

APPENDIX I

Homelessness Strategy Action Plan 2014/15

Ref no	What we will do	Key milestones	Target dates	Progress
1.	Policy and procedure development			
1.1	Review Homelessness Strategy Actions for 2013/14 and agree actions for 2014/15	Report to Communities Committee	April 2014	Action completed - April 2014
1.2	Annual review of Service User Framework	Review of service user activity completed	July 2014	Action completed – July 2014
		Revised action plan in place	August 2014	Action completed – August 2014
1.3	Implement procedures for Housing Support Team	Procedures implemented	December 2014	Action completed - March 2015
1.4	Implement procedures for Housing Options Team	Procedures implemented	December 2014	Action completed October 2014
1.5	Review Housing Support Services Policy	Review of policy	July 2014	Delayed due to Health & Social Care etc. integration. Policy to be submitted for approval - May 2015
		Policy consultation	September 2014	Revised timescale - April 2015
		Revised policy implemented	November 2014	Revise timescale to June 2015
1.6	Monitor and review sources of information and advice available and review regularly – i.e. Housing Options Guide, information leaflets and website.	Information audit complete	July 2014	Action completed - October 2014
		Housing Options guide for 2014/15 in place	August 2014	Action completed - October 2014
1.7	Review Homelessness Strategy Actions for 2014/15 and agree actions for 2015/16	Action Plan review completed	March 2015	Actions for 2014/15 reviewed. Actions for 2015/16 will be included in homelessness

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				strategy 2015/18. To be presented to Committee - August 2015.
1.8	Review structure of Supported Accommodation Team.	Structure reviewed	March 2015	Carried over into 2015/16 to reflect the ongoing reconfiguration of temporary accommodation.
2. Examine and expand housing options				
2.1	Address any issues identified by the Scottish Housing Regulator's thematic inspection on housing options.	Report analysed and issues identified	Dependent on release of the inspection report	Report published May 2014. Action completed - June 2014.
		Change processes if these are required		Action plan approved by Committee - June 2014
2.2	Continue to develop the role of the Housing Options Team and investigate and expand the potential housing options for all households at risk of homelessness.	Investigate best practice during 2014/15	Ongoing action	Action progressed and will continue through future strategy.
2.3	Develop a web based system to advertise private rented sector properties as a housing option in partnership with HUB members.	Web based system in place	August 2014	Action complete. Website went "live" - November 2014.
2.4	Develop a specific "person centred" range of housing options for single people aged under 35 taking into account their accommodation needs and potential financial barriers arising from welfare reform.	Options identified Options in place	December 2014 February 2015	Options identified to promote and develop a sharing scheme.
2.6	Continue to promote tenancy sustainment initiatives and examine good practice to identify	Research good practice Feasibility of initiative assessed	Ongoing Ongoing	Actions ongoing

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	issues and initiatives.	Any new initiatives implemented	March 2015	
2.7	Continue to develop and maintain partnerships with services and agencies in order to assist those with complex or multiple needs.	New processes in place to ensure multi-agency approach is adopted where necessary	Ongoing	Enhanced partnership working throughout 2014/15.
3.	Design services which will reduce repeat homelessness			
3.1	Continued analysis of homelessness monitoring statistics to identify and address gaps in service provision	Monitor Scottish Government's Operation of the Homeless Persons Legislation in Scotland Quarterly update.	Quarterly	Ongoing
				Action completed - September 2014
3.2	Continued analysis of homelessness monitoring statistics data to identify any trends and potential issues and target those most likely to become homeless.	Homeless annual report	October 2014	Action completed - September 2014
		Housing support annual report	October 2014	Action completed - September 2014
		Allocations Policy Annual Performance Report	October 2014	Action completed - June 2014
4.	Temporary accommodation			
4.1	Review actions from the temporary accommodation strategy action plan for 2013/14 and agree actions for 2014/15	Report to Communities Committee	February 2014	Action completed - March 2014
4.2	Reconfigure the Council's stock of temporary accommodation to smaller/cheaper units where possible.	DIO properties returned	August 2014	Action completed - August 2014
		Reconfiguration of stock complete	March 2015	Ongoing requirement.
4.3	Implement a revised charging policy for temporary accommodation	Report to Communities Committee	September 2014	Action completed - February 2015.
4.4	Review actions from the temporary accommodation strategy action plan for 2014/15	Report to Communities Committee	February 2015	TA annual report will agree the actions

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	and agree actions for 2015/16.			required.
4.5	Transferring current information relating to temporary accommodation on to iWorld.	Agree types of information to be held Develop iWorld module to support this Information held on iWorld	August 2014 December 2014 March 2015	Information identified January 2015 Delayed due to technical issues and consultant availability Action carried over to 2015/16
5. Increase opportunities to access support services				
5.1	Promote the housing options/prevention and tenancy sustainment options available	Website update Posters and leaflets	Ongoing	Ongoing
5.2	Transfer current information relating to housing support on to iWorld.	Agree types of information to be held Develop iWorld module to support this Information held on iWorld	August 2014 December 2014 March 2015	Information identified January 2015 Module developed - February 2015 Action complete - May 2015.
6. General activities				
6.1	Training Plan developed to ensure staff, partner agencies and service users have skills, competencies and awareness training	Programme of training in place for 2014/15 Programme training delivered	June 2014 March 2015	Action completed – June 2014 Programme delivered
6.2	Continue to identify and monitor welfare reform challenges for homeless households and households in housing need. Including but not restricted to Universal Credit, sanctions etc.		Ongoing	Ongoing
6.3	Review routes into the private rented sector and develop a better understanding of the outcomes it can deliver for households who are in housing	Develop/amend procedures and processes which comply with the requirements of the Housing	September 2014	The Bill received Royal Assent and now is waiting for enactment

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	need	(Scotland) Bill 2013		and further guidance. The Council has participated in relevant consultations.
		Work in partnership with landlord registration – increase joint working with partners and agencies	Ongoing	Ongoing
		Continue to build good relations with private landlords	Ongoing	Local Pad goes live - November 2014. Landlord event and promotion marketing took place. Landlord and agent newsletter issued 3-4 times per year.