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**REPORT TO: COMMUNITIES COMMITTEE ON 18 AUGUST 2015**

**SUBJECT: HOUSING SUPPORT SERVICES ANNUAL REPORT 2014/15**

**BY: CORPORATE DIRECTOR (ECOMONIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 This report provides Committee with the fourth annual report on the Council's housing options and support services.
- 1.2 This report is submitted to Committee in terms of Section III G (4) and (9) of the Council's Scheme of Administration relating to homelessness and the preparation of the housing quality plans and other such housing related plans as may be required to ensure effective implementation of strategic housing matters.

**2. RECOMMENDATION**

**2.1 It is recommended that the Communities Committee:-**

- (i) considers the fourth annual report of the housing options and support services; and**
- (ii) agrees that the next annual report of the housing options and support services will be presented to this Committee on 2 August 2016.**

**3. BACKGROUND**

- 3.1 The priorities for tackling and preventing homelessness in Moray are set out in the Moray 2023 Plan, the Corporate Plan, the Housing and Property Service Plan, the Local Housing Strategy and Homlessness Strategy. The Council's housing options and support services are currently structured around key homelessness themes which include providing advice and assistance, homeless prevention, transitional/tenancy sustainment and specialist support.
- 3.2 This is the fourth annual report relating to the Council's housing options and housing support services. From 2014/15, local authorities have a new duty to complete and annual statistical return (Prevent 1) setting out their housing options activities. This will be used to monitor and evaluate housing options across Scotland. There is now a significant difference in the categories of outcomes from those that this Council previously reported in this report. This

means that this year's data may not be directly comparable with the annual report for 2013/14. Future reports on housing options will now be presented in this new format.

- 3.3 The annual report provides information in relation to the monitoring of housing options work carried out by the housing options team as well as both internal and external housing support provision locally along with national comparisons where relevant. The previous report was presented to this Committee on 23 September 2014 (paragraph 10 of the Minute refers).

#### 4. **HOUSING OPTIONS**

- 4.1 The Scottish Government have defined housing options as “a process which starts with housing advice when someone approaches a local authority with a housing problem”. This definition means that local authorities must look at an individual's options and choices in the widest possible sense.
- 4.2 The Housing Options Team provide advice and assistance to individuals who approach the Council because they are in housing need. The aim of the service is to try to prevent homelessness situations before they arise. The service provides a confidential housing options interview which covers all the housing options available within Moray that are relevant and specific to that individual.
- 4.3 Referrals to the Housing Options service can come from a number of different sources. An individual can self-refer, which is the predominant method, by approaching the Council for advice. Referrals are also made by area housing teams if they discover an individual that has an acute housing need. They can also be referred from other services, for example, social work or from partner agencies. There is a legal requirement on landlords and mortgage lenders to notify the local authority of any households who may be at risk of homelessness due to threat of eviction, which results in housing option cases being generated.
- 4.4 **APPENDIX I** provides an analysis of the housing options and housing support activity that has taken place from 1 April 2014 to 31 March 2015.
- 4.5 **Table 1** indicates that a total of 1,233 households contacted the Housing Options Team seeking advice about their housing situation. This compares with 1,271 the previous year – a reduction of 38.
- 4.6 **Table 2** represents the age groups of those approaching the Council for housing advice. The main age groups who continue to approach due to housing need are those aged 18-24 (26.28%) followed by those within the 25-59 group (61.64%), the 30-39 age groups (21.09%) dominating within that group. Combined, these represent 88% of all housing advice approaches which is reflective of the household ages going on to present as homeless.
- 4.7 **Table 3** shows housing options approaches by household type. Single people (64.8%) continue to be the highest household type approaching the Council

for housing advice with over half being male (54.38%) which is reflective of the national picture (52%). 19.38% of housing options approaches are from single parents. Of this 85.42% are single female parents. This remains the second largest household type seeking advice.

- 4.8 **Table 4** provides details of where those approaching for housing advice are coming from. 43.96% of those looking for better housing solutions are coming from the parental/family/friends or partners home. The next highest group are approaching from the private rented sector (17.92%) which reflects the national picture.
- 4.9 **Table 5** shows the reasons that applicants are failing to maintain their existing accommodation and the reason for their approach for housing advice. 22.71% of applicants gave 'dispute within the household/relationship breakdown (non-violent)' as the main reason for their approach. Other main reasons were risk of losing accommodation due to eviction/repossession (13.95%), being asked to leave the accommodation (12.25%) and dispute within the household where violence or abuse has been a factor (10.62%). These are areas which will be further examined as part of the Homelessness Strategy action plan in 2015/16.
- 4.10 **Tables 6a and 6b** records details of those households considered to be vulnerable at the point of seeking housing advice. Multiple reasons can be given in answer to this question. Half of those presenting for advice (50.2%) did not consider themselves to be vulnerable. Of the 49.80% who did, financial difficulties/debt/unemployment was the main reason given (29.85%), which is reflected in the national picture. This is followed locally by mental health reasons (20.29%) and physical health reasons (12.68%). 18.54% cited lack of support/difficulty managing on their own. These reasons for vulnerability support a view that homelessness is more than just a housing problem and it is important that key agencies are involved in finding tailor-made solutions to help and prevent households at risk of homelessness.
- 4.11 **Tables 7a and 7b** highlights the activities of all key agencies involved in preventing homelessness in Moray. Of the 2,700 actions completed during the year, the majority of these were done by the housing options team (2,639). This is the first year that this data has been collected and these findings would suggest that it may be prudent to investigate whether we need to improve our "joint working" around housing options cases. It is proposed to address this within the Homelessness Strategy action plan.
- 4.12 **Table 8** identifies the outcomes for those households who attended a housing options interview in 2014/15. 44.48% progressed to make a homeless application which is slightly higher than the national average of 36%. Of those who chose an alternative route, 20.32% remained in their current accommodation which is in line with the national average of 21%. 7.5% moved in with friends or relatives, 7.4% secured accommodation in the private rented sector and the remainder secured either a local authority/RSL or voluntary organisation tenancy. This is reflective of the national picture with

13% securing their own alternative accommodation. Only 4 households (0.4%) embarked on any type of home ownership.

- 4.13 The other main change in Table 8 relates to loss of contact. Previously, 'lost contact prior to resolution', 'unable to establish contact', 'no show at appointment' or 'appointment cancelled' were regarded by the Council as four separate categories. The Scottish Government has now only one definition and any cases which fall into these four categories are now recorded as loss of contact. In 2014/15, contact was lost with 9.76% of cases. This compares with 7.48% in 2013/14 and officers intend to review to look at the reasons for the increase during 2105/16.
- 4.14 **Table 9** details approaches for assistance by the ethnicity of the main applicant. 73% were white (Scottish/British/Irish or other), 2% Polish, 5% refused to have their nationality recorded and 18.5% were not known which is reflective of the national picture.
- 4.15 **Tables 10a and 10b** highlight the length of time that housing options cases remain open. Only 23.67% of all approaches were closed within 29 days. Many cases do not have a straight forward solution so cases can sometimes continue for a period of months.
- 4.16 **Table 11** identifies that 5.12% of all housing options cases during 2014/15 were repeat approaches which is below the national average of 10%.

## **5. HOUSING SUPPORT AND TENANCY SUSTAINMENT**

- 5.1 Housing support services help people to live as independently as possible in the community. This can be provided in the individual's own home or in temporary homeless accommodation. Housing support helps people to sustain and to manage their own tenancy. It can also include providing assistance to individuals to claim welfare benefits, to fill in other relevant forms, assisting with the management of household budgets and helping to keep properties safe and secure. All housing support services are required by law to be registered with the Care Inspectorate.
- 5.2 The housing support team provide transitional support and ongoing support to assist with tenancy sustainment for vulnerable households who may be homeless or at risk of homelessness. The team works closely with the supported accommodation team to help those who become homeless under the terms of the legislation. The team also works with the Council's area housing teams and other social housing providers to prevent "at risk" tenants from losing their homes. The service was last inspected by the Care Inspectorate on 5 March 2014 and graded 5 (very good) as previously presented to this Committee on 29 April 2014 (paragraph 14 of the Minute refers).
- 5.3 During 2014/15 a total of 569 households received housing support from the Council. This compares with 555 in the previous year – an increase of 14.

Over this period an average of 190 households receive this service per month.

- 5.4 **Table 12** provides a breakdown of the referral source showing the majority of referrals 62.39% came from the allocations and homeless teams, 14.59% from the Moray Council area housing teams and 14.41% were self-referrals.
- 5.5 **Table 13** reveals that the majority of those who received housing support were single people (73.99%). Those aged 25 to 59 (48.33%) were the most likely to require support followed by those ages 18 to 24 (38.49%). The service supported 104 households with children compared to 76 the previous year, an increase of 36.8%.
- 5.6 **Table 14** highlights the type of tenure that vulnerable households occupied at the time they were receiving a service. This majority were living in a Moray Council tenancy (50.62%). This compares with 47.75% from the previous year (+2.87%). This was followed by those in temporary homeless accommodation (20.74%) and Registered Social Landlord (RSL) tenancies (13.53%). The Council continues to support many households in their own homes or those who are working towards their own tenancy.
- 5.7 **Table 15** provides a breakdown of the referrals made by the Area Housing Teams to the housing support service. These referrals seek to provide support to vulnerable households with the specific aim of tackling and reducing their rent arrears. During the year, a total of 193 referrals were made to the support team compared to 174 the previous year – an increase of 19 (10.9%). Of the 193 referrals, 70 cases (26.27%) were stabilised and 23 have support ongoing to assist in stabilising the rent arrears. This is largely due to work carried out by the area housing teams.
- 5.8 **Table 16** highlights the reasons for providing housing support. During 2014/15, the main reason for receiving housing support remains lack of life skills (40.6%). This has increased year on year and figures show a 72% increase since 2012/13. This was followed by support for financial/literacy/correspondence issues at (31.46%), addictions (14.41%) and mental health issues (11.07%). These are areas which will be further examined as part of the Homelessness Strategy action plan in 2015/16.
- 5.9 **Table 17** shows reasons for ending support. 46.49% cases came to a natural end where support was no longer needed. The housing support service is voluntary and requires the customer to agree to accept the support. 20.27% of those requiring support declined the service or did not engage.
- 5.10 **Table 18** shows that 90.81% of cases received a service of up to 1 year with only 9.19% requiring support of longer than a year.
- 5.11 199 cases were still open and receiving support at 31 March 2015.

## **6. SECTION 11 REFERRALS**

- 6.1 Section 11 of the Housing (Scotland) Act 2003 places a duty on creditors and landlords to notify the relevant local authority when they initiate legal proceedings to repossess a property (this excludes local authority landlords). The purpose of the notification under Section 11 aims to ensure that local authorities are alerted at an early stage to households in their area who may be at risk of homelessness.
- 6.2 The Scottish Government ceased to collect or report on Section 11 data from 1 April 2013 but for the purposes of this annual report we continue to report this activity to Committee.
- 6.3 In 2014/15, 75 section 11 notifications were received - a reduction of 27 from the previous year. Of these, 24 were from Registered Social Landlords, 8 from private landlords and 43 from mortgage lenders. The housing options team attempted to make contact with all households. 33 (44%) did not respond to the contact. 42 cases (56%) engaged with the housing options service but only 12 cases (29%) continued through the housing options service for advice and assistance. Of these 12 households 4 were able to remain in their property, 3 went on to make a homeless application, 2 lost contact, 1 secured a private let, 1 moved in with family/friends for an indefinite period and 1 secured tied accommodation.

## **7. EXTERNAL SERVICES**

- 7.1 The Council has three housing support contracts with two external support providers to deliver housing support in a residential setting. The quality of these services is monitored quarterly. Managers from the Council and the respective service providers meet to discuss ongoing operational issues, to agree service outputs and to highlight any areas of concern or good practice. The three contracts include:-

### Marleon House, Elgin

This accommodation has 9 units of temporary accommodation for single women or women with children who have been subjected to, or are at risk of, domestic abuse. The service was last inspected by the Care Inspectorate on 16 December 2013 and graded 4 (good). A new two year contract (with the option of a one year extension) was agreed with Moray Women's Aid and commenced on 1 April 2014 and is therefore still current.

### Covesea Road, Elgin

This accommodation has 10 units of shared accommodation for young people of both genders aged 16 to 24. The provider is SACRO which is a national community justice voluntary organisation. The service was last inspected by the Care Inspectorate on 4 June 2014 and was graded 4 (good). This contract has just been renewed until 31 March 2016 when it will be re-tendered to comply with procurement legislation.

Guildry House, Elgin

This accommodation has 10 units of shared accommodation. There is no age or gender restriction. The service provides support for those with addictions. The provider is also SACRO. The service was last inspected by the Care Inspectorate on 4 June 2014 and was overall graded 4 (good). This contract has just been renewed until 31 March 2016 when it will be re-tendered to comply with procurement legislation.

- 7.2 During 2014/15 Marleon House, Elgin accommodated 36 women and 33 children. Covesea Road, Elgin accommodated 43 single young people and Guildry House, Elgin accommodated 36 single young people with addiction issues.

## **8. IMPACT OF SUPPORT TEAM**

- 8.1 The housing support team continues to play a key role in supporting vulnerable tenants within their own temporary or permanent homes enabling them to sustain their tenancy or support them through transition into a new tenancy. The Scottish Government also acknowledges the key role that housing options and housing support is playing in reducing and preventing homelessness while reducing potential homelessness within Moray. Although the number of homeless applications has increased slightly in 2014/15 this is in line with the national picture.

## **9. ACTIONS PLANNED FOR 2015/16**

- 9.1 The Homelessness Strategy 2015-18 report, which is elsewhere on this Committee's agenda, identifies the strategy action plan for homeless prevention and homelessness for 2015/16. This includes:
- Review of approach to housing options in line with the publication of the Scottish Government Guidance on housing options throughout Scotland;
  - Review of supported accommodation team;
  - Review of early intervention mechanisms which will include education;
  - Multi-agency working for cases with multiple vulnerabilities; and
  - Developing a shared tenancy scheme.

## **10. SUMMARY OF IMPLICATIONS**

### **(a) Moray 2023 A Plan for the Future/ Service Plan**

Moray 2023, the Council's corporate plan and the Housing and Property Service Plan (Priority 2) identify the need to tackle homelessness. The actions contained within the homelessness strategy action plan seek to improve the outcomes for homeless people. This promotes healthier citizens and adults living healthier, sustainable independent lives safeguarded from harm.

### **(b) Policy and Legal**

There are no direct policy and legal implications arising from this report.

**(c) Financial implications**

There are no direct financial implications arising from this report.

**(d) Risk Implications**

None arising from this report.

**(e) Staffing Implications**

None arising from this report.

**(f) Property**

None arising from this report.

**(g) Equalities**

There are no equalities issues in this case.

**(h) Consultations**

Consultation on this report has taken place with the head of Housing and Property, the Housing Services Manager, the Principal Accountant (Deborah O'Shea), Legal Services Manager – Property and Contracts (Aileen Scott), Committee Services Officer (Lissa Rowan) and Managers within the Housing service who agreed the content of this report.

**11. CONCLUSION**

- 11.1 This report provides the Communities Committee with an annual report on the work of the housing options team and housing support service during 2014/15. It identifies the positive impact of this work on tackling homelessness in Moray.**

Author of Report: Emma Armit, Homelessness Strategy Officer

Background Papers:

Ref:



## APPENDIX I

## ANALYSIS OF HOUSING OPTIONS AND HOUSING SUPPORT ACTIVITY IN MORAY DURING 2014/15

### HOUSING OPTIONS 2014/15

Table 1: Approaches by gender of main applicant

Gender	2014/15	
	No.	%
Male	547	44.36
Female	686	55.64
<b>Total (ALL)</b>	<b>1233</b>	<b>100%</b>

Table 2: Approaches by age of main applicant

Age group	2014/15	
	No.	%
0-15	3	0.24
16-17	75	6.08
18-24	324	26.28
25-29	208	16.87
30-39	260	21.09
40-49	190	15.41
50-59	102	8.27
60-64	38	3.08
65-69	11	0.89
70-74	9	0.73
75+	13	1.05
<b>Total</b>	<b>1233</b>	<b>100%</b>

Table 3: Approaches by household type

Household type	2014/15	
	No.	%
Single person	799	64.80
Single parent	239	19.38
Couple	79	6.41
Couple with children	85	6.89
Other	10	0.81
Other with children	17	1.38
Data value missing	4	0.32
<b>Total</b>	<b>1233</b>	<b>100%</b>

Table 4: Approaches by property type

Property type	2014/15	
	No.	%
LA tenancy	63	5.11
RSL tenancy	56	4.54
Private rent	221	17.92
Tied/employment	19	1.54
Owner	39	3.16
Parental/family/relatives	333	27.01
Friends/partner	209	16.95
Armed services	14	1.14
Prison	5	0.41
Hospital	2	0.16
Children's residential (looked after by LA)	2	0.16
Supported	8	0.65
Bed & breakfast	1	0.08
Caravan/mobile home	21	1.70
Long-term sofa-surfing	16	1.30
Not known/refused	3	0.24
Shared ownership/equity	69	5.60
Lodger	26	2.11
Shared-Private rent	66	5.35
Shared-LA	43	3.49

Shared-RSL	17	1.38
<b>Total</b>	<b>1233</b>	<b>100%</b>

**Table 5: reason for approach (all reasons)**

Reason	2014/15	
	No.	%
Termination of tenancy / mortgage due to arrears / default on payments	21	1.70
Other action by landlord resulting in the termination of the tenancy	8	0.65
Applicant terminated secure accommodation	103	8.35
Loss of service / tied accommodation	15	1.22
Discharge from prison / hospital / care / other institution	11	0.89
Emergency (fire, flood, storm, closing order from Env Health etc.)	7	0.57
Forced division and sale of matrimonial home	7	0.57
Other reason for loss of accommodation	6	0.49
Dispute within household: violent or abusive	131	10.62
Dispute within household / relationship breakdown: non-violent	280	22.71
Fleeing non-domestic violence	1	0.08
Harassment	5	0.41
Overcrowding	20	1.62
Asked to leave	151	12.25
Other reason for leaving accommodation / household	10	0.81
General housing options advice	3	0.24
Benefit issues (excluding Welfare reform)	2	0.16
Property condition-disrepair	15	1.22
Property condition-lacking amenities	1	0.08
Property condition-fire/flood	1	0.08
Accommodation unsuitable-overcrowded	32	2.60
Accommodation unsuitable-mobility/Adaptation issues	9	0.73
Accommodation unsuitable-location	7	0.57
Experiencing anti-social behaviour/neighbour problems	16	1.30
Experiencing hate crime	1	0.08
Household member needing care	2	0.16
Personal issues-affordability/financial difficulties	34	2.76
Risk of losing accommodation-eviction/repossession	172	13.95
Risk of losing accommodation-tied/service tenancy	18	1.46
Risk of losing accommodation-asked to leave-parents	89	7.22
Risk of losing accommodation-asked to leave-other family	22	1.78
Risk of losing accommodation-asked to leave-friends	16	1.30
Landlord issues-harassment from private sector landlord	4	0.32
Landlord issue-illegal eviction-private sector landlord	6	0.49
Other	7	0.57
<b>Total</b>	<b>1233</b>	<b>100%</b>

**Table 6a: Count of vulnerabilities in each approach**

No. of Vulnerabilities	2014/15	
	No.	%
No vulnerabilities	619	50.20
1 vulnerability	364	29.52
2 vulnerability	148	12.00
3 vulnerability	63	5.11
4 vulnerability	25	2.03
5 vulnerability	9	0.73
6 vulnerability	4	0.32
7 vulnerability	1	0.08
<b>Total</b>	<b>614</b>	<b>100%</b>

**Table 6b: Details of vulnerabilities (multiple responses are allowed for this question)**

Type of vulnerability	2014/15	
	No.	%
Financial difficulties/debt/unemployment	306	29.85
Physical health reasons	130	12.68
Mental health reasons	208	20.29
Unmet need for support from housing/social work/health services	14	1.37
Lack of support from friends/family	82	8.00
Difficulties managing on own	94	9.17
Drug/alcohol dependency	74	7.22
Criminal/anti-social behaviour-victim	71	6.93
Not to do with applicant household (e.g. landlord selling property, fire, circumstances of other persons sharing previous property, harassment by others etc.)	11	1.07
Criminal/antisocial behaviour – perpetrator	35	3.41
<b>Total (note multiple responses are allowed)</b>	<b>1025</b>	<b>100%</b>

**Table 7a: Details of activities (who has carried out these activities, multiple responses are allowed for this question)**

Activities by	2014/15	
	No.	%
Local Authority-Housing Department	2639	97.74
Local Authority-Social Work	13	0.48
Local Authority-Revenues & Benefits	16	0.59
Money Advice Service	7	0.26
Housing Associations	1	0.04
Employability Service e.g. Job Centre Plus	1	0.04
Legal Service Centre	2	0.07
Citizens Advice Bureau	7	0.26
Third Sector Housing Aid Centre	1	0.04
Women's Aid	4	0.15
Other voluntary agency	2	0.07
Primary Care Health Service	3	0.11
Other	4	0.15
<b>Total</b>	<b>2700</b>	<b>100%</b>

**Table 7b: Details of activities (Type of activity, multiple responses are allowed for this question)**

Activities carried out	2014/15	
	No.	%
Mediation using external or internal trained mediators	7	0.26
Conciliation/ outreach work including home visits for family/ friend threatened exclusions.	17	0.63
Provision of independent financial advice.	6	0.22
Money Advice	20	0.74
Debt Counselling/ / Debt Advice	22	0.81
Resolving problems with existing benefit claim.	7	0.26
Direct financial assistance – Discretionary Housing Payment	10	0.37
Direct financial assistance – Scottish Welfare Fund	23	0.85
Direct financial assistance – other type of payment	1	0.04
Income Maximisation - helping household to claim benefits which they weren't previously claiming	34	1.26
Resolving rent or service charge arrears	7	0.26
Access to Rent Deposit Guarantee Scheme (Private Rented	7	0.26

Sector only)		
Liaising with landlords	60	2.22
Negotiation or legal advocacy to ensure that household can remain in accommodation.	8	0.30
Providing other assistance that will enable the household to remain in their current accommodation	6	0.22
Mortgage arrears interventions or mortgage rescue	1	0.04
Provision of tenancy and/or social care support	21	0.78
Referral to health services	6	0.22
Referral to Social Work service	18	0.67
Referral to employment service	7	0.26
Sanctuary scheme or similar measures for domestic abuse.	2	0.07
Client informed of rights under homelessness legislation	950	35.19
General housing advice, information and assistance	1038	38.44
Tenancy rights advice	122	4.52
Assistance in securing appropriate alternative accommodation	16	0.59
Use of Local Allocation Policies (Management Transfer, Separating Partners etc.)	1	0.04
Mutual Exchange application made	2	0.07
Other (includes, no show, cancelled, now not known	281	10.41
<b>Total</b>	<b>2700</b>	<b>100%</b>

**Table 8: Outcomes**

Outcome	2014/15	
	No.	%
LA tenancy	34	3.35
Private rented - assured tenancy	10	0.99
Hostel - local authority	1	0.10
Moved-in with friends/relatives	76	7.50
Tenancy with voluntary organisation other than above	1	0.10
Other (known)	11	1.08
Not known	35	3.45
RSL (Housing Association) tenancy	13	1.28
Private rented - short assured tenancy	65	6.41
Home Ownership - Low Cost Home Ownership	1	0.10
Home Ownership - Bought own home via other means	3	0.30
Lodger	8	0.79
Lost contact with applicant	99	9.76
Remained in current accommodation	206	20.32
Made homelessness application to local authority	451	44.48
<b>Total</b>	<b>1014</b>	<b>100%</b>

**Table 9: Approaches by ethnicity of main applicant**

Ethnicity of main applicant	2014/15	
	No.	%
White Scottish	708	57.42
Other British	141	11.44
Irish	3	0.24
Other white ethnic group	51	4.14
African, African Scottish or African British	1	0.08
Pakistani, Pakistani Scottish or Pakistani British	2	0.16
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	1	0.08
Chinese, Chinese Scottish or Chinese British	1	0.08
Other Asian, Asian Scottish or Asian British	1	0.08
Mixed or multiple ethnic group	4	0.32
Other ethnic group	5	0.41

Not known	228	18.49
Refused	62	5.03
Polish	25	2.03
<b>Total</b>	<b>1233</b>	<b>100%</b>

**Table 10a: Time taken to process approaches – all outcomes**

Case duration	2014/15	
	No.	%
Closed on same day	2	0.20
Closed within one day	4	0.39
Closed within 2 to 7 days	41	4.04
Closed within 8 to 14 days	62	6.11
Closed within 15 to 28 days	131	12.92
Closed more than 29 days after approach	774	76.33
<b>Total</b>	<b>1014</b>	<b>100%</b>

**Table 10b: Time taken to process approaches which led to a homeless application**

Case Duration	2014/15	
	No.	%
Closed on same day	1	0.22
Closed within one day	2	0.44
Closed within 2 to 7 days	31	6.87
Closed within 8 to 14 days	51	11.31
Closed within 15 to 28 days	90	19.96
Closed more than 29 days after approach	276	61.20
<b>Total</b>	<b>451</b>	<b>100%</b>

**Table 11: Repeat approaches by households since 1 April 14**

Number of approaches	2014/15	
	No.	%
Households making 1 approach	1112	94.88
Households making 2 approaches	59	5.03
Households making 3 approaches	1	0.09
<b>Total</b>	<b>1172</b>	<b>100%</b>

**HOUSING SUPPORT ACTIVITIES 2014/15****Table 12 - Source of referral**

	2014/15	
	No.	%
Hospital	0	0.00
Prison	0	0.00
RSL	8	1.41
Private	0	0.00
Other	0	0.00
Family/Friends	1	0.18
Drug & Alcohol	1	0.18
Advocacy/CAB/Money Advice	0	0.00
Allocations/Homeless Team	355	62.39
Area Housing Team	83	14.59
HM Forces	0	0.00
Moray Women's Aid	7	1.23
Employment Support/College	1	0.18
Health Service	1	0.18
Option Team	11	1.93
Self-referral	82	14.41
Social Work	19	3.34

Through Care-After Care	0	0.00
Benefits	0	0.00
<b>Total</b>	<b>569</b>	<b>100</b>

Table 13 – Receiving support by age and household type

Age Group	2012/13		2013/14		2014/15										% +/-
					Single		Couple		Single parent		Two parent		Total		
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	
16-17	50	9.54	54	9.73	44	10.45	7	15.91	1	1.27	2	8.00	54	9.49	-0.24
18-24	198	37.79	207	37.30	156	37.05	22	50.00	34	43.04	7	28.00	219	38.49	+1.19
25-59	260	49.62	274	49.37	202	47.98	13	29.55	44	55.70	16	64.00	275	48.33	-1.04
60+	16	3.05	20	3.6	19	4.51	2	4.55	0	0	0	0	21	3.69	+0.09
Total	524	100	555	100	421	100	44	100	79	100	25	100	569	100	

Table 14 -Type of tenure at 31 March 2015 or on exit from the service

Tenure	2011/12		2012/13		2013/14		2014/15		% +/-
	No.	%	No.	%	No	%	No	%	
TMC tenancy	201	45.2	291	55.53	265	47.75	288	50.62	+2.87
Temporary accommodation (homeless)	170	38.2	91	17.37	167	30.09	118	20.74	-9.35
RSL tenancy	65	14.6	79	15.08	75	13.51	77	13.53	+0.02
Family/friends	4	0.9	29	5.53	30	5.41	72	12.65	+7.24
Private tenancy	0	0.0	18	3.44	9	1.62	9	1.58	-0.04
Prison	4	0.9	12	2.29	8	1.44	5	0.88	-0.56
Hospital	1	0.2	3	0.57	0	0.00	0	0	0
Mobile home	0	0.0	1	0.19	0	0.00	0	0	0
<b>Total</b>	<b>445</b>	<b>100</b>	<b>524</b>	<b>100</b>	<b>555</b>	<b>100</b>	<b>569</b>	<b>100</b>	



Table 15 - Rent arrears activity

Area housing team	Referrals to housing support				Rent arrears stabilised				Support ongoing			
	12/13	13/14	14/15		12/13	13/14	14/15		12/13	13/14	14/15	
East	6	18	36		0	5	10		0	0	7	
West	99	156	157		40	35	60		21	4	16	
<b>Total</b>	<b>105</b>	<b>174</b>	<b>193</b>		<b>40</b>	<b>40</b>	<b>70</b>		<b>21</b>	<b>4</b>	<b>23</b>	

Table 16- Reasons for providing support

Reason for support	2011/12		2012/13		2013/14		2014/15		% +/-
	No.	%	No.	%	No.	%	No.	%	
Financial/literacy/correspondence	135	30.3	158	30.15	160	28.83	179	31.46	+2.63
Lack of life skills	88	19.8	134	25.57	224	40.36	231	40.60	+0.24
Addictions (alcohol/substance misuse)	141	31.7	117	22.33	97	17.48	82	14.41	-3.07
Mental health issues	50	11.2	61	11.64	46	8.29	63	11.07	+2.78
Emotional/behavioural issues	13	2.9	18	3.44	0	0	0	0	0
Physical health issues	14	3.1	18	3.44	14	2.52	11	1.93	-0.59
Health	0	0	0	0	2	0.36	0	0	-0.36
Antisocial behaviour	0	0	15	2.86	8	1.44	1	0.18	-1.26
Learning difficulty	3	0.7	3	0.57	4	0.72	2	0.35	-0.37
<b>Total</b>	<b>445</b>	<b>100</b>	<b>524</b>	<b>100</b>	<b>555</b>	<b>100</b>	<b>569</b>	<b>100</b>	

**Table 17 - Outcome - reason for exit of service**

Reason for exit	2014/15	
	No.	%
Deceased	3	0.8
Declined support	15	4.05
End of support	172	46.49
Evicted	11	2.97
Left temporary accommodation	26	7.03
No service required	32	8.65
Non engagement	60	16.22
Prison	7	1.89
Returned to family friends	33	8.92
Transferred service	11	2.97
<b>Total</b>	<b>370</b>	<b>100</b>

**Table 18 - Length of service**

Length of service	2014/15	
	No.	%
Less than 1 month	63	17.03
Less than 3 months	81	21.89
Less than 6 months	92	24.86
Less than 12 months	100	27.03
More than 12 months	34	9.19
<b>Total</b>	<b>370</b>	<b>100</b>