of protocols with landlords and creditors regarding Section 11 referrals.                                       | Protocols complete                                            | September 2010  | HNM<br>HS&DM                                                                  | Report to Housing Needs Management Team and Homeless Strategy Group |         |
|         | Monitor the level of Section 11 referrals against homeless presentations.                                                          | Complete consultation process                                 | September 2010  | HNM<br>HS&DM                                                                  |                                                                     |         |
| 1.5     |                                                                                                                                    | Monitoring and analysis.                                      | Annually        | HNM<br>HS&DM                                                                  |                                                                     |         |
|         | Carry out a review of the Mortgage to Rent Scheme and implement recommendations.                                                   | Review complete and implement recommendations                 | August 2010     | HNM<br>HS&DM<br>SHNO(H)                                                       | Report to Homeless Strategy Group                                   |         |
| 1.5     | <b>Increase opportunities within the Private Rented Sector</b>                                                                     |                                                               |                 |                                                                               |                                                                     |         |
|         | Carry out a review of the Moray Keyfund Scheme and implement recommendations.                                                      | Review complete                                               | January 2011    | HNM<br>HS&DM                                                                  |                                                                     |         |

## APPENDIX II

| Ref No. | What we will do                                                                                                                                                                                                                                                     | Key Milestones                                      | Target Dates   | Responsible Person                                                                                         | Monitoring & Reporting | Comment                                                        |
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| 1.6     | <b>Raise awareness, assist in identifying homelessness risks and provide more responsive services</b>                                                                                                                                                               |                                                     |                |                                                                                                            |                        |                                                                |
|         | Investigate the opportunities to raise awareness of homelessness through other services i.e. Alcohol Awareness Week beginning of October, Health and Homelessness events.                                                                                           | Research identified                                 | August 2010    | HNM<br>HS&DM                                                                                               |                        |                                                                |
|         | Increase the number of pupils who receive housing options information.                                                                                                                                                                                              | Options agreed with Education                       | August 2011    | HNM<br>HS&DM<br>Education                                                                                  |                        |                                                                |
|         | Provide awareness training on homelessness to relevant agencies in Moray.                                                                                                                                                                                           | Programme of training developed                     | December 2010  | HNM<br>HS&DM<br>Financial Inclusion Manager                                                                |                        |                                                                |
| 1.7     | <b>Ensure that preventative information, advice and advocacy are available to everyone who requires it.</b>                                                                                                                                                         |                                                     |                |                                                                                                            |                        |                                                                |
|         | In partnership with the Financial Inclusion Network Information and Awareness working group investigate the potential for a one stop resource which will provide advice & information on housing options, benefit entitlement & maximisation, debt counselling etc. | Consideration under Designing Better Services (DBS) | April 2011     | Chief Housing Officer (CHO)<br>HNM<br>HS&DM<br>Financial Inclusion Information and Awareness Working Group |                        |                                                                |
|         | Investigate the option to continue to promote advocacy services to support people, particularly vulnerable people, to access advice and assistance.                                                                                                                 |                                                     | September 2010 |                                                                                                            |                        | SLA in place with CAB<br>Funding of Moray Women's Aid helpline |

## APPENDIX II

| Ref No. | What we will do                                                                                                                                              | Key Milestones                                                                 | Target Dates   | Responsible Person | Monitoring & Reporting | Comment                                                   |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------|--------------------|------------------------|-----------------------------------------------------------|
| 1.8     | <b>Increase / improve staff knowledge and understanding of the needs of homeless people</b>                                                                  |                                                                                |                |                    |                        |                                                           |
|         | Agree and deliver a programme of staff training to achieve relevant Home Point standards amongst all staff who regularly provide housing advice.             | Rolling programme agreed and budget identified                                 | Ongoing        | HNM<br>HS&DM       |                        |                                                           |
|         | Homelessness Fact Sheet to identify the main trigger points to identify homelessness.                                                                        | Draft fact sheet developed and agreed                                          | June 2010      | HNM<br>HS&DM       |                        |                                                           |
|         | Develop a newsletter for staff, partners and agency staff.                                                                                                   | Draft newsletter developed and agreed                                          | September 2010 | HNM<br>HS&DM       |                        |                                                           |
| 1.9     | <b>Training and employment opportunities</b>                                                                                                                 |                                                                                |                |                    |                        |                                                           |
|         | Explore options for delivering programmes, which combine life skills, social skills and employability training and assess implications in terms of benefits. | Examine options and make recommendations                                       | April 2011     | HNM<br>HS&DM       |                        |                                                           |
| 1.10    | <b>Support pre-tenancy 'education' and training to encourage and support young people to leave home in a planned way</b>                                     |                                                                                |                |                    |                        |                                                           |
|         | Investigate the feasibility of developing a pre-tenancy 'living skills' course in conjunction with a local education provider.                               | Feasibility report                                                             | August 2010    | HNM<br>HS&DM       |                        |                                                           |
|         | Raise awareness of the realities of homelessness.                                                                                                            | Programme of training and events for partner agencies and the voluntary sector | December 2010  | HNM<br>HS&DM       |                        | Reflect work conducted by voluntary agencies and partners |
|         | Support attitude changes; increase young people's independent living skills and through early intervention prevent vulnerable people becoming homeless.      | Programme of training and events for partner agencies and the voluntary sector | December 2010  | HNM<br>HS&DM       |                        |                                                           |
| 1.11    | Increase the number of young people who receive information on housing options.                                                                              | Consider options and implement recommendations                                 | June 2010      | HNM<br>HS&DM       |                        |                                                           |

## APPENDIX II

| Ref No.                                                               | What we will do                                                                                                                                   | Key Milestones                                                           | Target Dates                                 | Responsible Person  | Monitoring & Reporting | Comment |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|----------------------------------------------|---------------------|------------------------|---------|
| 1.12                                                                  | Review of Furniture with Rent Scheme.                                                                                                             | Review completed                                                         | December 2010                                | HNM<br>HS&DM        |                        |         |
| 1.13                                                                  | Ensure that the Homelessness Strategy meets all legislative requirements                                                                          |                                                                          |                                              |                     |                        |         |
|                                                                       | Abolish the priority need test by 2012.                                                                                                           | Analysis of data and reported to Communities Committee                   | August 2009 and reviewed annually thereafter | CHO<br>HNM<br>HS&DM |                        |         |
|                                                                       | Ensure that the Elected Members and the Scottish Government are regularly informed of the ability of the Council to meet its legislative targets. | Consultations/ Reports/ Discussions at Homeless Strategy Officer Network | Ongoing                                      | CHO<br>HNM<br>HS&DM |                        |         |
| 1.14                                                                  | Ensure compliance with relevant legislation regarding information sharing.                                                                        | Ongoing review of Information Sharing Protocols                          | Ongoing                                      | HNM<br>HS&DM        |                        |         |
| <b>2. Develop suitable accommodation for a range of housing needs</b> |                                                                                                                                                   |                                                                          |                                              |                     |                        |         |
| 2.1                                                                   | Reduce reliance on the use of Bed and Breakfast accommodation                                                                                     | Alternative options identified                                           | August 2010 and ongoing                      | HNM<br>HS&DM        |                        |         |
| 2.2                                                                   | Investigate options of improving contacts with homeless applicants                                                                                | Options identified                                                       | June 2010 and ongoing                        | HNM                 |                        |         |
| 2.3                                                                   | Reduce the number of people who require temporary accommodation at the point of homeless presentation.                                            | Options identified                                                       | June 2010                                    | HNM<br>HS&DM        |                        |         |
| 2.4                                                                   | Increase the numbers of permanent accommodation units by location and type.                                                                       | Ongoing input into LHS                                                   | Ongoing                                      | HNM<br>HS&DM        |                        |         |

## APPENDIX II

| Ref No. | What we will do                                                                                                        | Key Milestones                                                     | Target Dates       | Responsible Person                                            | Monitoring & Reporting                                | Comment |
|---------|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|--------------------|---------------------------------------------------------------|-------------------------------------------------------|---------|
| 2.5     | <b>Maximise use of the private rented sector to accommodate homeless</b>                                               |                                                                    |                    |                                                               |                                                       |         |
|         | Investigate options within the private rented sector in terms of Section 32A to discharge the homeless duty.           | Options identified                                                 | August 2010        | HNM<br>HS&DM                                                  |                                                       |         |
| 2.6     | Increase supply of affordable housing in accordance with the Local Housing Strategy/Strategic Housing Investment Plan. | Number of permanent units increased by location and type           | Ongoing            | CHO<br>Housing Programmes Manager (HPM)<br>HNM                |                                                       |         |
| 2.7     | Reduce the length of stay in temporary accommodation – refer to Temporary Accommodation Strategy                       | Reduction in length of stay in temporary accommodation             | Ongoing            | HNM                                                           |                                                       |         |
| 2.8     | Analysis of the number and reasons for refusal of temporary accommodation.                                             | Quarterly Reports                                                  | Monitor and report | HNM                                                           | Homelessness Strategy Group/<br>Communities Committee |         |
| 2.9     | <b>Make the most efficient and effective use of current accommodation resources</b>                                    |                                                                    |                    |                                                               |                                                       |         |
|         | Annual Review of allocations policy.                                                                                   | Review August 2010                                                 |                    | HNM<br>Senior Housing Needs Officer (Allocations)<br>SHNO (A) |                                                       |         |
|         | Work in partnership with others to ensure the continued supply of accommodation.                                       | Meet bi-annually with RSLs to review end of year activity May 2010 |                    | HNM<br>Senior Housing Needs Officer (Allocations)<br>SHNO (A) |                                                       |         |

| Ref No.                                                         | What we will do                                                                                                                        | Key Milestones                    | Target Dates          | Responsible Person | Monitoring & Reporting | Comment |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------|--------------------|------------------------|---------|
| <b>3. Design services which will reduce repeat homelessness</b> |                                                                                                                                        |                                   |                       |                    |                        |         |
| 3.1                                                             | <b>Ensure that the level of repeat homelessness is kept at below the Scottish average</b>                                              |                                   |                       |                    |                        |         |
|                                                                 | Ensure a more proactive housing support service to those at risk of homelessness.                                                      | Review process complete           | April 2011            | HNM<br>HS&DM       |                        |         |
| 3.2                                                             | Improve practices to reduce levels of homeless applicant 'lost contacts' – particularly with people placed in temporary accommodation. | Levels of 'lost contact' reduced. | April 2011            | HNM<br>HS&DM       |                        |         |
| <b>4. Increase opportunities to access support services</b>     |                                                                                                                                        |                                   |                       |                    |                        |         |
| 4.1                                                             | <b>Reduce the time between making a homeless application and accessing support</b>                                                     |                                   |                       |                    |                        |         |
|                                                                 | Review & agree and implement referral procedures.                                                                                      | Review complete                   | July 2010 and ongoing | HNM<br>HS&DM       |                        |         |
|                                                                 | To address barriers in accessing services faced by homeless households.                                                                | Review complete                   | July 2010 and ongoing | HNM<br>HS&DM       |                        |         |
| 4.2                                                             | Integrate and implement the Health and Homelessness Action Plan and the Homelessness Strategy Action Plan.                             | Annual review                     | June 2010             | HNM<br>HS&DM       |                        |         |