

RAPID REHOUSING TRANSITION PLAN

2021/22 Monitoring Report - activity and funding
(RRTP funding - part of the Ending
Homelessness Together Fund)



Scottish Government Ending Homelessness Together Fund Monitoring Implementation of Rapid Rehousing Transition Plans

As part of the Scottish Government's Ending Homelessness Together Fund, funding of £8m was agreed with COSLA for 2021/22.

As with previous years, we are asking all local authorities to provide a written report on progress to date and how they have spent their allocation of funding. We would ask local authorities to remember to include all funding carried over from previous financial years.

We would ask that all local authorities complete this report and include it with their amended RRTP for 2022/23 or the latest version available which should be submitted to the Scottish Government by **30 June 2022**. We realise this may be subject to final accounts being cleared by Audit.

Included is a template to provide detail on specific activities which should be replicated for each activity you have taken forward in implementing your Rapid Rehousing Transition Plan. For example we are looking for information on specific activities such as prevention; recruitment of staff; temporary accommodation; shared tenancies; or mediation. Following feedback from the RRTP Sub-Group, this year's template has been amended to capture information on the impact/outcomes of activities. This will enable the Scottish Government to develop the RRTP Report showing impact which is developed for the Homelessness Prevention and Strategy Group.

We have now included a separate section of the template specifically for Housing First. This will enable us to capture information on Housing First across Scotland, how local authorities are delivering Housing First and to understand partnership arrangements.

We have also included a template for reporting on RRTP funding which has not been spent during 2021/22 and previous financial years. We are looking for detail of how local authorities plan to spend any previously carried over funding during 2022/23.

Please submit this report, your RRTP, an updated EQIA and any accompanying documents to: RapidRehousingTransitionPlansMailbox@gov.scot

If there are any questions then please send them to the mailbox and a member of the team will contact you to discuss.

Local Engagement and Rapid Rehousing Team

Details of funding recipient

Local Authority	Angus Council		
Reporting Period	01/04/2021 <small>DD/MM/YYYY</small>	to	31/03/2022 <small>DD/MM/YYYY</small>
Reporting Officer	Lynsey Dey		
Position	Team Leader (Sustainable Communities)		
Date Completed	June 2022		
Total RRTP Funding carried over from 2020/21	£302,977 (including funding carried over from 2019/20)		
RRTP Funding received for 2021/22	£144,000		

2021/22 Activity

Activity Name:	Family Mediation & Conflict Resolution Service			
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	<p>A two-year contract was awarded to Relationship Scotland (Family Mediation Tayside & Fife) and the service went live in August 2020. The service provides support to identify and address the root causes of the relationship difficulties, and use communication, conflict resolution skills and mediation to rebuild relationships and help the person remain in the family home. Where remaining in the family home is not possible, the family is supported to improve communication and improve relationships to ensure that a move can be completed in a planned and supported way. As well as providing a mediation service, Relationship Scotland also employed a Family Support Worker to actively engage with families and address any additional support needs identified.</p>			
Allocation Spent on activity:	£	SG RRTP funding	Local Authority funding	Other
	73,856.97			
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	<p>Since launching on 1st August 2020 the service has progressed significantly. Difficulties around promoting the service during the pandemic were addressed by several online information events and staff briefings offered to all housing teams and many external organisations.</p> <p>The Council and third sector workforce working from home during several lockdowns and having limited contact with their beneficiaries has created challenges for the project and this has affected a significant period of its lifetime. Initially, the team struggled to make contact, by phone, text or emails with those individuals who were referred into the service. Over the time Relationship Scotland were able to work with several individuals who had been referred, on issues ranging from supporting their housing applications to working on boundaries within their family unit to reduce the likelihood of becoming homeless.</p> <p>Through regular, collaborative meetings various referral/delivery models have been tried out to counter the significant impact of</p>			

	<p>the pandemic on operations and on the engagement of clients and stakeholders.</p> <p>One development was, that we set up a weekly automated report on clients who had approached the housing team for advice or assistance due to relationship difficulties however engagement with clients continues to prove difficult.</p>									
<p>Impact of Activity: Evidence of the impact of this activity, including any financial saving and how many households have benefited from this activity.</p>	<p>Since launching, the service has received 159 referrals involving 193 individuals. Due to a lack of buy in from front-line staff, the vast majority of these referrals have been made using the automated weekly report and only 40 families referred engaged with the service. Of those engaging with the service, only 11 engaged in mediation meetings. The small number of cases which went to mediation did however show a high success rate. Agreed outcomes were achieved in 75% of these cases.</p>									
<p>Partnership Working: Provide detail of all partners involved in this activity and how they have supported delivery.</p>	<p>Connecting with external service providers has been equally difficult. In between lockdowns, Relationship Scotland were able to meet with some agencies face to face, but most contacts continued to be managed over online services such as TEAMS or Zoom, which has not been conducive to creating in a shift in their referral practices, including the project in those resources they actively utilise. The Project's base, The Cross in Forfar has enabled a level of networking and relationship building, however mainly due to the pandemic it has not been possible to establish active working partnerships with the housing teams or other services and support providers.</p> <p>In March 2022 Relationship Scotland hoped to introduce 'soft referrals', where they join a Housing Officer on visits to clients to discuss how our service may be able to support them however there has not been an uptake of this to date.</p>									
<p>Future spend planned on this activity in 2022/23:</p>	<p>£</p>	<table border="1"> <thead> <tr> <th data-bbox="663 1711 938 1765">SG RRTP Funding</th> <th data-bbox="938 1711 1211 1765">Local Authority funding</th> <th data-bbox="1211 1711 1482 1765">Other</th> </tr> </thead> <tbody> <tr> <td data-bbox="663 1765 938 1868">10,000</td> <td data-bbox="938 1765 1211 1868"></td> <td data-bbox="1211 1765 1482 1868"></td> </tr> </tbody> </table>	SG RRTP Funding	Local Authority funding	Other	10,000				
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10,000										
<p>Implementation in 2022/23: Provide a short summary of the aims and targets for this activity during 2022/23.</p>	<p>There remains a requirement for mediation and conflict resolution intervention in Angus however continuing with the delivery of this via the existing contract with Relationship Scotland does not represent value for money and the existing</p>									

	<p>contract will end on 31 July 2022. We need to reconsider how we deliver mediation and conflict resolution, how we can engage families in these interventions and review referral pathways to ensure that the consideration of these resources is explicit in processes for frontline services working with families.</p> <p>The Housing, Health & Social Care Strategic Planning Group, who have governance of Angus RRTP, will consider options and agree a new approach for future delivery of mediation and conflict resolution intervention in Angus, likely that a spot purchase approach will be adopted in place of a block contract.</p>
<p>Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:</p>	<p>Dependant on delivery model agreed.</p>
<p>Activity Name:</p>	<p>Private Sector Officer (x2)</p>
<p>Activity Description: Provide a short overview of the aims and the transformative nature of this activity.</p>	<p>We developed this new role and recruited two officers to build engagement with landlords in Angus, support people to access the Private Rented Sector (PRS) and be a first point of contact for tenants and landlords to prevent homelessness from the PRS. The service was launched in June 2021 and key tasks include:</p> <ul style="list-style-type: none"> • Ongoing mapping of available PRS housing in Angus • Develop creative ways of engaging with landlords • Administration of access initiatives • Provide expert and comprehensive advice to private landlords and tenants in order to sustain tenancies and prevent homelessness • Support households to search, apply, view and move into PRS housing, including assistance with benefit claims, utilities, furniture and rent payments • Carry out 'setting in' visit and provide advice or support for any emerging issues, in partnership with other agencies working with the household

	<ul style="list-style-type: none"> • Remain the first point of contact for the tenant and landlord, minimising potential for tenancy breakdown and repeat homelessness and referring for additional support when required • Proactively seek landlord feedback to maintain good relations, learn from negative experiences and contribute to the development of new strategies and initiatives to increase access to and prevent homelessness from the PRS • Maintain appropriate records as required – Northgate PREVENT1 and excel database to monitor and record tenancy sustainment to contribute to the ongoing evaluation of the project • Provide advice, guidance and training to internal and external stakeholders in order to embed good practice in accessing and preventing homelessness from the PRS. 									
Allocation Spent on activity:	£	<table border="1"> <thead> <tr> <th data-bbox="663 842 935 893">SG RRTP funding</th> <th data-bbox="938 842 1209 893">Local Authority funding</th> <th data-bbox="1212 842 1482 893">Other</th> </tr> </thead> <tbody> <tr> <td data-bbox="663 893 935 987" style="text-align: center;">56,320.65</td> <td data-bbox="938 893 1209 987"></td> <td data-bbox="1212 893 1482 987"></td> </tr> </tbody> </table>	SG RRTP funding	Local Authority funding	Other	56,320.65				
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56,320.65										
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	<p>A lot of staff time has been taken up by assisting people looking for housing to find the right property, including regular market searches, supporting contacts with landlords and agents and helping people to access deposits and rent in advance. The officers have also spent a lot of time negotiating between landlords and tenants to resolve tenancy issues and sustain tenancies.</p> <p>Other notable activities in past year include:</p> <ul style="list-style-type: none"> - development of referral pathways and operational procedures - communication with landlords and local estate agents to promote the service and encourage them to put forward available properties - adapting the web page content - engaging with other councils/external agencies (SAL) who offer similar services, considering best practice examples - bespoke Mediation/Conflict Resolution Training developed and delivered to officers alongside the Cyrenians <p>Due to the temporary nature of the posts, we have experienced significant recruitment challenges and one of the two posts has been vacant since January 2022. This means that we have had to scale back the service and have not been able to support</p>									

	<p>customers to search for PRS accommodation, focussing on those requiring support with deposits and rent in advance and existing PRS tenants / landlord experiencing tenancy issues. Short supply of PRS housing in Angus is also proving problematic for people looking to access accommodation.</p>									
<p>Impact of Activity: Evidence of the impact of this activity, including any financial saving and how many households have benefited from this activity.</p>	<p>Since the service launched in June 2021, the Private Sector Officers have had a total of 316 contacts, most common reasons being: advice to help find a private let (135); Section 11 notifications (51); and Deposit enquiries (33). Other common reasons for contact were arrears advice, receipt of Notice to quit/leave and repairs.</p> <p>The Community Housing Teams have made the most referrals (112) with the remainder of contacts through tenants, other services such as welfare rights and social work, 3rd sector and landlords and their representatives.</p> <p>Since the service was launched 37 people have been supported to remain within their current accommodation and 42 supported in some capacity to move to alternative PRS accommodation.</p> <p>The Tenant Hardship Fund has been a particularly useful tool to help avoid evictions, sustain tenancies. and build relationships with landlords. From 11 applications, 5 have been awarded funding (4 still under consideration) totalling £9,868 being paid to help reduce PRS tenancy debt and prevent evictions.</p>									
<p>Partnership Working: Provide detail of all partners involved in this activity and how they have supported delivery.</p>	<p>The private sector officers have built relationships and worked collaboratively with a range of services, including the community housing teams, landlord registration, justice, alcohol and drug services, welfare rights and housing support and other support services to help tenants access support and prevent homelessness.</p>									
<p>Future spend planned on this activity in 2022/23:</p>	<p>£</p>	<table border="1"> <thead> <tr> <th data-bbox="663 1700 936 1753">SG RRTP Funding</th> <th data-bbox="936 1700 1211 1753">Local Authority funding</th> <th data-bbox="1211 1700 1482 1753">Other</th> </tr> </thead> <tbody> <tr> <td data-bbox="663 1753 936 1856">20,000</td> <td data-bbox="936 1753 1211 1856"></td> <td data-bbox="1211 1753 1482 1856"></td> </tr> </tbody> </table>	SG RRTP Funding	Local Authority funding	Other	20,000				
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20,000										
<p>Implementation in 2022/23: Provide a short summary of the aims and targets for this activity during 2022/23.</p>	<p>Due to recruitment challenges and uncertainties relating to future funding, it has been agreed to merge the role of the private</p>									

	<p>sector officer with the new homeless case officer role that is under development.</p> <p>The housing service and Angus Health and Social Care Partnership have agreed to a service review with the view of establishing a new team alongside the Homelessness Support Service within the Angus Health and Social Care Partnership, to deliver the homelessness and housing options functions currently sitting as part of the generic Housing Officer role within the three Community Housing Teams. The objectives of the review are to:</p> <ul style="list-style-type: none"> • Make better use of existing resources • Improve collaboration in homelessness services and prevention • Increase focus on prevention and ensure homelessness is prevented at an earlier stage • Ensure homeless households can access the right type of support at the right time <p>Mapping of the customer journey and pathways has been completed, the job outlines and person specifications have been agreed and graded and final proposals will be reported and agreed in August.</p>
<p>Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:</p>	<p>The Private Sector Officer role will be merged with the Homelessness Case Officer role. This will be completed and the Private Sector Officer posts ended by December 2022.</p>
<p>Activity Name:</p>	<p>Private Rented Sector (PRS) Access Schemes</p>
<p>Activity Description: Provide a short overview of the aims and the transformative nature of this activity.</p>	<p>The Angus Rent Deposit Scheme aims to help people in Angus who have a housing need to move into privately rented accommodation. Providing they meet certain conditions, the Council can assist them by paying a cash deposit or rent in advance to a landlord on their behalf, whilst the tenant makes a savings plan to repay the money back to the Council. We have also introduced a rent guarantee scheme.</p>

Allocation Spent on activity:		SG RRTP funding	Local Authority funding	Other
	£ 0			
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	Demand for PRS access schemes has reduced this year due to the limited availability of affordable PRS accommodation in Angus. We have also been able to support people to access Discretionary Housing Payments in place of the rent deposit scheme in some cases. Income received this year for previous deposits paid has balanced money paid out.			
Impact of Activity: Evidence of the impact of this activity, including any financial saving and how many households have benefited from this activity.	In 2021/22 we had three households secure PRS tenancies using the rent deposit or rent in advance scheme totalling, paying out £2075. A further 30 households have contacted the Private Rented Sector officers enquiring about a deposit however most had circumstances better suited to apply for a Discretionary Housing Payment and were supported to make an application to the Scottish Welfare Fund.			
Partnership Working: Provide detail of all partners involved in this activity and how they have supported delivery.	The Private Sector Officers support applications and administer the schemes and remain the first point of contact for landlords and tenants once people have secured tenancies. They have built relationships and worked collaboratively with a range of services, including the community housing teams, landlord registration, justice, alcohol and drug services, welfare rights and housing support and other support services to help tenants access support and sustain tenancies and also receive referrals from a range of services.			
Future spend planned on this activity in 2022/23:		SG RRTP Funding	Local Authority funding	Other
	£ 10,000			
Implementation in 2022/23: Provide a short summary of the aims and targets for this activity during 2022/23.	Continue to deliver PRS access schemes in 2022/23 and explore other potential incentives for landlords to help people in housing need.			
Plans for mainstreaming this activity:	Subject to ongoing review.			

Provide detail of the timescale and plans to mainstream / when this activity will end:				
Activity Name:	Delayed Discharge Prevention Fund			
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	To support people from all tenures to be discharged in a timely manner, funding has been allocated from the Angus Health & Social Care Partnership to create a 'prevention fund' to support hospital discharges for the following: <ul style="list-style-type: none"> • Cleaning costs of the property • To clear utility bill debt • Interim accommodation costs (rent, service charges, council tax) • Essential furnishings • Removal/packing costs • Any other housing costs may be considered 			
Allocation Spent on activity:	£	SG RRTP funding	Local Authority funding	Other - AHSCP
				5,839
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	The funding provided by Angus Health & Social Care Partnership to prevent delayed discharge as a result of housing related issues continued for 2021/22. Last year saw an increase in referrals as the funding became more embedded into working practices across community care and housing teams. The funding requests mostly related to house clearances and cleaning, interim accommodation costs, utility credits and the provision of furniture and white goods.			
Impact of Activity: Evidence of the impact of this activity, including any financial saving and how many households have benefited from this activity.	12 individuals were supported to return home from hospital by using the fund.			
Partnership Working: Provide detail of all partners involved in this activity and how they have supported delivery.	The applications for the fund and actions arising are coordinated by a central team in housing and involves close partnership working with the community housing teams, registered social landlords and services within Health & Social Care.			

Future spend planned on this activity in 2022/23:		SG RRTP Funding	Local Authority funding	Other - AHSCP
	£			10,000
Implementation in 2022/23: Provide a short summary of the aims and targets for this activity during 2022/23.	Funding committed again for 2022/23			
Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:	This has now been mainstreamed and annual funding committed.			
Activity Name:	Tenant Hardship Fund			
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	Angus was awarded £164k to support private and social rented tenants who have accrued rent arrears as a direct result of the Covid-19 pandemic.			
Allocation Spent on activity:		SG RRTP funding	Local Authority funding	Other – Scottish Government
	£			164,000
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	<p>An online application has been developed and can be completed by tenants, their landlord or other services supporting the tenant. They are able to upload supporting information and payments can be generated to the landlord if the application is approved. A panel involving members of the Housing Strategy team has been established to review and determine the applications. Communication has also been issued via social media, cascaded to partner agencies and a web page created on the angus.gov website.</p> <p>There have been challenges administering the funding due to availability of staff resources. We looked at various options to administer the fund, seeking assistance from other council departments and exploring agency staff however there was no available staff for this so are administering it within the Housing Strategy team which has impacted on the development of other RRTP projects.</p>			

<p>Impact of Activity: Evidence of the impact of this activity, including any financial saving and how many households have benefited from this activity.</p>	<p>A total of £92,965.16 has been approved to date to 63 households, this has prevented eviction action in all cases (16 council tenancies, five PRS tenancies and 42 RSL tenancies). 15 applications have been refused either because there was no risk of homelessness or there was no evidence that the arrears had arisen as a result of the pandemic.</p>									
<p>Partnership Working: Provide detail of all partners involved in this activity and how they have supported delivery.</p>	<p>The housing strategy team are working closely with landlords and support providers in Angus to gather supporting information to evidence the applications and provide ongoing support to tenants to help address any other needs identified.</p>									
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50,000										
<p>Implementation in 2022/23: Provide a short summary of the aims and targets for this activity during 2022/23.</p>	<p>We will continue to accept applications to the tenant hardship fund until the funding is exhausted. We plan to extend the fund, topping up with RRTP funding and amending the application form and criteria to support more households who are in financial difficulties to sustain their tenancies and prevent homelessness.</p>									
<p>Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:</p>	<p>The impact of the prevention fund will be evaluated after one year and future plan for delivery determined then.</p>									

Housing First Progress

Housing First Progress:

Provide a short overview of progress to date in developing and implementing Housing First in your local authority area.

Housing First was launched in Angus in November 2020. Two support workers were initially recruited to sit alongside the Homelessness Support Service within the Angus Health & Social Care Partnership. A 3rd support worker was recruited in November 2021 having successfully applied for an Improvement Fund grant of £33,555 from the Corra Foundation. All 3 posts have recently been changed from temporary to permanent positions. Operational guidance based on the principles of Housing First was developed along with referral forms. A multi-agency panel has been established and meets on a monthly basis to consider referrals and provide monitoring and oversight and includes representation from the three Community Housing Teams, RSL partners, Homelessness Support Service, Community Investigations & Resolutions team, Angus Integrated Drug and Alcohol Services, and the Community Mental Health team.

Housing First Tenancies

Provide an overview of how many Housing First tenancies have started area and the plans for scaling up Housing First in future years. Also provide the average support cost of each Housing First tenancy.

16 individuals are currently being supported by Housing First. 11 individuals are in settled permanent tenancies; two are currently in prison; two are in temporary homeless accommodation and are being supported to bid on permanent tenancies, both have the highest banding applied to their application to ensure priority is awarded above other applicants and one individual continues to sleep rough, despite ongoing attempts to engage with them and secure suitable accommodation for them.

The average support costs for each Housing First case is around £7,000.

A review of the existing supported homeless accommodation in Angus has recently been completed and recommended that the current funding is redirected from providing short term supported homeless accommodation to scaling up Housing First and providing longer term supported accommodation for those where Housing First is not appropriate. This is being taken forward by jointly by Housing and the Angus Health and Social Care Partnership.

<p>Housing First Furniture Packages Provide an overview of any furniture packages you provide to each Housing First tenancy, including an average cost of furniture packages and how they are funded.</p>	<p>A full furniture package is provided including all furnishings, white goods, floor and window coverings and a TV. These are ordered new using the Scotland Excel furnishing framework and cost on average £2,000 for a 1 bed property. These are funded through the Housing First budget.</p>								
<p>Housing First Partners Provide detail of all Housing First partners who are supporting the delivery of Housing First.</p>	<p>The following partners support the delivery of Housing First in Angus: Community Housing Teams, RSL partners, Homelessness Support Service, Community Investigations & Resolutions team, Angus Integrated Drug and Alcohol Services, and the Community Mental Health team. We also have support from third sector support providers, including Hillcrest Futures.</p>								
<p>Allocation Spent on Housing First:</p>	<p>£</p>	<table border="1"> <thead> <tr> <th>SG RRTP funding</th> <th>Local Authority funding</th> <th>Other - Corra</th> </tr> </thead> <tbody> <tr> <td>75,697.14</td> <td></td> <td>33,555</td> </tr> </tbody> </table>	SG RRTP funding	Local Authority funding	Other - Corra	75,697.14		33,555	
SG RRTP funding	Local Authority funding	Other - Corra							
75,697.14		33,555							
<p>Impact of Housing First: Evidence of the impact of Housing First, including any financial saving and savings identified by other public bodies if it has been measured.</p>	<p>No evaluation data collected to date – the Housing First check-up is progressing in partnership Homeless Network Scotland. A gathering insights session and self reflection assessments have been completed with stakeholders. Aberdeenshire are intending to share their evaluation report which will provide a good template to evidence the impact of Housing First moving forward.</p>								
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130,000									
<p>Implementation in 2022/23: Provide a short summary of the aims and targets for Housing First during 2022/23.</p>	<p>We will continue to deliver Housing First and have agreed to continue funding the 3rd support worker when the Corra funding ends in November 2022. This will give the service capacity to support around 21 individuals. Capacity will be further increased when we re direct resources from temporary supported homeless accommodation to small scale settled supported accommodation and Housing First. A working group has been established to consider the requirements for small scale supported accommodation and Housing First so we can plan what is needed in each locality in Angus.</p>								
<p>Plans for mainstreaming this activity:</p>	<p>There are plans to redirect resources from temporary supported homeless accommodation (£345,000) to scale up Housing First</p>								

Provide detail of the timescale and plans to mainstream.

in Angus. A working group has been established to consider the requirements for small scale supported accommodation and Housing First so we can plan what is needed in each locality in Angus. We aim to complete this and redirect resources by April 2024.

Unspent RRTP Funding

Please provide the total RRTP funding provided by the Scottish Government for the implementation of the Rapid Rehousing Transition Plan in your area that has <u>not</u> been spent to date.	£	241,102 carried forward 122,000 2022/23 = 363,102
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Provide detail of how this funding will be spent on implementing the Rapid Rehousing Transition Plan in 2022/23 detailing the area that it will be used in. Please make clear the individual amounts

ACTIVITY	FUNDING TO BE CARRIED FORWARD	
Continued delivery of Housing First	£	130,000
Continued delivery of PRS access schemes	£	10,000
Private Sector Officer	£	20,000
Mediation & Conflict Resolution Intervention	£	10,000
Implementation of new housing options and homelessness case management system	£	75,000
Training to support implementation of new service	£	10,000
Continuation of Tenant Hardship Fund/ introduction of Prevention Fund	£	50,000
Provision of furniture & white goods to support rapid rehousing	£	50,000
	£	
	£	

