

**Housing Options Improvement Team
Quarterly Report**

DATE OF HMT: 12 November 2019

SUMMARY OF LAST QUARTER'S ACTIVITY:

- Alison Paton has joined the group to represent Forfar CHT which should assist when striving to get consistency across all 3 teams.
- Yammer group for errors – this has been implemented and staff have been utilising and will be important, as housing options is rolled out to other Officers.
- Agreed new Action Plan – focused around our the RRH Plan
- Temporary accommodation - new policies and procedures have now been implemented. The sub group are leading on training for each CHT where required, but also training has also been imbedded into the training plans for the new service.
- Commenced reviewing of the areas raised by the regulator, and this work is ongoing, the implementation of the service review has impacted on staff capacity to undertake this within the initial timescales but remains a priority.
- Prevent 1 - There has been confusion around the logging of a Prevent 1 ever since the introduction of the Housing Options Guidance. Scotland's Housing Network have been working alongside the Housing Options Hubs to draft guidance around when a PREVENT1 (PREVENT list) should be created – this is to ensure there is consistency and to allow benchmarking across all 32 local authorities. The guidance is still in draft however we felt since we were about to implement the new service and would have a lot of new officers begin recording prevention work that we should adopt the principles before it is officially launched (it is only some examples within the guidance that are due to be changed) so the new officers starting to record under PREVENT aren't confused.

CHR

- CBL is progressing with some issues around the data extract, we have been looking at various options as to how best to achieve this for the internal go live date of 16th December. One of these options is to look at re-registration for applicants which would involve us having to provide basic application data only. Alternative options include additional project work being carried out by Home Connections or having Northgate deal with the data extract, both of these options involve considerable additional costs. If we go down the re-

registration route this won't add any additional project costs and will also allow a review of all applications prior to going live with CBL. We are in the process of looking at this as a viable option and will be able to feedback further once a decision has been made.

- The official go live date has been agreed by HMT for 1st April 2020, this allows time for effective PR and training and will allow a full reporting year in terms of measuring performance. We will be looking to move onto further stages of testing in December and then look to schedule PR, awareness and training sessions for early next year.

SUMMARY OF KEY PERFORMANCE DATA AND ANALYSIS (NOTING ANY SIGNIFICANT CHANGES IN PERFORMANCE):

We continue to monitor the areas raised as concerns by the Housing Regulator which were :-

- % assessed as neither homeless or threatened with homeless is above Scottish Average- Awaiting quarterly data.
- % assessed as intentionally homeless is above Scottish average – this has fluctuated throughout the year but has seen a significant increase to 9.23% in September LD has undertaken some analysis work already into intentionality and this is to be discussed as part of or HMT away day given the changes from duty to power.
- % assessed within 28 days is below Scottish average – has improved only recently, but has been a fluctuating figures for several months now, and the Team Leaders will need to ensure this is monitored using the case management reports as we imbed the new service and role homelessness out to other Officers and be discussed during 1 to1s.
- The number of people who are homeless and waiting more than one year for an outcome is above the Scottish average. Awaiting quarterly data.

We also continue to monitor % lets to duty and % offers to duty. This last two months we have only achieved 33 and 35% of lettings to duty cases, and offers to duty are even lower with the last two months recorded as only 24 and 23% of offers being made to our duty cases. Recent work on projecting figures for our transition to RRH has also raised further concerns.

In order to meet the objectives of rapid rehousing, an action was identified in the Rapid Rehousing Transition Plan to increase allocations to homeless households to 58% of all lets. A review of data has been undertaken to establish the current

position and this has indicated that not only is the backlog increasing in some areas but that applying the Angus-wide target to all areas is not sufficient to meet demand due to differences across the 4 locality areas.

A number of steps have been recommended to be included in the Housing Options HIT action plan and taken forward as a matter of priority. The first step identified is to complete a 'critical friend' review of existing Duty applications to ensure that the initial indications are an accurate position of current backlog. Resources in the Housing Strategy team have been identified to complete this work.

PRIORITIES FOR THE NEXT QUARTER

- Complete the Independent review of homeless cases and analyse the finding from this to assist with better consistency.
- Analyse the figures in relation to the areas of concerns by the regulator.
- Review flat sharing scheme once both strategy and CHT service reviews are completed. (January 2020)
- Review household's currently occupying temporary accommodation in order to establish those to convert to SST where appropriate in order to achieve our target in March 2021. It is anticipated that we will be unable to consider this in Arbroath and Forfar until the existing back log is cleared although could potentially start in Montrose and Brechin.
- Now the service review has commenced – review and ensure all 3 CHTS operate a similar system to ensure households who are homeless / at risk of homelessness receive necessary assistance at first point of contact.
- Continue to work to achieve the implementation of RRH Action plan
- Continue to implement CHT service review and review roles and processes in housing teams in order to ensure early intervention and streamline services (from application through to re-housing) focusing responsibility on getting homeless households through the system quicker.
- Use any findings from the independent review of the homeless cases to assist in implementing a more consistent approach with customer pathways including prevention and early intervention approaches, focussing on households who become homeless from existing accommodation.

Discussion Points:-

Already noted under performance.

HIT CHAIR Claire Greenhill