

South Lanarkshire Rapid Rehousing Transition Plan

Annual Review 2019/20

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1. RRTP Action Plan (2019/20 progress update)

Covid-19 Outbreak

This first annual review of the Rapid Re-housing Transition Plan was carried out in advance of the on-set of Covid-19. It has been necessary to revise the review further and recognise that flexibility, adaptability and resilience will be required in the year ahead, as a fuller understanding of the impact of Covid-19 on the level and nature of homelessness and its implications for service requirements is achieved.



Foreword

I am pleased to report that the first year of South Lanarkshire's Rapid Rehousing Transition Plan has been a successful one, with a wide range of services and partner organisations coming together and working towards our shared aim of addressing homelessness across South Lanarkshire.

This review shows the breadth of work that has been undertaken over the first year of the RRTP. In particular I am pleased to see that good progress has been made on the council's commitment to delivering 1,000 additional council homes, alongside significant increases in the numbers of additional affordable housing provided by our housing association partners. This investment in housing availability will help to further support the vital work of the council and its partners in tackling homelessness and enabling homeless households to find a suitable home that meets their family's needs.

While Covid-19 has had a significant impact on the programme of construction, as we move forward into year two of the plan I am confident that we will build on the good work and outcomes already achieved. Ensuring we maximise opportunities to increase the supply of affordable housing will provide the essential foundation for delivering the impact on homelessness which we seek to achieve over the remaining years of the plan.

Councillor Josh Wilson

Chair of Housing and Technical Resources Committee



Over the past 12 months, a broad range of work to tackle homelessness and meet the needs of homeless households has been delivered by partners from across the Community Planning Partnership.

This review highlights just some of the excellent work that is being delivered every day by partners, to improve the lives of people in South Lanarkshire, in particular those who are disadvantaged and vulnerable and who need help and support.

Whilst it is encouraging to see that progress is being made in relation to our priority objectives, we have seen some real significant challenges for our partners in implementing the plan, however I am confident that the strong partnership approach we have adopted provides us with resilience to respond to the impact of Covid-19.

We must ensure that we continue to maintain focus to ensure that we achieve a step change in addressing homelessness across South Lanarkshire.

Councillor Maureen Chalmers

Deputy Council Leader

Chair of South Lanarkshire's Community Planning Partnership Board

1. Summary of year one progress

1.1 We are pleased to report that effective partnership working and a shared commitment to addressing homelessness has enabled good progress to be made during the first year of South Lanarkshire's Rapid Re-housing Transition Plan (RRTP).

This review which was co-ordinated by the Homelessness Strategy Group confirms South Lanarkshire's commitment to partnership working in the delivery of services and support.

A summary of the key highlights from the first year of the RRTP include:

- Growth of the Housing First model, with 10 individuals supported.
- 26 temporary accommodation properties were 'flipped' from temporary to permanent accommodation.
- 34% reduction in the number of homeless households waiting for housing for more than a year.
- 6% reduction in the number of homeless households containing children under 16 years of age
- 36% reduction in the use of Bed and Breakfast as emergency accommodation.
- Development of a homelessness peer support network with service users trained to become peer mentors.
- Engagement with people who have experience of rough sleeping which informed the development of an Ending Rough Sleeping Action Plan, to be implemented in 2020/21.
- Introduction of a pro-active approach to resolving longer term homelessness, resulting in a reduction in cases of one year or more.
- Expansion of the South Lanarkshire Rent Deposit Scheme to include a focus on prevention for those in the private sector.
- Increased housing support, including specialist/wrap around support to meet a range of complex needs.
- Establishment of a HomeStart team to support and assist all new Council tenants set up and sustain their tenancy.
- Introduction of a review panel and revised case closure process to ensure homelessness housing support is not withdrawn due to lost contact or non-engagement
- The Council's framework for Open Market Purchase (OMP) enabled the procurement of 60 properties. This method of increasing the supply of affordable housing is in alignment with supply targets set within the Strategic Housing Investment Programme (SHIP).
- A pilot digital inclusion project commissioned for 25 homeless households (mainly with children) who have no access to the internet which will deliver IT equipment, one year's online access and support to develop skills.

- Continued joint working with Education Resources to further expand a Housing Options and Homelessness awareness programme. During 2019/20 the programme was delivered to over 200 young people across South Lanarkshire's secondary schools with very positive feedback received.
- The further development of a Personal Housing Planning approach for vulnerable groups including women experiencing domestic abuse and young people leaving care.
- Increase in the positive outcomes for young care leavers.
- Continued focus by the Council on minimising evictions through the delivery of a range of alternative actions and interventions.
- Introduction of a Tenancy Sustainment Fund, to support tenants in financial hardship across tenures to improve tenancy sustainment including new initiatives to support the Private Rented Sector.

2. Background

2.1 National Vision

The Scottish Government set a national vision for rapid rehousing transition plans to be developed and implemented across Scotland as a way of reducing homelessness, structured around five broad principles.

Further information on the Scottish Government's national vision and Ending Homeless Together programme is available at www.gov.scot.

2.2 South Lanarkshire's Vision

South Lanarkshire's Rapid Rehousing Transition Plan 2019-24 (RRTP) was developed in conjunction with a wide range of partners and submitted to the Scottish Government in December 2018.

The final plan was approved by Housing and Technical Resources Committee on 23 January 2019 and reported to the Community Planning Partnership Board on 19 June 2019.

The RRTP builds upon a well-established partnership framework and aims to seize a unique opportunity to achieve a step change in preventing and reducing homelessness in South Lanarkshire over the period of the plan and beyond. The vision set out within the South Lanarkshire RRTP is that:

"Homelessness in South Lanarkshire is significantly reduced, with homeless households moving to a settled home as quickly as possible."

2.3 Co-production

South Lanarkshire's RRTP was developed and co-produced through intensive engagement with key partners and stakeholder groups. A collaborative approach is at the heart of the plan and the momentum that was achieved by partners in co-producing the plan has been further developed over the past year to secure progress.

2.4 Links to other plans and strategies

The RRTP was developed to link closely with a broad range of partner strategies and plans being progressed in South Lanarkshire. Figure 1 below demonstrates the relationship between these and the National Housing and Regeneration Performance Framework.

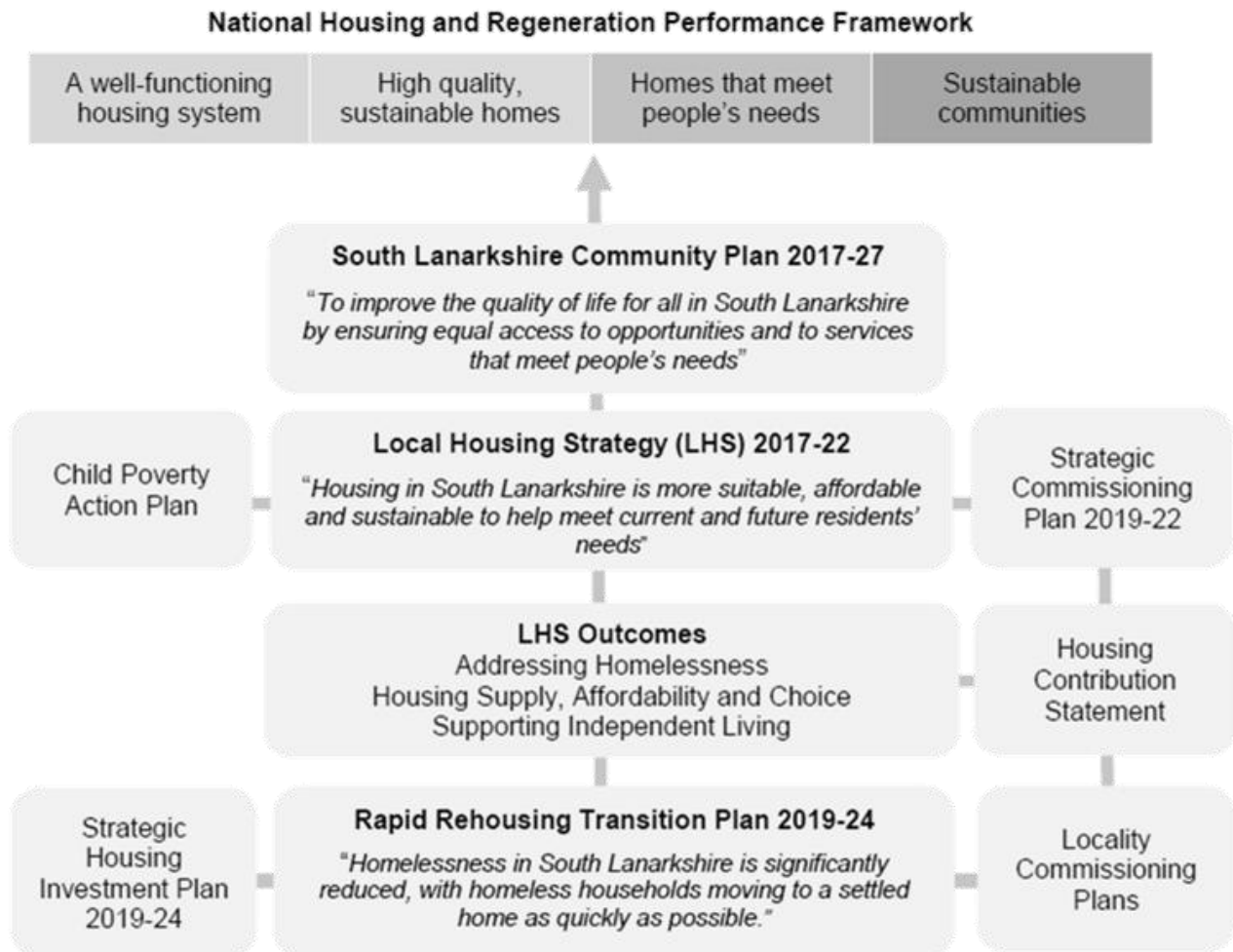


Figure 1: RRTP Links to other plans and strategies

2.5 During 2019/20, further work was undertaken to strengthen the above links, ensuring homelessness and its wider impact is appropriately reflected in each strategy/plan. Key developments included:

- the inclusion of specific actions relating to homelessness within the Local Child Poverty Action Report 2019
- inclusion of specific 'Homelessness Directions' related to prevention activity and response to resolve homelessness in the Strategic Commissioning Plan 2019-22
- as part of the review the Community Planning Partnership Board have agreed improvement in appropriate alignment with the RRTP in the South Lanarkshire Community Plan.

Progress made through actions that link with the RRTP and these other plans and strategies is provided in Section 4.

2.6 Feedback

In May 2019 the Scottish Government provided positive feedback on the South Lanarkshire RRTP, highlighting a number of key strengths, in particular the strong partnership approach which is in place. The feedback highlighted the need to draw out more clearly the focus which is contained within the plan on the prevention of homelessness. This is reflected in the re-wording of Priority Objective 1 to include specific reference to prevention.

2.7 Governance

The South Lanarkshire Homelessness Strategy Group is the partnership group responsible for the prioritisation and delivery of actions set out within the RRTP.

The Group meet quarterly and have the following remit:

- Monitoring and reporting on progress in relation to the RRTP
- Reviewing and updating key actions and measures/indicators, taking into account new and emerging policy priorities and resources, as required.
- Considering homelessness issues in South Lanarkshire, including maintaining and updating the assessment of the extent and nature of homelessness in South Lanarkshire on an annual basis.

The RRTP was developed to ensure that its' priority objectives aligned with the Local Housing Strategy (LHS) 2017-22 priority outcomes for addressing homelessness. The chairperson of the Homelessness Strategy Group is responsible for attending and providing regular progress updates in relation to the RRTP and homelessness to the South Lanarkshire Local Housing Strategy Steering Group.

2.8 Funding

Following publication of Scottish Government guidance, an in depth analysis was carried out of the extent and nature of homelessness in South Lanarkshire to support the development of the RRTP. This analysis considered data, trends and patterns identified over the last 15 years and provided partners with the key analytical base for the actions which were set to secure the vision and outcomes of the RRTP.

It was calculated that the level of funding required to significantly reduce homelessness and achieve rapid re-housing in South Lanarkshire was around £16.8million. Following feedback from the Scottish Government on how available funding could be used, the costings relating to capital expenditure to deliver additional housing supply were removed from the plan. Consequently, the revised level which had been identified as required to fund the five year plan was reduced to £7.18million.

Ending Homelessness Together Fund

In December 2018, the Scottish Government provided the Council with an allocation of £105,000 to help fund the initial development and implementation of the plan. This funding has primarily been used for the appointment of an RRTP Co-ordinator, with responsibility for working across the partnership to co-ordinate, support and drive forward the implementation of the plan.

In July 2019, South Lanarkshire was awarded a further £461,000 from the fund, to support the implementation of RRTP actions during the first year (2019/20). Details of funding available in 2020/21 is provided at section 6.4.

Other funding sources

The Homelessness Strategy Group was clear on the need to actively consider other potential funding routes to take forward priority activities, and also on the need to consider how mainstream services and budgets can be revised or re-focused to help deliver RRTP priorities.

In the first year of the plan the following partnership funding was identified:

- In January 2019, South Lanarkshire Alcohol and Drug Partnership (ADP) provided funding of £20,000 for the introduction of an intensive support worker post operating a care manager approach and working to improve access to health and social care services, particularly drug, alcohol and mental health. Partner commissioned service, Blue Triangle led on this piece of work, initially as a 6 month pilot. The model proved successful and following review, the ADP Board funded continuation with an additional £20,000 for a further 6 months.
- South Lanarkshire Health and Social Care Partnership (HSCP) committed to a contribution of £10,000 towards the expansion of an existing partnership between the Council and Shelter Scotland's South Lanarkshire Families Project to facilitate completion of wellbeing assessments for children affected by homelessness. Shelter to date have been unable to commit resources to this project, next steps will be confirmed in the 2020/21 RRTP action plan.
- A tenancy sustainment fund of £25,000 was established by South Lanarkshire Council which compliments RRTP actions in relation to homeless prevention and tenancy sustainment by delivering financial support as well as more general housing support to targeted tenants to help them sustain their tenancy.

The level of funding allocated and secured for year one of the plan was significantly less than the original calculations made to adequately resource the delivery of the plan. While partners have continued to progress actions utilising all resources available, some actions within the plan have been limited as a result. This is reflected in Section 4, Year One Progress and in Appendix 1.

A summary of the key areas which have been progressed using the funding received from the Scottish Government's Ending Homelessness Together Fund is detailed below:

- Expansion of existing commissioned service delivering intensive/wrap around support based on a care management approach to meet more complex needs, in particular improving links across housing, health and addiction services
- Introduction of specialist support services to meet a range of complex need including repeat homelessness, multiple needs in particular addiction and mental health
- Introduction of dedicated Housing First support model
- Delivered Housing First training to housing staff and partner commissioned services

- Establishment of HomeStart team focused on supporting new tenants, identifying risk factors such as previous eviction or homelessness and providing assistance with furniture removal.
- Expansion of existing Rent Deposit Scheme to increase access to the private rented sector and deliver prevention activity supporting tenancy sustainment
- Development of 'Bringing IT Home' project which will deliver IT equipment and online access to homeless households
- Recruitment of a specialist officer to progress the further development of housing pathway plans to inform future delivery of services. In particular for young care leavers, those affected by domestic abuse and prison discharge in line with SHORE standards.

3. Monitoring homelessness trends in South Lanarkshire

- 3.1 Following national guidance issued to local authorities, the RRTP was statistically informed by analysing homelessness trends over the previous five, ten and 15 year period. This allowed for a longer term average to be used to gauge the services and resources that would be required over the next five years to prevent and significantly reduce homelessness.
- 3.2 Since the publication of the RRTP, the Homelessness Strategy Group has continually monitored these statistics to ensure services and resources that have been put in place will have a positive impact. Monitoring also allows services to react should homelessness levels increase or support needs for vulnerable households change.
- 3.3 The annual review provides an opportunity to illustrate significant changes between the baseline statistics and projections contained within the RRTP and actual figures from the end of the first year. Improvements or changes to these can often be attributed to actions taken by services as a result of the RRTP.
- 3.4 Homelessness Trends 2002/03 to 2019/20**
- In 2018/19 South Lanarkshire reported a decrease in the number of homelessness presentations recorded despite a 3% increase in the national trend from the same period. However in 2019/20 South Lanarkshire has experienced a 7% increase in presentations as detailed in Figure 2. Comparative national figures are not yet available to draw conclusions.

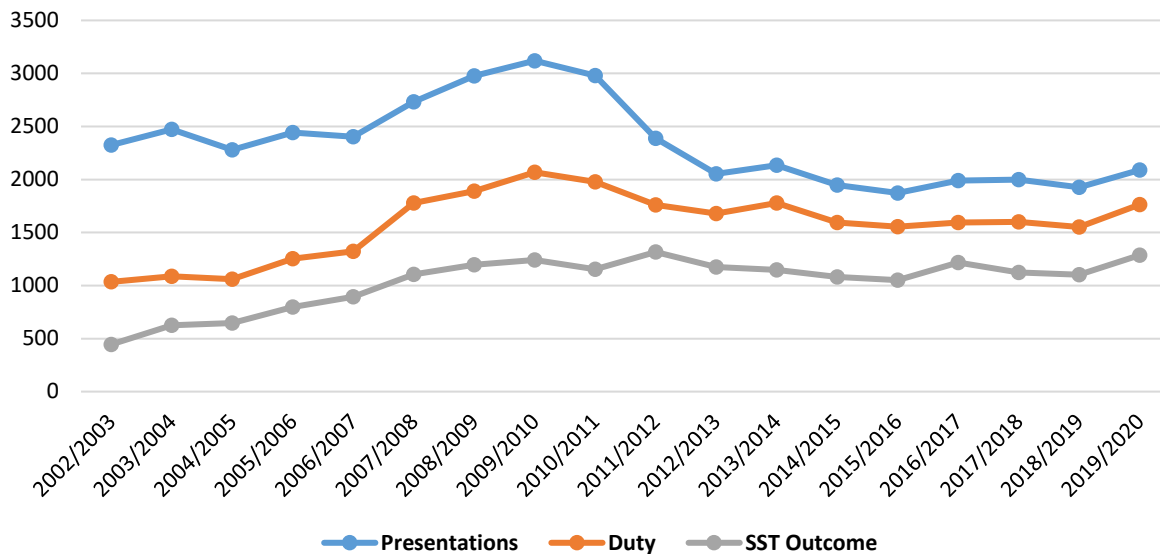


Figure 2: Homelessness trends 2002-2019/20

Despite this increase, Figure 2 also illustrates that positive outcomes for homeless households has remained proportionally high, with 73.3% of statutory homeless households provided with a Scottish Secure Tenancy (SST), compared with 71.4% in the previous year.

Tenancy sustainment is also improving, with 88% of homeless households sustaining their tenancy for over 12 months in 2019/20, compared with 86% in 2018/19.

3.5 Composition of homeless household

Monitoring the composition of homeless households allows services to ensure they have the right accommodation and support to meet their needs. In 2019/20, in line with previous years, single people and single parents accounted for around 90% of all homeless applicants, as detailed in Figure 3 below.

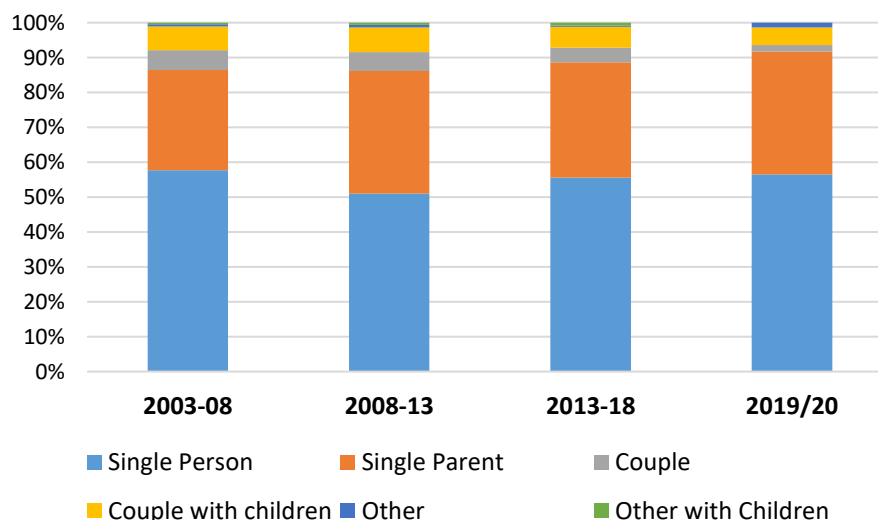


Figure 3: Composition of homeless households (Five year baselines vs 2019/20)

In 2019/20, approximately 34% of all homeless households included children and young people which is a reduction of 6% from the RRTP baseline figure.

3.6 Housing Supply

Over the first year of the RRTP the council and its Registered Social Landlord partners have continued to increase the number of affordable homes for social rent across South Lanarkshire, in line with the Strategic Housing Investment Plan. Figure 4 provides details of the increase across each housing division with a total of **284** additional affordable homes delivered since the RRTP was published.

	Clydesdale	East Kilbride	Hamilton	Rutherglen/ Cambuslang	South Lanarkshire
RRTP Baseline	6,077	6,261	10,970	6,674	29,982
2019/20 additions	32	107	93	52	284

Figure 4: Total social housing supply (non sheltered)

3.7 Temporary Accommodation

The time spent in temporary accommodation has reduced by 7% from an average of 200 days in 2018/19 to 187 days in 2019/20, the lowest level over the past three years.

The RRTP baseline illustrated that the average time spent in temporary accommodation varied significantly by area, ranging from 127 days in Clydesdale to 265 days in East Kilbride. Although the total duration has reduced across all areas as a result of actions from the RRTP, this variation across areas continued in 2019/20 as illustrated in Figure 5 below.

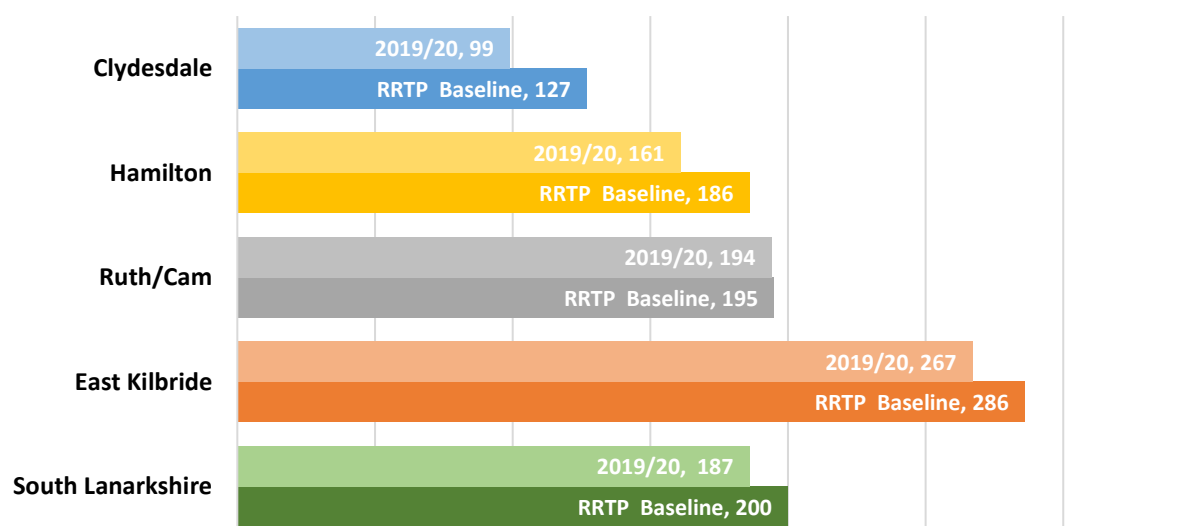


Figure 5: Average number of days in temporary accommodation (RRTP Baseline vs 2019/20)

The use of Bed and Breakfast accommodation has also further reduced by 36% over the past year. This is consistent with a longer term reduction of 45% over the past three years (from 382 nights during 2017/18, to 332 in 2018/19 and to 211 nights in 2019/20).

Average time spent in Bed and Breakfast accommodation also shows a reducing trend, with an average of 2.59 days reported in 2019/20 compared with 2.71 days in 2018/19 and 4.15 days in 2017/18.

3.8 Reasons for homelessness

There are a wide and often complex range of reasons why a household may become homeless. Ensuring services monitor and understand these allows the right help, advice and support to be provided to resolve homelessness as quickly as possible.

'Asked to leave' previous accommodation continues to remain the most common reason for a household becoming homeless, with 'household disputes', 'fleeing non-domestic violence' and 'financial reasons' also with high proportions. A breakdown of numbers for each category and a comparison of the Scottish national figures are provided at Figure 5.

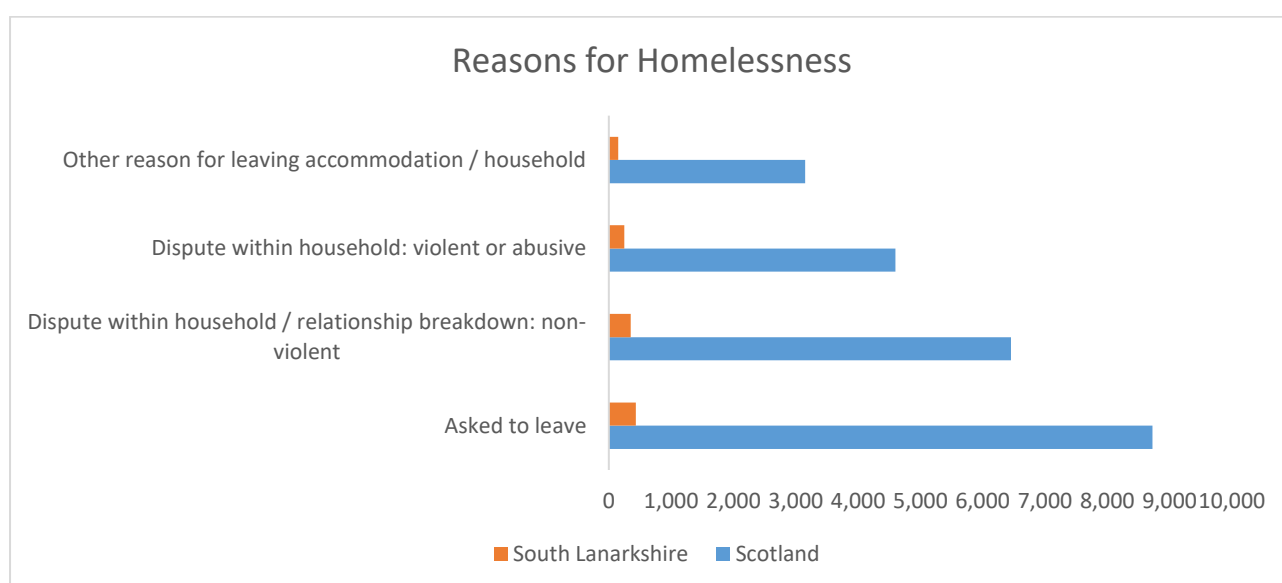


Figure 5: Reasons for Homelessness

Over the past year, there has also been a slight increase in the proportion of repeat homelessness cases compared with the previous year. In 2018/19, 4.5% of all cases repeated within 12 months, compared with 5.4% in 2019/20. Analysis of each repeat homeless case is undertaken to inform service development. This highlights that increased focus on support particularly for cases with complex needs is required to achieve improvements in tenancy sustainment and prevent repeat homelessness.

3.9 Rough Sleeping

There are continued low levels of reported rough sleeping in South Lanarkshire with a slight reduction in homeless presentations reporting that they slept rough the previous night or within three months of making the presentation. In 2019/20, there were 56 homelessness presentations that reported rough sleeping the previous night, and 116 within the last three months. This compares with 68 and 128 respectively in 2018/19.

It is clear from this detailed analysis that rough sleeping in South Lanarkshire is not characterised by sleeping outdoors but by homeless persons in crisis and in between accommodation who are engaging with the council to reach a positive solution.

3.10 Long Term Homeless cases

A significant improvement from the RRTP baseline has been made in the reduction of homeless households waiting for housing for more than 1 year. By March 2020 the following was noted:-

- the number of households waiting more than a year to be housed had reduced by 34% to 95 cases.
- the proportion of all homeless households waiting more than a year to be housed had reduced by 3.1%, from 12% in March 2019 to 8.9% in March 2020
- a 31% reduction in the number of long-term homeless households with children, from 68 in 2019 to 47 in March 2020.

3.11 Homelessness prevention

Overall there has been a 19% increase in the number of approaches for housing assistance to the Council's Housing Options service from 753 cases during 2017/18 to 933 during 2019/20. Figure 6 illustrates the number of Housing Options cases over the past three years, alongside the number that resulted in a homelessness presentation. This has remained low despite the increase in approaches for housing assistance.

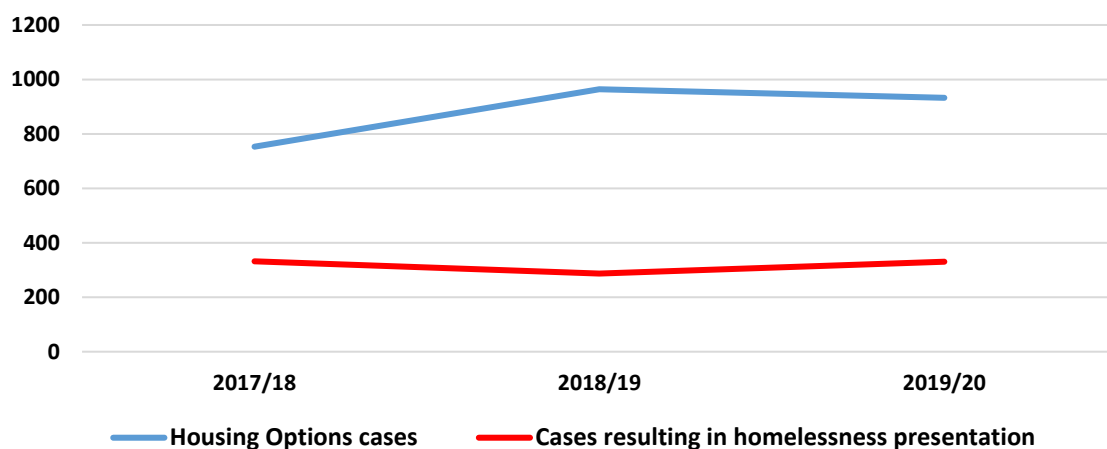


Figure 6: Housing Options cases 2017-2020

4. Year One Progress

4.1 The RRTP recognises that effectively tackling homelessness requires a shared commitment from a range of agencies and partners. As previously noted, the RRTP was co-produced, with partners involved in identifying and agreeing the priority actions contained within the action plan.

4.2 Reviewing the plan


The Homelessness Strategy Group has responsibility for monitoring progress in relation to the RRTP and overseeing the annual review, including the evaluation of progress against actions and measures set out within the action plan and consideration of the appropriateness of the actions identified.

In reviewing the first year of the RRTP, the group recognise that progress has been built upon existing foundations of strong partnerships and this will ensure the continuation and further development of key areas of work throughout the duration of the plan. Consequently it was noted that while the expected progress in year one may be limited, a structure is now in place which will allow positive outcomes to be achieved in future years of the plan.

The group also took into account of the timing of clarification of the funding to be provided by the Scottish Government to support the implementation of the plan and subsequent procurement processes to bring services on board.

The group agreed that the actions identified in year one were correct and appropriate and positive indicators of success could be demonstrated against most of the actions and measures.

- 4.3 Detailed below are key highlights of the progress that has been made towards delivering against the actions and measures outlined against year one for each of the five RRTP priority objectives. A summary of progress made in year one, in relation to all actions and measures detailed in the RRTP Action Plan, is also attached as Appendix 1.

	Priority Objective 1: Prevent homelessness occurring and significantly reduce homelessness*
<ul style="list-style-type: none"> • To improve the availability of affordable housing in South Lanarkshire, a total of 284 additional affordable homes for social rent were delivered in 2019/20. This included 206 new build homes by Housing Associations, 18 council new build homes and 60 additional council homes purchased through the Council's framework for Open Market Purchase (OMP). • With RRTP funding, the South Lanarkshire's Rent Deposit Scheme (RDS) was expanded to facilitate increase in the number of homeless households whose housing needs are met in the private rented sector and deliver support to sustain private sector tenancies. As part of this expansion, an innovation fund was developed to provide financial assistance to private sector tenants to support prevention and tenancy sustainment beginning in 2020/21. A priority for year 2 of the plan will be to focus on the outcomes of this expansion. • The Council has continued to develop its Integrated Housing Options model, increasing resources over recent years dedicated to early detection of housing risk factors and interventions to prevent homelessness where possible. This has led to an increase in the Housing Options caseload from 753 cases during 2017/18 to 933 in 2019/20. The Housing Options approach also promotes the private rented sector as a viable option for the prevention of homelessness, with 80 cases resolved through this route in the last year. • A Tenancy Sustainment Fund was established, complementing RRTP objectives around prevention of homelessness. The fund facilitated financial assistance for Council tenants who may be at risk of homelessness as a result of financial difficulties. • The Council has reduced the number of evictions carried out due to rent arrears and has established other alternatives to assist and support vulnerable tenants in financial difficulties. Since 2016/17, the number of evictions due to non-payment of rent has decreased by 73.4% from 76 to 20 in 2019/20. 	



Priority objective 2: Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to a settled home

- Over the course of the year, 26 households had their temporary tenancies converted or 'flipped' to a Scottish Secure Tenancy, providing the homeless household with a permanent home and avoiding the need for the disruption of further moves. This has exceeded targets and the approach has enabled a number of longer term homeless households to secure permanent accommodation.
- The Council and its Registered Social Landlord partners, who together operate HomeFinder, the South Lanarkshire Common Housing Register, agreed an increase to the percentage of lets that would be directed to those on the Homeless List. This agreement has been formed as part of their Partner Contribution Statements. In 2019/20, the Council let 55.3% of its total lets to applicants assessed as being in Urgent Housing Need, of that 51.4% were homeless applicants, an increase from 49.2% of lets during 2018/19. Registered Social Landlords collectively let 36.9% of vacant properties to homeless households.
- South Lanarkshire has a limited incidence of rough sleeping, however on an annual basis a small but consistent level of rough sleeping is reported. Over the last year the Council has engaged with individual applicants and service user groups to develop a better understanding of this issue and developed a dedicated Ending Rough Sleeping Action Plan that will be implemented in 2020/21.



Priority Objective 3: Improve and increase the provision of housing support for households to live independently within the communities

- In 2019/20 the HomeStart team was established to provide support and assistance to all new council tenants within South Lanarkshire, including those who may be at most risk of homelessness. This includes assistance to set up and sustain tenancies, focusing on identifying risk and providing starter packs where required. Since full roll out in September 2019, the HomeStart team have assisted 649 new tenants and provided 247 starter packs.
- In January 2019, a specialist support provision was introduced on a pilot basis to improve access to health and social care services, in particular, drug, alcohol and mental health. Blue Triangle led on this work funded by the Alcohol and Drug Partnership, initially with £20,000 for a six month test. Although limited in scale, this intensive support service has seen positive outcomes for the most complex need cases. In conjunction with clients, housing and support plans have been successfully developed where this had previously proved difficult. The project has since continued and expanded.
- A Specialist Housing Officer post was created in 2019/20 to further develop a personal housing planning approach for vulnerable groups, including women experiencing

domestic abuse and young people leaving care. Work has progressed on revising the Housing/Social Work Resources joint through-care protocol in conjunction with service users and third sector partners. This work will continue in 2020/21 through existing partnership groups and will be overseen by the user led Champions Board and Make a Stand Working Group.

- Housing Options and Homelessness awareness training continues to be provided to secondary schools across South Lanarkshire. Over the last year awareness sessions were delivered to 200 young people. Work is also underway with Education Resources to produce a film focusing on homelessness and tackling poverty which will be included in the future school curriculum. The film will continue the theme of co-production and involve those with lived experience of homelessness.
- Following the report on the adverse effects of children in homelessness and promoting digital inclusion for households who are homeless, a pilot has been established 'Bringing IT Home' to provide tablets and a year's mobile broadband to 25 homeless families. The progress and impact of this pilot will be monitored in 2020/21.
- In April 2019, a complex case panel was introduced to review the most complex need homelessness cases. The panel involves partners including NHS Health and Homelessness Team, Shelter Scotland, Blue Triangle, YPeople, local housing office leads and the Central Homelessness Team. The panel reviews individual circumstances and agree next steps in ensuring development of a housing and support plan. This approach ensures housing support is not withdrawn for any negative reason, such as lack of engagement to ensure every option is explored across the partnership to meet support needs and secure permanent and sustainable accommodation.



Priority Objective 4: Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs

- Prior to the introduction of the RRTP, Housing and Technical Resources tested a Housing First approach on a small scale with three cases. This pilot evaluated well and informed further roll out of the process. During 2019/20, a further 10 homeless households moved onto settled accommodation with a Housing First approach and wrap around support, drawn from a combination of existing resources. The sustainment rate for the 10 households is 100%. It is anticipated that with the benefit of additional intensive wrap around support, for which preparatory work to commission was undertaken during 2019/20, the council's Housing First approach will increase further during 2020/21.
- A pilot project was established in 2019/20 working with the Scottish Prison Service and HMP Barlinnie to implement Sustainable Housing On Release For Everyone (SHORE) standards for people entering and exiting prison, including a priority focus for short-sentence prisoners on remand. This evaluated well with the benefit of good information sharing, increasing prevention opportunities. Preparatory work has progressed over the past year, with the creation of a Specialist Housing Officer post with a specific remit for robust housing planning linked to SHORE.



Priority Objective 5: Enhance integration and partnership working to embed RRTP through a whole systems approach

- South Lanarkshire's RRTP was developed through a partnership approach involving Housing and Technical Resources, Health and Social Care, Registered Social Landlords and Third Sector partners, including commissioned homelessness services with an expert knowledge in both delivering local services but also leading in developing and delivering accommodation and support services.
- A key feature of the RRTP was the development of Partner Contribution Statements (PCS). These documents were prepared by each partner and support the RRTP by setting out details of the specific contributions they will make, individually or in conjunction with other partners, towards delivering the five priority objectives. The actions detailed within PCS's are wide and varied reflecting the different roles of partners and the services they delivered.

The PCS's are very much 'live' documents and as such are subject to continuous monitoring and review, to ensure that the work being undertaken is appropriate and continues to contribute towards the delivery of shared priorities. During the first year of the plan, partners have reported on the outcomes of their PCS and revised their specific contributions and intentions for year two.

- The Homelessness Strategy Group, with collective responsibility for developing and delivering RRTP outcomes, taking account of the voice of lived experience, meet quarterly to ensure the actions identified within the RRTP are taken forward in partnership.
- Housing and Technical Resources continue to work closely with partners in health and social care to understand trends, patterns and opportunities to prevent homelessness and respond at the earliest opportunity. This includes development of pathway plans for health workers to increase housing circumstances enquiry and referral routes.
- Housing and Technical Resources and the Health and Social Care Partnership have also worked together to develop and introduce specific 'Directions' within the Strategic Commissioning Plan 2019-22. These aim to promote homelessness routine enquiry across frontline health services and prioritise access to services for homeless households. This will be progressed as a priority in 2020/21.
- The council is also engaging with the National Health Service on national data trend analysis again to understand links between health and homelessness data with a view to aiding preventative activity.

4.4 In addition to the achievements and actions progressed in relation to each of the priority objectives, the council and its partners continue to assess support needs for all homeless households. Tailored packages of support are developed and delivered by the council through locality or specialist teams and commissioned services, based on trauma informed practice principals.

4.5 In December 2019, the Care Inspectorate carried out an inspection of the Homelessness Housing Support Service. The council was awarded grade 5 - 'very good' for the two areas assessed; quality of care and support and quality of management and leadership. The report from the Care Inspectorate also highlighted key strengths and areas of good practice, as follows:

- Staff were skilled in addressing complex behaviour and supporting people through change and are highly skilled at building trust.
- Service users spoke highly of the support they received and clearly trusted staff.
- Leadership strengths were identified in the approach to auditing performance, noting this was robust with clear plans in place to address any performance issues identified.

4.6 Review Scorecard

To monitor progress against each of the five priority objectives in the RRTP, a traffic light scoring system is used. Attached to the priorities are 52 indicators, comprising 32 actions and measures, against which progress is monitored and reported.

Colour	Progress
Green	Achieved/on target
Amber	Minor slippage
Red	Significantly off target

Figure 7 below provides a summary of the position in relation to the progress made towards the achievement of the five priority objectives at RRTP during 2019/20. Over 82% of the indicators were either achieved or were close to target.

RRTP Scorecard 2019/20	Green	Amber	Red	Report later/contextual	Total
Prevent homelessness occurring and significantly reduce homelessness	9	2	0	1	12
Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes	11	1	0	1	13
Improve and increase the provision of housing support for households to live independently within communities	7	2	0	3	12
Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs	7	0	0	3	10
Enhance integration and partnership working to embed RRTP through a whole systems approach	3	1	0	1	5
All	37	6	0	9	52

Figure 7: RRTP 2019/20 Scorecard

Those identified as amber measures and actions will be monitored throughout 2020/21 and those that are currently listed as 'to be reported later' will be progressed or reviewed by the Homelessness Strategy Group during 2020/21.

4.7 Changes and amendments to the RRTP

The annual review provided the opportunity to assess and report on the progress made against each of the actions and measures contained within the plan. It also allowed for a general re-examination of the RRTP, to ensure that the initial objectives, actions and measures identified, remain appropriate and relevant.

As part of the review process, two minor amendments have been made to the RRTP. These are detailed in the table below and will be reported to Housing and Technical Resources Committee as part of the update on the first annual review of the RRTP.

RRTP Reference	Summary of amendment	Context
Priority Objective 1	Amend the description of the priority objective to include prevention of homeless, as follows: "Prevent homelessness occurring and significantly reduce homelessness"	Feedback from the Scottish Government on the RRTP highlighted that there was a need to draw out more clearly the emphasis placed on prevention of homelessness within the plan. The amendment to the description of priority objective 1 clarifies that prevention of homelessness is a focus of the RRTP.
Measure 2.7	Remove measure and re-number remaining measures under Priority Objective 2 of the action plan.	It has been identified that this is a duplicate of measure 2.4 and consequently there is no need to report on both.
Action 1.7	Add new action to develop Housing Options Framework for young people	Building upon development of housing pathway plan for care experienced young people and taking account of broader youth homelessness and most prominent reason for homelessness (parents/relatives can no longer accommodate) with a view to increasing homeless prevention opportunities for young people.

Figure 8: Amendments to RRTP 2019/20

5. Covid-19 and Homelessness

5.1 Impact on RRTP Annual Review 2019/20

In March 2020 the UK responded to the global Covid-19 pandemic by introducing lockdown restrictions which included the withdrawal of all but critical services and introducing measures to ensure local authorities provided emergency shelter for homeless households and rough sleepers.

The pandemic has had significant impact on homelessness services due to limited throughput to settled accommodation and therefore an increase in the use of temporary accommodation.

Preparation for the RRTP Annual Review 2019/20 was well underway prior to lockdown restrictions being imposed with a meeting of the Homelessness Strategy Group in January 2020 to consider the progress of the first year of the Plan and approve the priorities for year 2.

With the submission date being extended by the Scottish Government further consideration has been given to the anticipated impact of the emergency measures on the RRTP priorities and on the provision of homelessness services and the services of contributing partners.

Taking these measures into consideration the review document has been revised to reflect priorities which have become apparent in recovery planning and in how resilient the Council and the RRTP partners have been in responding to the crisis and adapting the services we provide.

The impact of recovery planning on homelessness services will put pressure on services to find suitable settled and permanent accommodation for those households whom Covid-19 has had a disproportionate effect on. The Scottish Government are clear that no-one should return to rough sleeping or congregate facilities and therefore the council must ensure there is adequate supply of affordable housing to meet increased demand throughout the pandemic.

5.2 Recovery Planning

As an immediate response to the global pandemic and following the work undertaken by the Scottish Government in anticipating recommendations by the reconvened Homelessness and Rough Sleeping Action Group (HARSAG), local authorities and their partners have had to move quickly to increase provision of temporary accommodation to meet increased demand.

As lockdown restrictions move through recovery phases it is important to ensure people facing homelessness during the crisis are supported to move from emergency accommodation to settled housing.

The impact of recovery planning on homelessness services will put pressure on services to find suitable settled and permanent accommodation for those households whom Covid-19 has had a disproportionate effect on. The Scottish Government are clear that no-one should return to rough sleeping or congregate facilities and therefore the council must ensure there is adequate supply of affordable housing to meet increased demand throughout the pandemic.

Our partnership group will consider how best to progress the actions and priorities detailed in the plan whilst ensuring public health protection principles are maintained and the spread of Covid-19 is contained.

Each phase allows for a wider range of activity to be undertaken as long as physical distancing and hygiene requirements are followed.

A swift and co-ordinated response has been delivered taking into consideration emergency legislation to ensure no-one is evicted into homelessness throughout each phase of recovery.

To date, Covid-19 has had little impact on the level of homeless presentations, 656 year to date compared to 652 in the same reporting period in 2019/20. The most common reason for homelessness remains that parents/friends can no longer accommodate, 24% and the most common household type remains single male between 25 to 59 years of age, 37% compared to 20% and 33% respectively in 2019/20.

Prevention work has been constrained given the very limited options to access all parts of the housing market.

It is appropriate therefore to remain flexible in addressing targeted objectives, it is clear that the pandemic has caused an increase in demand for temporary accommodation and therefore has required an increase in supply which is contrary to the long-term objective to reduce temporary accommodation however has been necessary to meet immediate need.

The Council therefore responded by increasing the level of temporary accommodation, housing support and directing available housing support to meet the needs of those living in temporary accommodation during this uncertain time. Increase in supply to date is as follows:

- The supply of temporary accommodation has been increased by 83 temporary furnished properties up to the end of July 2020, delivered by the council, RSL partners and private sector landlords. This is an increase of 11.3% since 2019/20
- 54 units of emergency 1st Stop accommodation have been secured for an initial six month period, with option to extend, at former University of West of Scotland student accommodation at Barrack Street in Hamilton, with 24 hour support commissioned by The Salvation Army.

Supply of temporary accommodation continues, in the short term, to increase alongside the increase in demand.

Although homeless presentations remain consistent with previous year levels the number of placements into temporary accommodation has increased significantly through the reporting periods of 2020/21, a total of 241 placements in reporting period two which is a 61% increase from the same period in 2019/20.

Close working with partners continues ensuring appropriate provision of suitable temporary accommodation and support to meet need, in particular for the most vulnerable such as young care experienced homeless people and those fleeing domestic abuse.

It is also important to highlight that the council has in place sufficient refuge accommodation though is flexible to any potential increase in specialist provision to meet the needs of any groups disproportionately impacted by Covid-19 such as victims of domestic abuse. Whilst an increase in incidents has been reported nationally this has not to date been the

experience of South Lanarkshire Council however the position remains under constant review, with partners such as Women's Aid South Lanarkshire, and availability of emergency and temporary accommodation remains agile and flexible in the event of any increase in need.

The restrictions of lockdown did not halt letting of suitable accommodation to homeless households which was deemed locally as a critical service. However both permanent and temporary accommodation available to let has been impacted upon as a consequence of the interruption to housing supply.

The restrictions on throughput to settled accommodation has resulted in an increase in use of B&B's as temporary accommodation which although now returning to previous short term use by exception will remain under review as a priority in recovery planning management.

While the Scottish Government considers a recovery strategy all five Housing Options Hubs are meeting regularly to gather local intelligence and share knowledge on how to provide a broad approach to prevention which will require RRTP's to include prevention pathways for overall recovery planning. Senior managers from South Lanarkshire routinely input to this approach

The crisis has given partnerships the opportunity to re-shape their initial RRTP iteration to become a crucial part of recovery planning.

5.3 Local Resilience

Throughout lockdown South Lanarkshire Council and its partners have remained heavily focussed on increasing levels of support for vulnerable households and despite reduction in lets during lockdown and an increase in the number of households in temporary accommodation the long-term homelessness case load volume has reduced.

The main reasons for homelessness remain constant and partners remain flexible in responding to housing market issues such as maintaining focus on increasing supply of affordable housing, quickly addressing recent increase in the number of households in temporary accommodation and adapting approaches to reflect emergency legislation requirements.

The expanded HomeStart service with dedicated officers providing support and practical assistance to all new tenants to facilitate tenancy sustainment has played a particularly important role during the period of the restrictions. The service has been invaluable in helping to achieve a continued high level of lets to homeless households, which accounted for 70% of all lets at July 2020. Supporting homeless households with the organisation of furniture removal has also played a vital role in facilitating access to permanent accommodation during the Covid-19 restrictions.

Nevertheless, in absolute terms there has been a significant reduction in the availability of permanent lets for homeless households since the on-set of the pandemic and consequently the rate and speed at which people are moving from temporary to permanent housing has significantly reduced. As a result the increase in specialist housing support has been utilised to support a wider homeless population, not necessarily with complex needs, during this uncertain and challenging time.

The importance of engagement and inclusion of the community has been highlighted in our response to Covid-19 and encouraging progression and flexibility in our continued response with our partners remains a priority moving into year 2 of the plan.

It is clear that the HomeStart Service and other housing support services will continue to play a vital role in assisting homeless households meet the particular challenges presented by COVID 19 over 2020/21

5.4 Unsuitable Accommodation Order (UAO)

In May 2020 the Scottish Government introduced legislation which amends the 2014 Homeless Persons (Unsuitable Accommodation) (Scotland) Order in response to the Coronavirus outbreak. The summary of changes includes an extension of UAO to all homeless households and no longer applies solely to families with children, pregnant women or those households which include a pregnant woman.

The definition of unsuitable includes accommodation which is not meeting minimum safety standards, is not wind and watertight and is not suitable for occupation by children and there is particular emphasis for households who may not live permanently with their children but who have parental and visitation rights.

The 2020 order amends UAO to include new types of temporary accommodation models to consider as exempt from the order including shared tenancies, community hosting and rapid access accommodation. This is linked to work developing mandatory temporary accommodation standards progressing from existing advisory standards. Guidance on the detail of the UAO is in development and representatives from South Lanarkshire are working with the Scottish Government on this piece of work, the outcome of which may have implications for South Lanarkshire.

Whilst the portfolio of temporary accommodation is currently under review to consider medium to long term need and demand and again significant and rapid increase in provision has been achieved over recent months, satisfaction with temporary accommodation is consistently high reinforcing confidence current supply is of good quality and meeting housing need.

Whilst as a partnership South Lanarkshire has had a strong track record in relation to the previous unsuitable accommodation order and pre Covid-19 had been confident of meeting this expanded duty, the lack of throughput and increased demand for temporary accommodation presents a particularly challenging environment in ensuring the optimum supply of good quality temporary accommodation during 2020-21. This therefore requires a revision of priorities moving forward into year two of the plan, unexpectedly now requiring continued increase in temporary accommodation. The longer term ambition remains reducing demand for and supply of temporary accommodation through increased prevention activity and speedy resolution of homelessness.

5.5 HARSAG was reconvened in June 2020 to make recommendations to ministers on what actions are needed in to end homelessness during the pandemic and beyond. Proposals for how to end homelessness in response to the coronavirus pandemic have now been agreed in principle by the Minister for Local Government Housing and Planning.

Amongst a top line summary of recommendations is a call to ensure there is an immediate flexible supply of affordable housing for all households who are rough sleeping or in emergency accommodation.

Local authorities are expected to continue to respond to the ongoing coronavirus crisis ensuring nobody returns to rough sleeping or unsuitable temporary accommodation. Urgent activity and approaches should be undertaken to prevent homelessness occurring

in the first place and local authorities should build on the progress made by the Scottish Government's and COSLA's "Ending Homelessness Together" plan.

HARSAG hope that they have built a set of recommendations that will form the basis of the next phase of the Scottish Government's plan to support people facing homelessness as the coronavirus situation continues.

As previously mentioned whilst South Lanarkshire does not have a visible rough sleeping concern each year a small number of applicants report having slept rough. Analysis reflects reasons for this being the applicant's choice for example to sleep in their car the night before, lack of awareness on availability of accommodation or how to access out of hours services. In response an Ending Rough Sleeping action plan has been developed, with a number of actions complete (for example additional online information) or in progress.

5.6 South Lanarkshire Council's Homelessness Strategy Group met in July 2020 to review how Covid-19 had impacted on

- public and commissioned services such as the provision of the rent deposit guarantee scheme,
- the percentage of lets being allocated to homeless households during the pandemic
- the demand for temporary accommodation and
- the urgent requirement to increase funding for the provision of a robust Housing First model to meet demand from households with complex support needs

The group agreed the priorities set for year 2 and that the plan needs to be flexible and adaptable as we move through the recovery phases and needs to be ongoing as we learn more about what priorities arise in finding permanent and settled accommodation for those currently in emergency settings.

6. Priorities for 2020/21

6.1 A key aspect of the annual review was to consider the appropriateness of the actions identified in the RRTP, with a particular focus on those to be progressed during the future years of the plan.

6.2 A sustained focus has been placed on priorities despite the continuing impact of Covid-19. Alongside this, the practicalities of commissioning services and ensuring that due diligence has been applied in respect of legal and contractual arrangements, resulted in a delay in certain projects/actions being progressed during year one. Year two priorities will largely mirror year one to provide sufficient time to embed and fully implement the projects and actions.

6.3 A summary of the key priorities to be progressed during 2020/21 are detailed below:

- Responding to the continuing impact of Covid-19 by recovery plan action management, resilient service provision including ensuring the supply of temporary accommodation is optimised.
- Continue to deliver affordable homes for social rent in South Lanarkshire. The Strategic Housing Investment Programme 2020-25 was approved in November 2019

and outlines potential plans for a further 3,141 homes to be delivered by the Council and RSL's by 2025.

- Ensuring the number of families with children presenting as homeless is further reduced by continued focus on prevention and support which removes the threat of homelessness or provides practical or financial assistance for tenancy sustainment.
- Continuing progress reducing long-term homelessness i.e. households waiting for a house for more than 1 year. This will be achieved through ongoing programme of delivering affordable housing either through construction or by open market purchase and also by working in partnership with local landlords in the private rented sector.
- Prioritising the reduction in the use of Bed and Breakfast as emergency accommodation in line with the Unsuitable Accommodation Order (2020).
- Further enhance Partner Contribution Statements.
- The 'Directions' relating to homelessness will be added to the Strategic Commissioning Plan 2019-22 and be implemented. These aim to promote homelessness routine enquiry across frontline health services and prioritise access to health services for homeless households.
- Ensuring that the right links between the RRTP and Local Child Poverty Action Report 2020 are in place to support and improve outcomes for homeless households with children.
- Victims of domestic abuse will continue to be supported and provided with refuge through dedicated services provided by Women's Aid South Lanarkshire and East Renfrewshire (WASLER) and other partners. Despite a lack of throughput to settled accommodation this continues to be aided following the recruitment of a dedicated officer to develop personal housing plans for victims of domestic abuse.
- Develop Housing Options approach for Young People.
- Progress actions within the Ending Rough Sleeping Action Plan. This includes working with those with lived experience and further developing online resources to improve the accessibility of information available on what to do and who to contact if you have nowhere to stay.
- Now developed, the South Lanarkshire Rent Deposit Scheme (RDS) innovation fund will be implemented, to provide additional financial support to private rented sector tenants who are identified as at risk of becoming homeless.
- The positive work commenced by the Council's HomeStart service will continue to be expanded, with additional resources being provided to increase the level of support and assistance available to new tenants.
- Continue to develop the Council's Housing First Approach by providing suitable secure accommodation and wraparound support to homeless households with complex needs requiring this enhanced approach to resolve homelessness.
- Progress plans to convert temporary units to permanent accommodation. While the original target was 20 units per year over the five years of the RRTP, it is expected that this number will increase in 2020/21 to approximately 40 units, in light of the increase in the provision of temporary accommodation.

6.4 Funding the RRTP during 2020/21

Scottish Government Funding

As noted previously, in July 2019, the Scottish Government provided funding of £461,000 to support the implementation of the RRTP in year one. Due to the timing of this funding, there has been an underspend of just under £58,000 in year one. The Homelessness Strategy Group agreed that the underspend from year one should contribute to increasing capacity of the support provision for year two, taking into account the backlog in caseload, the long term objective to reduce levels of need and the requirement for intensive support in the later years of the plan (expected from year three onwards).

During 2020/21, the Scottish Government's Ending Homelessness Together Fund confirmed a funding allocation of £453,000 for South Lanarkshire. Partners agreed that this would be used to further embed and progress the following RRTP actions:

- The expansion of the Council's HomeStart service, to increase the number of households that can be supported.
- The expansion of specialist support services currently provided by The Salvation Army for homeless households with drug, alcohol or mental health issues.
Continuation of funding dedicated officer post to support and work directly with victims of domestic abuse, including developing personal housing plans and reviewing the current provision of temporary accommodation available.
- The recruitment of a dedicated prison link officer to continue and expand the 2019/20 pilot of implementing SHORE standards for individuals entering and leaving prison.
- The continuation of the Housing First programme.
- The costs related to 'flipping' temporary accommodation to Scottish Secure Tenancies.
- The continuation of the innovation fund, administered by the Rent Deposit Scheme, to provide financial support to privately renting tenants at risk of becoming homeless.

Other funding sources

The Homelessness Strategy Group is aware of the need to consider other potential funding routes in order to meet future resourcing requirements of the RRTP. On an ongoing basis, partners will continue to work collaboratively to identify funding opportunities. Indeed, the following funding routes have been identified and will be progressed during 2020/21:

- The Tackling Poverty Fund committed to match funding tenancy start/sustainment support. The aim being to help those in hardship sustain accommodation through the provision of goods, assistance and services to meet identified needs and ensure tenants homes are safe and comfortable spaces.
- The council's Homeless Prevention Tenancy Sustainment Fund will be continued in 2020/21. This complements RRTP actions in relation to homeless prevention and tenancy sustainment by delivering financial support as well as more general housing support to council tenants to help them sustain their tenancy.

- A private housing developer provisionally offered to match fund the 'Bringing IT Home' project which would enable delivery of IT equipment, online access and support to develop skills to a further 25 families. This was a pre-Covid-19 offer that we hope can be progressed as part of RRTP 2020/21. Opportunities will be explored with all of our new build partners.
- Wider opportunities to support households access online services, including delivery of housing support will be explored with internal and external partners over the coming year
- The South Lanarkshire Alcohol and Drug Partnership have committed a further contribution of £20,000 to extend the successful Blue Triangle intensive support project, delivering wraparound support to those with complex needs.
- Partner RSL's have collectively submitted an expression of interest for the national Homelessness Prevention Fund for funding to enable the delivery of housing support services to households at the highest risk of homelessness. It is proposed that these services will be delivered through the establishment of contractual relationships with Third Sector housing support providers, already working in South Lanarkshire.

Appendix 1: RRTP Action Plan

The table below provides progress against each of the measures and actions during the first year.

Priority Objective 1: Prevent homelessness occurring and significantly reduce homelessness					
Measures		Target	RRTP Baseline	Progress at 31 March 2020	Lead
M1.1	Number of homeless presentations	Reduce 10 – 20%	1928	2090	HTR
M1.2	Level of homeless households	Reduce 10 – 20%	892	956	HTR
M1.3	Number of affordable homes added to the housing supply (new and OMP)	Annual target will be set and detailed in the Strategic Local Programme Agreement, developed between SLC and the Scottish Government.	RSL 283	489 (206 added 2019/20)	HTR RSL
			SLC 193	288 (78 added 2019/20)	
M1.4	New supply affordable housing suitable to meet particular needs (amenity)	Increase	170	44 additional properties	HTR RSL
M1.5	Increase the number of accredited landlord properties	+9% from LHS Baseline (1068)	1068	To be reported later	HTR
M1.6	Number of homeless households whose housing needs are met in private rented housing	Maintain in 2019/20	50 (at March 2019)	60 80 (including resolved pre-decision)	HTR

Actions		Target/Milestone	Progress in 2019/20	Lead
A1.1	Set housing supply targets for new build properties and ensure contribution to meeting homelessness needs are considered in the planning process	Aligned with Strategic Housing Investment Plan	New build programme progressing in accordance with South Lanarkshire Strategic Housing Investment Plan 2020-25 approved by Housing and Technical Resources Committee in November 2019	HTR RSL
A1.2	Increase number of properties acquired through Open Market Purchase to support conversion of temporary accommodation to SST and rehousing in pressure areas	Annual target to be agreed.	60 additional council homes purchased through the council's framework for Open Market Purchase (OMP).	HTR
A1.3	Continue to develop and promote the landlord accreditation scheme	Deliver two private landlord forums per annum in partnership with Landlord Accreditation Scheme	Commitment to hold two Private Landlord Forums per year. The first Forum of 2019/20 took place 19th September 2019 and was attended by around 70 landlords. The Forum scheduled for 19th March 2020 was cancelled due to the COVID-19 public health emergency	HTR
A1.4	Provide funding to incentivise landlords to access accreditation and training from Landlord Accreditation Scotland		Housing and Technical Resources continue to fund and work in partnership with Landlord Accreditation Scotland who provide training to private landlords.	HTR
A1.5	Re-commission and expand Rent Deposit Scheme to support implementation of RRTP	Incorporate expansion into service re-commissioning in September 2019.	South Lanarkshire's Rent Deposit Scheme (RDS), administered by YPeople, was allocated an additional £2,894 to increase the number of homeless households whose housing needs are met in the private rented sector. Progress on this will be monitored throughout 2020/21.	HTR
A1.6	Explore option to provide financial support to private rented tenants to achieve affordability and prevent homelessness	Complete option appraisal by September 2019. Implementation of preferred option by March 2020.	Through the RDS, and additional £2,500 was allocated to YPeople to provide financial assistance to tenants within the private rented sector to prevent homelessness and assist with tenancy sustainment.	HTR

A1.7	Develop Housing Options Framework for young people	Building upon development of housing pathway plan for care experienced young people and taking account of broader youth homelessness	Most prominent reason for homelessness (parents/relatives can no longer accommodate) therefore developing a needs specific pathway tailored to young people will assist with achieving prevention opportunities and increasing tenancy sustainment for young people	HTR
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Priority Objective 2: Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes

Measures		Target	RRTP Baseline	2019/20	Lead
M2.1	Temporary Accommodation (TA) supply	Maintain levels and reconfigure subject to review during 2019/20. Review options for rationalisation during 2020/21.	530	517	HTR
M2.2	Percentage of social housing allocated to homeless households by all social housing providers in South Lanarkshire	50-60%. Set target subject to annual performance review.	49.2% SLC 29.4% RSL average	51.4% SLC 36.9% RSL average	HTR RSL
M2.3	Percentage of homeless households provided with a Scottish Secure Tenancy (SST)	Maintain/improve on LHS Baseline	61.2%	73.1%	HTR
M2.4	Percentage of former homeless households provided with a SST that maintain their home for more than 12 months	Maintain/improve on LHS baseline of 88%	88%	88.1%	HTR
M2.5	Average time spent in temporary accommodation (homeless households)	Reduce from 192 days	192 days	186 days	HTR

M2.6	Number of temporary accommodation units converted to SST	Up to 100 units converted over 5 year period	0	26 units	HTR
M2.7	Percentage of all homeless presentations which are repeated (within 12 months)	Reduce to <3%	4.5%	5.2%	HTR
M 2.8	Number of households who spend more than 12 months in temporary accommodation	Reduce by 50%	120	95	HTR
Actions		Target/Milestone	Progress in 2019/20		Lead
A2.1	Develop procedure for converting temporary accommodation units to SST.	Review best practice Identify suitable households and units	The approach of converting temporary accommodation to permanent accommodation for homeless applicants to minimise moves was established in 2019/20. Over the course of the last year, 26 were converted to a Scottish Secure Tenancy, these included a number of our longest homeless cases.		HTR
A2.2	Increase percentage of allocations to homeless households as required for each housing division in accordance with annual Local Letting Plans.	Aligned with Local Letting Plans. Tailor for HomeFinder and non-HomeFinder RSL partners	Each year, local letting targets are identified for the four housing divisions and approved by Housing and Technical Resources Committee. In addition, discussions take place with HomeFinder RSL's to agree a letting target for homeless households, that they work towards during the year (see M2.2 above for 2019/20 targets and performance).		HTR RSL
A2.3	Review number of properties currently used as Temporary Accommodation in line with demand	Implement annual targets for reduction in TA based on analysis of demand and supply	To be reported later		HTR
A2.4	Regularly review rent charges for temporary accommodation to ensure it remains a financially viable option for all homeless households.	Aligned with Homelessness Business Plan	Ongoing review of charges in line with Business Plan		

A2.5	Review current procedures in relation to suitable offers for homeless households, with the aim of reducing time taken to move into settled accommodation.	<ul style="list-style-type: none"> Review complete Revised process implemented 	The review of the Council's Housing Allocation Policy was completed in 2019/20, taking account of the Housing (Scotland) Act 2014, and approved by Housing and Technical Resources Committee on 20 March 2019.	HTR
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Priority Objective 3: Improve and increase provision of housing support for households to live independently within communities

Measures		Target	RRTP Baseline	2019/20	Lead
M3.1	Number of people accessing Housing Options (prevention) services	1,000	964 interviews	933	HTR
M3.2	Percentage of homeless households provided with Housing Support Officer assistance	Maintain above 45%	38.3%	36.5%	HTR
M3.3	Percentage of looked after young people accessing and sustaining accommodation that meets their needs		To be determined.	To be reported later	HTR HSCP
Actions		Target/Milestone	Progress in 2019/20		Lead
A3.1	Increase housing support service provision to improve homelessness prevention and support tenancy sustainment	Review current service among all tenures.	In 2019/20 the HomeStart team was established to provide support and assistance to all new tenants within South Lanarkshire to set up and sustain their tenancy, focusing on identifying risk and meeting need. This supports new tenants who may be at risk of homelessness to set up and sustain their home. This includes providing starter packs where required.		HTR
A3.2	Increase provision of support from all services to support new tenancies, including improvements to housing starter/furnishing packs	<ul style="list-style-type: none"> Review and develop Implement and monitor effectiveness 	£19,750 was used to contribute to set up costs relating to HomeStart. Since September 2019, 649 new tenants have been assisted through this service An allocation of £25,000 was also used to provide additional and enhanced starter packs to new tenancies across South		HTR SWF

	and incentives to encourage uptake of offers.		Lanarkshire. Since full roll out in September 2019, 247 enhanced starter packs have been provided.	
A3.3	Monitor current Housing Options approach, and ensure adequate resourcing to meet any future increase in demand.	Annually monitor resourcing requirements and report through Annual Review	Service regularly monitored to ensure relevant resources are in place to meet demand.	HTR
A3.4	Deliver Housing Options and homelessness awareness training to young people, targeting high schools in areas identified with high homelessness rates amongst young people.	Monitor and report (annual)	Housing Options and Homelessness awareness training continues to be delivered to young people, targeting secondary schools in areas identified with high homelessness rates amongst young people. Work is also being carried out with Education Resources to include this in the school curriculum through the production of a film which will be produced along with service users with lived experience of homelessness.	HTR ER
A3.5	Review access to Scottish Welfare Fund with a view to ensuring effective and appropriate access for homeless households	To review Implement any actions from review.	To be reported later	HTR SWF
A3.6	Review current provision and need for outreach housing support and agree future service arrangements	Complete review. Current services/contracts due to end: <ul style="list-style-type: none"> • Shelter July 2021 • Women's Aid September 2019 • YPeople July 2021 Implement revised arrangements as a result of the review.	To be reported later	HTR

A3.7	Ensure 'care experience' is identified as a support need for any young people presenting as homeless and directed towards appropriate case managed pathway.	Monitor and report (annual)	Joint Housing and Technical Resources and Social Work Resources planning process identifies young care leavers housing needs from an early stage and facilitates robust housing planning. As safety measure, standard question on care experience within homelessness assessment to ensure standard management housing list priority awarded to secure suitable housing within reasonable period and prevent need for homelessness application, including where temporary accommodation is required for a short interim period.	
A3.8	Complete a Wellbeing Assessment for all children and young people who are homeless	Monitor and report (annual)	Work is underway with the Health and Social Care Partnership to introduce a wellbeing assessment for children experiencing homelessness. This is expected to be fully in place in 2020/21.	
A3.9	Promote digital inclusion for households who are homeless		Blue Triangle developed a pilot digital inclusion project for 25 homeless households (mainly with children) who have no access to the internet, delivering IT equipment, a year's online access subscription and support to develop skills as required. Progress on the pilot will be monitored throughout 2020/21.	

Priority Objective 4: Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs

Measures		Target	RRTP Baseline	2019/20	Lead
M4.1	Number of current households receiving Housing First support	Phased increase to 40	3	10	HTR
M4.2	Number of discharge planning cases handled through multi-professional joint working arrangements in hospitals/prisons and the community	Scope baseline and determine annual requirements.	<i>tbc</i>	To be reported later	HSCP

Actions		Target/Milestone	Progress in 2019/20	Lead
A4.1	Expand 'Housing First' across South Lanarkshire	Programme for expansion agreed Framework and necessary resources in place	10 Housing First cases were provided with permanent accommodation with wraparound support. To assist in supporting these applicants the contract with the Salvation Army was extended, creating two additional intensive support officers. As part of this wraparound support, an enhanced starter pack is provided to assist the applicant in setting up their home.	HTR
A4.2	Evaluate Housing First pathfinders and increase scale/scope of approach aligned to case conference criteria and pathways approach	Evaluation report	To be reported later	
A4.3	Review provision of refuge accommodation for female victims of domestic abuse to ensure it is adequate across all divisions.	Review and consider extension to current contract with updated requirements	To be reported later	
A4.4	Work with Scottish Prison Service and Addiewell prison to implement SHORE standards for people entering and exiting prison, including a priority focus for short-sentence prisoners on remand. Explore additional options for dedicated staff resources	Implementation plan agreed, for implementation from 2020/21	A pilot took place during 2019/20 working with Scottish Prison Service and HMP Barlinnie to implement SHORE standards for people entering and exiting prison, including a priority focus for short-sentence prisoners on remand. In 2020/21, funding for this pilot will be expanded to include the recruitment of a full time Officer with a specific remit for dealing with SHORE.	
A4.5	Increase awareness and increase training offered to front line services to support people impacted by Adverse Childhood Experiences (ACEs) from being homeless.	Evaluate requirement to raise awareness of partners in relation to ACE's Multi-agency training/communication programme agreed.	All officers included in ACE's and PIE training delivered on partnership approach across Housing, Health and Social Care delivered by YPeople.	
A4.6	Identify requirements for intensive, trauma informed and PIE residential supported	Complete scoping report.	Lindsay House homeless accommodation project attended additional homeless residential focused ACES/PIE training delivered by Scotland Homeless Network.	

	accommodation to meet the needs of extreme vulnerable groups			
A4.7	Promote 'routine enquiry' across all health and care services, including visiting outreach, to identify housing provision and financial security	Monitor and report via HHNA Steering Group (annual)	Housing and Technical Resources and the Health and Social Care Partnership have worked together to develop and introduce a specific Direction on this area within the Strategic Commissioning Plan 2019-22. This will be progressed in 2020/21.	HTR HSCP
A4.8	Prioritise access to general medical and universal health screening services for homeless people, including primary care (GP), prescribing, dentists, etc.	Monitor and report via HHNA Steering Group (annual)	Housing and Technical Resources and the Health and Social Care Partnership have worked together to develop and introduce a specific Direction on this area within the Strategic Commissioning Plan 2019-22. This will be progressed in 2020/21.	HTR HSCP

Priority Objective 5: Enhance integration and partnership working to embed RRTP through a whole systems approach

Measures		Target	RRTP Baseline	2019/20	Lead
M5.1	Number of training and employment pathways for homeless households.	<i>To be progressed</i>	<i>To be agreed</i>	To be reported later	FCR
Actions		Target/Milestone	Progress in 2019/20		Lead
A5.1	Work with DWP to further develop use of discretionary support funding for homeless households to undertake appropriate training to develop skills and resilience to improve access to employment.	Agree target 2019/20	Working in partnership with the Department for Work and Pensions and Employment and Training to establish routes into work for homeless households. Initial details of available courses and access routes were provided during 2019/20. Work is ongoing to develop the partnership approach.		HTR DWP
A5.2	Explore options for improving digital connectivity for all homeless households, increasing engagement	Explore options and report	Blue Triangle developed a pilot digital inclusion project for 25 homeless households (mainly with children) who have no access to the internet, delivering IT equipment, a year's		HTR

	with services and enabling improved tenancy management.		online access subscription and support to develop skills as required. Progress on the pilot will be monitored throughout 2020/21.	
A5.3	Ensure effective training for staff is in place on awareness of third sector support available at a divisional level for at risk homelessness households.	<ul style="list-style-type: none"> • Scope current training provision • Implement improvements as required 	In partnership with VASLan, Housing and Technical Resources developed and delivered awareness training to front line officers on VASLan's Locator tool. The tool provides a database of local services available across South Lanarkshire covering a range of areas, including homelessness and financial advice.	TS
A5.4	Contribute to ongoing development and review of homelessness business plan to ensure sufficient resources available to continue to provide high quality services to homeless households	<ul style="list-style-type: none"> • Implemented recommendations as required. 	Progress against Homelessness Business plan is monitored on an ongoing basis throughout year against monthly performance reports, mid-year and year-end review.	HTR