

Appendix 1

South Lanarkshire Council Rapid Rehousing Transition Plan Annual Review 2021/22



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Foreword

Councillor Davie McLachlan

Chair of Housing and Technical Resources Committee



I am pleased to report that that the third 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 year. I am pleased to see the reduction in the level of homelessness in South Lanarkshire and, in particular the significant reduction in the number of people who have been homeless for more than 12 months. We have also continued to work towards the commitment to deliver 1,000 additional council homes, alongside significant increases in the numbers of additional affordable housing provided by our housing association partners.

As we move forward into year four of the plan, I am confident that we will continue to 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 two years of the plan.

A handwritten signature in black ink, appearing to read 'D McLachlan'.

Councillor Joe Fagan

Chair of South Lanarkshire’s Community Planning Partnership Board



Over the past year, a wide 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, it is really encouraging to see new, innovative approaches to support those who are amongst the most vulnerable in our community, particularly given the challenges many have also faced during the Covid-19 pandemic.

We must continue to work together, utilising the strength of the Community Planning Partnership to ensure that we achieve a step change in addressing homelessness across South Lanarkshire over the next year of the Plan.

A handwritten signature in black ink, appearing to read 'Joe Fagan'.

1. Executive Summary

1.1 Effective partnership working and a shared commitment to addressing homelessness has enabled good progress to be made during the third year of the South Lanarkshire Rapid Re-Housing Transition Plan (RRTP).

This review, co-ordinated by the Homelessness Strategy Group, confirms South Lanarkshire's continuing commitment to partnership working in the delivery of services and support to those at risk of or who are experiencing homelessness, and the progress made in delivering on the outcomes within the RRTP.

A summary of the key highlights from the third year of the RRTP include: -

- A 21% reduction in the number of households who were homeless (969 households at the 31 March 2021 reducing to 765 households at the end of March 2022)
- A 4% reduction in the number of homeless presentations to the Council from 2225 in 2020/21 to 2134 in 2021/22
- A significant reduction in long-term homelessness, with 25% fewer homeless households living in temporary accommodation for more than 12 months.
- A 22% reduction in time spent in temporary accommodation by households with children since March 2020/21
- An 8% reduction in children affected by homelessness since 2018/19
- Continued growth of the Housing First approach with a further 9 households with multiple and complex needs supported during the year. A total of 33 households are now included within the programme.
- The council and its Housing Association partners continued to increase the supply of affordable housing in South Lanarkshire, delivering a total of 657 additional homes during the year.
- A continued focus on the percentage of empty social rented properties directed to homeless households saw, 53% of all vacant council homes and 33% of Registered Social Landlord lets in 2021/22 to homeless households compared to 49% and 29% respectively from the RRTP baseline set in 2018.
- A 1% increase in the number of homeless households sustaining their tenancies for more than 12 months, to 92% overall.
- A further 21 temporary homes converted to secure tenancies, reflecting the choice of the homeless household, and settled position reducing any further upheaval.
- A continued focus across the partnership to delivering quality person-centred support meeting a wide range of needs
- Increased funding through the Tenancy Sustainment Fund to assist council tenants experiencing financial difficulties
- 324 households across all tenures were provided with financial assistance for covid related rent arrears, through the Scottish Government Tenant Grant Fund.
- An increase in housing options prevention activity, with a continued focus on early intervention resulted in homelessness being prevented in 72% of cases.
- Continuation of the successful HomeStart service, assisting 217 new tenants settle into their home and community, which includes furniture starter pack, financial advice including assistance to access benefits and minimise fuel costs, preventing the risk of repeat homelessness.
- Further promotion of digital inclusion through the continuation of the 'Bringing IT Home' and Connecting Scotland programme, with a further 79 vulnerable households provided with devices and unlimited internet access for 2 years.

2. Background

2.1 National Context

The requirement to prepare Rapid Rehousing Transition Plans (RRTPs) was introduced by the Scottish Government in 2018. The RRTP and subsequent reviews have documented the dynamic policy and legislative context within which the RRTP is being implemented. This challenging context has continued in 2021/22 and included the following major developments: -

- ‘Preventing Homelessness in Scotland’, a consultation published jointly by the Scottish Government and COSLA in December 2021, sought views on proposals to introduce statutory prevention duties across public bodies, re-emphasising that the responsibility for preventing homelessness needs to be shared across community planning partners.
- The publication of ‘Branching Out: The National Framework’ was launched to support organisations to scale up Housing First. This framework encourages local authorities to work towards the provision of evidence-based systems with integrated services and a right based, person-centred approach to housing and homelessness.
- ‘Housing to 2040’, the Scottish Government’s route map for the housing sector over the next 20 years was published in March 2021. The publication sets out the Scottish Government’s ambition to deliver 110,000 affordable homes by 2031/32 which is anticipated to deliver outcomes in tackling child poverty and alleviating homelessness. There is also a strategic objective to progress new approaches to house those experiencing homelessness quickly and provide an appropriate intensity of support through Housing First
- The links between homelessness and poverty are well documented and 2021/22 has witnessed a significant economic downturn accompanied by what has been characterised as the “cost of living crisis”. It is projected that the period ahead will continue to present significant economic challenges which will disproportionately impact on economically disadvantaged households at greatest risk of homelessness.

2.2 South Lanarkshire Context

South Lanarkshire Council’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 RRTP builds upon a well-established partnership framework in South Lanarkshire and aims to act upon the opportunity to achieve a step change in preventing and reducing homelessness. The vision set out in South Lanarkshire’s RRTP is to ensure: -

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

- ### 2.3
- South Lanarkshire Council has a long-standing strong commitment to meeting the needs of homeless people. In 2021/22 the focus has been to continue this approach and seek opportunities to implement developments in integrating services to improve outcomes for homeless households. These include an integrated housing contribution statement in the

new Health and Social Care Partnership's Strategic Commissioning Plan (2022-25) and an ongoing commitment to address homelessness within the South Lanarkshire Community Plan. Indeed, the alignment of the RRTP with community planning is further emphasised by the inclusion within the new "Community Plan 2022 to 2032" of the following high-level priority

We will work in partnership to prevent and significantly reduce homelessness, and improve outcomes for those at risk of or who experience homelessness

2.4 Over several years, the council has significantly increased and developed its use of temporary accommodation to meet a range of needs, tested and expanded prevention activity. During 2021/22 a 'Temporary Accommodation Strategic Plan' has been developed in partnership with an external consultant which has provided a remodelling tool with the aim of monitoring and projecting forward as we anticipate demand continues to reduce, ensuring supply is maintained at the optimal level throughout and beyond the transition period streamlining the provision of temporary accommodation in South Lanarkshire over the longer-term.

2.5 **Co-production**

The South Lanarkshire RRTP was co-produced through intensive engagement with key partners and this approach has been continued in the development and delivery of this, and the two previous annual reviews. The RRTP links to wider strategic groups including the Local Housing Strategy Steering Group, Homelessness Strategy Group, 'Make A Stand' Group, which includes representation by Women's Aid South Lanarkshire and East Renfrewshire, a range of Corporate Parenting groups and boards, Alcohol and Drug Partnership and related groups such as drug death monitoring. The review reflects the progress that has been made against the most challenging of backdrops, including continuing to mitigate the impact of Covid-19 and support people facing the most difficult financial circumstances.

2.6 **Covid-19**

While the impact of the pandemic has continued in 2021/22 the improving context has enabled a focus on progressing towards pre-pandemic levels for key indicators, such as the number of homelessness presentations and the level of homelessness. In this regard, progress has been made within the year with a 4% decrease in homelessness presentations, a 15% decrease in the levels of homelessness and a 6.5% decrease in demand for temporary accommodation. This trend mirrored that experienced across Scotland where between September 2020 and September 2021, there was also a 7% decrease in demand for temporary accommodation.

2.7 **Local Resilience**

The Homelessness Strategy Group continued to meet on an 8-weekly basis on a virtual platform throughout 2021/22 allowing monitoring of key objectives and planning to continue. Flexibility and resilience became apparent as key learning points from the pandemic.

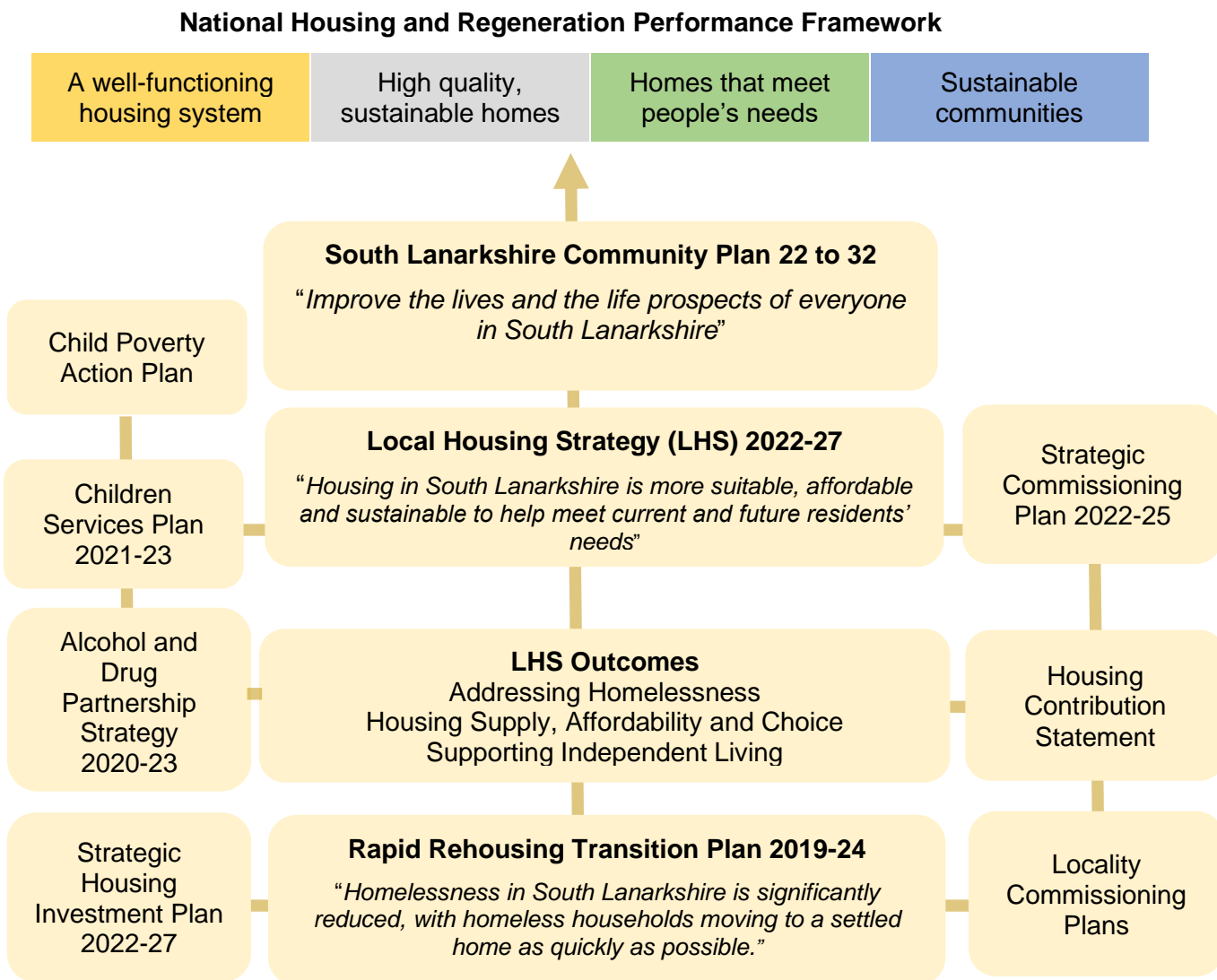
A system of quarterly monitoring of the RRTP Measures and Actions was established during 2021/22 which has kept relevant stakeholders and senior management informed of progress throughout the year and provided the opportunity to raise awareness of Rapid Rehousing.

Senior managers from the council also attended regular meetings of the Housing Options West HUB meeting, benefiting from shared learning across authorities and Scottish Government updates.

2.8 Links to other Strategies

The RRTP was developed to align 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: Diagram showing RRTP Links to other plans and strategies



2.9 During 2021/22, further work continued to strengthen the above links, ensuring homelessness and its wider impact is appropriately reflected in each strategy/plan. Key developments included: -

- the inclusion of actions relating to homelessness within the Local Child Poverty Action Plan 2022/23.
- the inclusion of specific RRTP related priorities within the South Lanarkshire Community Plan.
- the inclusion of homelessness actions and monitoring within the Children's Services (Corporate Parenting) Action Plan and Re-designing Children's Services plan.
- progression of two Homelessness Directions within the Health and Social Care Partnership's Strategic Commissioning Plan (2022-25).
- the inclusion of action on homeless prevention within the Alcohol and Drug Partnership Strategy 2020-23 (Priority 4 A public Health Approach) and overall emphasis on early intervention and prevention.
- As noted above the inclusion of the high-level priority relating to homelessness within the new "Community Plan 2022 to 2032"

2.10 Governance

The South Lanarkshire Homelessness Strategy Group is the partnership responsible for the prioritisation and delivery of actions set out within the RRTP, in addition to the range of actions routinely monitored across the range of partnership plans.

The group meets every eight weeks and have the following remit: -

- monitoring and reporting on progress in relation to the RRTP.
- reviewing and updating key actions and measures/indicators, considering new and emerging policy priorities and resources as required.

The RRTP was developed to ensure that its' priority objectives align with the Local Housing Strategy (LHS) 2022-27 priority outcomes for addressing homelessness.

Annual updates on progress against the actions within the LHS are reported to Executive Committee and the RRTP reported to Housing and Technical Resources Committee and the Community Planning Partnership Board.

2.11 Funding

In 2021/22, the third full year of the plan, £440,000 was allocated to South Lanarkshire from the Scottish Government. Scottish Government funding from year two was carried forward into Year three of the RRTP and was fully committed to RRTP activities. In December 2021 it was confirmed that £453,000 would be allocated to South Lanarkshire for 2022/23 and 2023/24.

Since the first award of funding from the Scottish Government in 2019 and taking account of the funding noted above for future years, a total of £2.643m has been allocated to South Lanarkshire to support the development and implementation of the RRTP.

As noted in previous review the level of funding allocated and secured since 2019 is less than the original calculation made of the resources required to secure full delivery of the plan. While partners have continued to progress actions utilising all resources available, some actions within the plan have been limited or not progressed as a result.

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

- Expansion of specialist support services to meet a range of complex need including repeat homelessness, multiple needs in particular addiction and mental health, further supported by Alcohol and Drug Partnership (ADP) funding.
- Scaling up of the Housing First approach and enhanced furniture starter pack provision offering homeless households' greater choice and support in making their house a home.
- Continued focus on homeless prevention at points of transition in people's lives, including the further development of the Sustainable Housing on Release for Everyone (SHORE) approach
- Continued delivery and further development of
 - approaches to Gender Based Violence and
 - housing pathway planning for young people moving on from care
- The further development of services to prevent homelessness in the private sector through the Private Sector Access and Sustainment Service delivering advice along with practical and financial support to sustain private tenancies.
- Delivering 'Bringing IT Home', a digital inclusion programme, further supported via Connecting Scotland and Lintel Trust funding.
- Establishment of a fully trained peer support network supported by wider partnership networks for ongoing learning, development, and support
- Re-configuration of services based on learning through pandemic and positive outcomes achieved.
- Strengthening of pathway approaches to ensure a planned approach to meeting the needs of specific groups, including young care leavers and those fleeing domestic abuse

Other funding sources

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

Significant progress was made in the year with:

- Confirmation of additional funding from the EU Poverty and Inclusion fund of £172,976, which will largely be utilised to deliver the HomeStart project providing valuable information and practical assistance to new tenants
- Distribution of £173,082 allocated from the Scottish Government Tenant Grant Fund established to provide financial assistance to tenants from the social and private rented sectors with covid related rent arrears
- A test pilot for specialist support to meet multiple and complex needs with £63,000 committed by the Drug Task Force in 2021/22 delivered a 1-year programme in

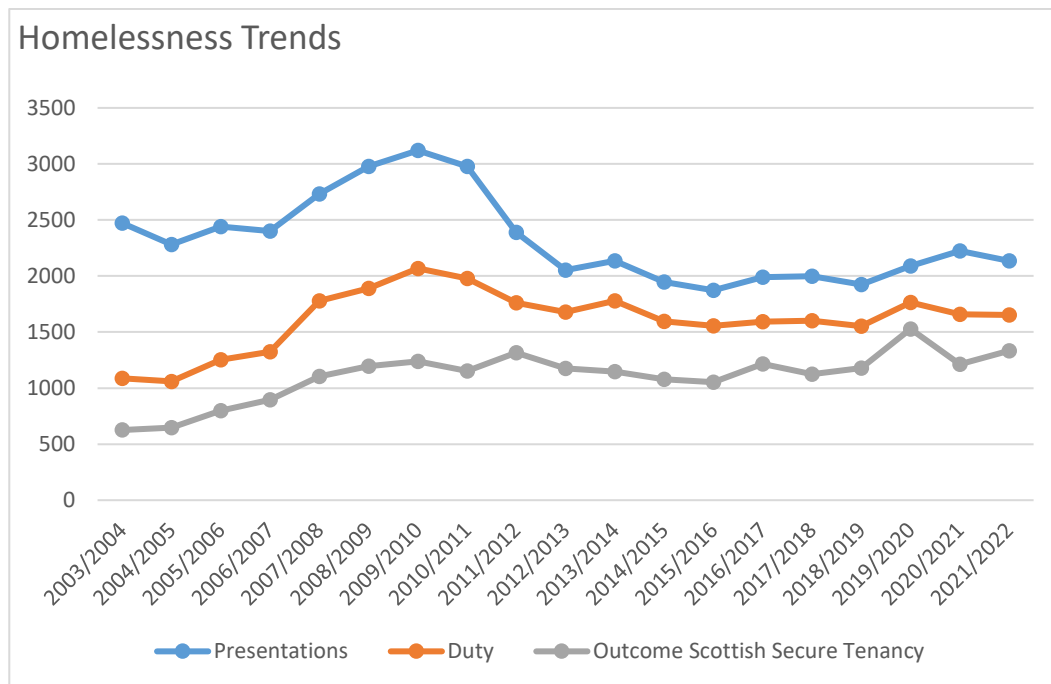
partnership with Turning Point Scotland. This service was successful in its aim to meet gaps in crisis response service provision out with office hours and intervening to prevent injury or deaths among the homeless population. Learning from this test for change work informed development of a new ADP funded out of hours service in South Lanarkshire established in 2022/23.

- The Alcohol and Drug Partnership has also confirmed an allocation of £80,000 in year four and five of the plan to deliver services specifically designed to meet the needs of vulnerable women with addictions.
- The Criminal Justice Service committed £40,000 to test a community-based sentencing partnership approach.
- Successful partnership bid to Healthcare Improvement Scotland for inclusion in a yearlong “Reducing Harm, Improving Care” programme brought expert resources to South Lanarkshire’s partnership enhancing our collaborative approach to meeting need, in particular for those experiencing homelessness, addiction and poor mental health.

3. Homelessness Trends in South Lanarkshire

- 3.1 In line with national guidance the RRTP incorporates analysis of homelessness trends over the last 15 years. The annual review provides an opportunity to consider any significant changes against the baseline position, review projections contained within the RRTP and analyse the outturn figures, at the end of the third year.
- 3.2 In the previous financial year (202/21) the impact of the Covid 19 pandemic resulted in significant divergence from key long term homelessness trends, such as the level of application and demand for temporary accommodation. While, as noted above there has during the year been a move towards pre-pandemic levels for some indicators significant uncertainty remains in relation to homelessness trends. Considered alongside the particularly challenging economic climate and the “cost of living crisis” there is a clear potential for demand for homelessness services to increase over the short and medium term. The challenging context further underlines the importance of local partners continuing to work collaboratively to monitor and respond to the direction of emerging measures.
- 3.3 The year has also witnessed a significant increase in the involvement of local partners in supporting national refugee resettlement programmes, with the establishment of the “Homes for Ukraine Scheme” and the continued expansion of the “Afghan Resettlement Programme”. Additionally, in April 2022 the UK Government announced its intention to implement a policy of “full dispersal” of asylum seekers with target levels of dispersal to each nation and region to be established during 2022/23. Given the on-going crisis in Ukraine and wider global uncertainty it can be anticipated that both locally and nationally demands for housing and support services for refugees and people seeking asylum will increase significantly in the year ahead .
- 3.4 **Homelessness demand**
- 3.4.1 Figure 2 below demonstrates the trend in the number of homelessness presentations received between 2002/03 and 2021/22, measured against the number of cases where the council had a duty to house the applicant and the number of cases that resulted in a Scottish Secure Tenancy being allocated upon case closure.

Figure 2 – Homelessness trends 2002-2021

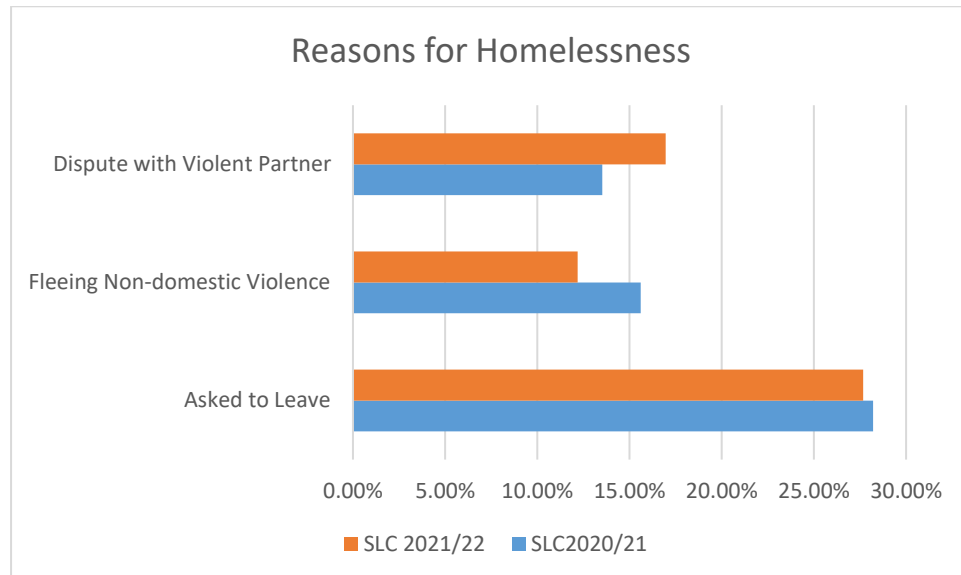


- There has been a 4.1% decrease in the number of homeless presentations, from 2,225 in 2020/21 to 2,134 in 2021/22. This is despite the challenges of the pandemic and reveals a downward trajectory towards pre-pandemic levels.
- Of the total number of presentations, the council had a duty to house 77% compared with 75% in 2020/21. This is a welcome downward trajectory in short term demand for temporary accommodation not witnessed through the pandemic. The reduction took place in the context of the council continuing to provide good quality temporary accommodation from point of contact until homelessness is resolved
- Positive outcomes remain proportionally high with 80% of statutory homeless households being provided with a Scottish Secure Tenancy either by the council or by RSL partners. This is outcome is higher than the Scottish national figure of 78%.
- Tenancy sustainment continues to improve with 92% of homeless households sustaining their tenancy for over 12 months in 2021/22, compared with 91% in 2020/21.
- There has been a continued focus on maximising the percentage of lets to homeless households in 2021/22 (53%). Although within target bands agreed, this is lower than 2020/21 level, in part due to the impact and timescales related to regeneration new build activity with secondary lets progressing beyond year end. The council will continue to focus on maximising lets to homeless households, including ongoing work with RSL partners to maximise overall lets to homeless households.
- The percentage of homeless households being allocated a Scottish Secure Tenancy increased to 53% which is higher than Scottish national figure of 51%

3.4.2 Reasons for homelessness

Figure 4 below provides a comparison of reasons for homelessness between South Lanarkshire and Scotland in 2021/22.

Figure 4 – Reasons for homelessness



- Being asked to leave current accommodation continues to be the most common reason for presenting as homeless in South Lanarkshire (27.68%) which is a slight reduction on 2020/21 level of 28.21%.
- Fleeing non-domestic violence accounted for 12.19% of presentations in South Lanarkshire during 2021/22 which is a 3% reduction on 2020/21 level.
- Dispute with a violent partner accounted for 16.96% of all homeless presentations in South Lanarkshire, this is an increase of more than 3% on 2020/21 level.

3.4.3 By continuing to monitor RRTP data and its links to the Local Child Poverty Action Report it will be possible to shape support within our homelessness services to meet the needs of homeless households to reduce the likelihood of children going on to experience poverty and homelessness in adulthood. This also aligns with relevant housing and homelessness content within the South Lanarkshire Community Plan. The plan, during 2022/23, will focus on the prevention of homelessness and reducing time spent in temporary accommodation.

3.4.4 Where homelessness cannot be prevented the partnership is keen to ensure needs and vulnerabilities are understood at the earliest opportunity to mitigate the impact of homelessness on health and well-being. Between January and June 2021 150 referrals were made to the Homelessness Nursing Service of NHS Lanarkshire, they continue to provide a nurse led team assessing the needs of homeless households and referring on to the necessary services to improve health and well-being.

To further develop partnerships across health and homelessness services in March 2022, South Lanarkshire Health and Social Care Partnership Integration Joint Board reinforced the commitment to progress two homelessness Directions: firstly, to prioritise access to health

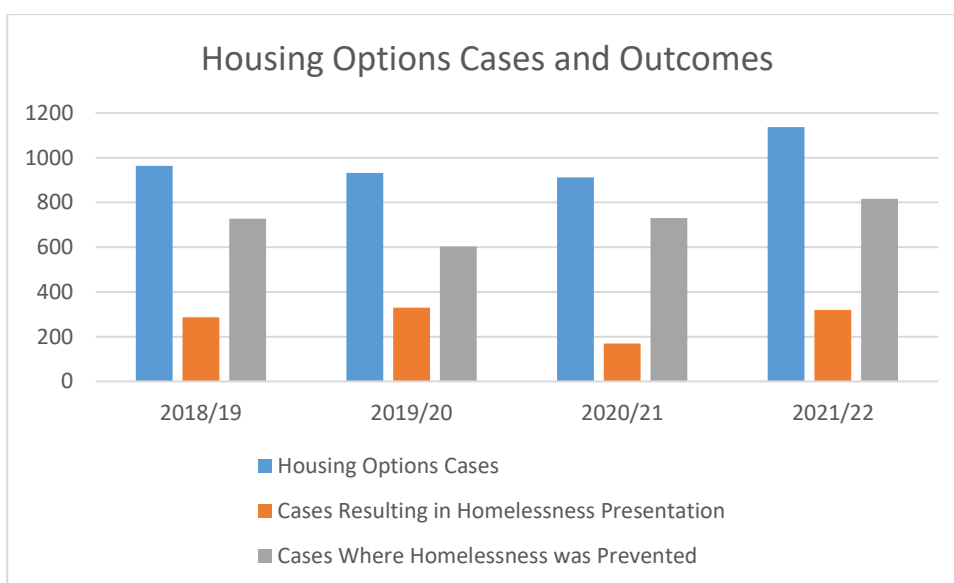
services for homeless households and establish routine enquiry about homelessness with service users. These Directions align with the particular and specific focus on homelessness within the Health and Social Care Partnership’s Strategic Commissioning Plan 2022-25.

Effectively identifying needs will facilitate positive communication between Housing, Health and Social Care and Education and assist with the establishment of a co-ordinated care approach, particularly for those with multiple and complex needs. This will help mitigate the impact of homelessness as a traumatic event, an Adverse Childhood Experience (ACE) both independently and heightened for those who experience the collective impact of other traumatic experiences. This would particularly help with the planning and delivery of services for those who may be more vulnerable such as children and young people, those experiencing domestic abuse, experiencing mental health or addiction issues.

3.4.5 Prevention of Homelessness

Figure 5 illustrates the number of cases managed by the council’s Housing Options service between 2018/19 and 2021/22 and details of the outcome of advice provided.

Figure 5 – Number of Housing Options cases and outcomes



- In the four-year period between 2018/19 and 2021/22, the number of approaches for advice and assistance to the council’s Housing Options services increased by 25%, from 912 to 1137, the increase in approaches can be attributed at least in part, to increased awareness of the services provided by the Integrated Housing Options Team
- Positively, the increase in the number of housing option cases has also been accompanied by an increase in the proportion of cases where homelessness has been prevented from 731 in 2020/21 to 817 cases in 2021/22. This underlines the positive difference the Housing Options approach continues to have on preventing homelessness in South Lanarkshire.

There has been a significant focus on the development of prevention services over recent years, including during the period of the pandemic in preparation for an anticipated increased demand on this important first response to emerging housing need and risks.

3.5 Affordable Housing Supply (Social Rented)

3.5.1 Figure 6 below, provides details of the increase in social rented stock (owned by the council and Registered Social Landlords) across the different localities over the last two years.

Figure 6 – Total Social Rented Housing Supply (non-sheltered)

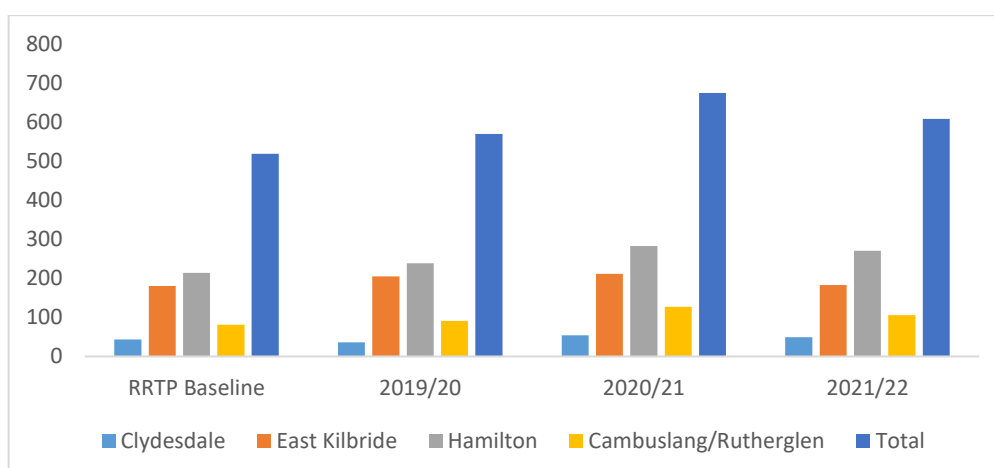
Description	Clydesdale	East Kilbride	Hamilton	Rutherglen/ Cambuslang	South Lanarkshire
RRTP Baseline	6,077	6,261	10,970	6,674	29,982
2019/20 additions	32	107	93	52	284
2020/21 additions	6	210	10	113	339
2021/22 additions	62	108	177	310	657
Total	6,177	6,686	11,250	7,149	31,262

- Throughout the third year of the RRTP and despite the challenges to the construction industry due to Covid-19, the council and its' Registered Social Landlord partners have continued to increase the number of affordable homes for social rent across South Lanarkshire.
- In the 2021/22, a total of 657 additional affordable homes were delivered with 24% (155 homes) designed to meet the needs of those with particular needs, including wheelchair users.

3.5.2 Temporary Accommodation

Figure 7 below provides details of the supply of mainstream (self-contained furnished accommodation) by locality over the period since the RRTP was established

Figure 7 – Breakdown of mainstream temporary accommodation units by locality.



- During 2020/21, in response to Covid-19, a targeted approach was adopted to increase the supply of temporary accommodation in each locality as an interim measure to meet increased demand linked to the pandemic. Figure 7 above shows that over the course of the last year, across South Lanarkshire, there was a 10% decrease in the supply of self-

contained furnished temporary accommodation properties (from 676 units in 2020/21 to 609 units in 2021/22) because of decreasing demand for temporary accommodation over the course of 2021/22.

- In addition to the council's core temporary accommodation provision, self-contained furnished properties, ordinary homes across our communities, additional congregate living accommodation complements the portfolio. This ensures immediate housing and support needs can be met, on a 24-hour 7 day per week basis. The council's First Stop/Rapid Access Accommodation provides 83 units of safe, welcoming accommodation with staff providing appropriate assistance and support. There are also 49 units of specialist supported accommodation and 26 units of refuge accommodation through Women's Aid.

3.5.3 Our objective is to ensure that all homeless households spend the shortest possible time in suitable temporary accommodation before moving to a settled home. Reducing the need for temporary accommodation was an intended outcome of the council's LHS objectives, later reinforced within the RRTP and at the end of Year one there were early positive indications of this, whilst delayed by covid we are again making positive progress

3.5.4 A review of temporary accommodation was carried out during 2021/22 in partnership with an external contractor, with input from a range of stakeholders including elected members. This aim of this exercise was to

- assess the effectiveness of the current model in delivering successful outcomes, and
- support continued provision of the right level of good quality temporary accommodation, and
- inform the actions required to achieve RRTP targets to reduce supply of temporary accommodation when it was appropriate to do so.

This has informed the new Temporary Accommodation Strategic Plan which has been developed and will be implemented from 2022/23 onward

3.5.5 The process of "flipping" temporary units to Scottish Secure Tenancies has continued, with 75 units having been converted to a permanent home for homeless households since the implementation of the RRTP in 2019 with a focus on planning for longer term cases.

Case Study: Flipped Tenancy

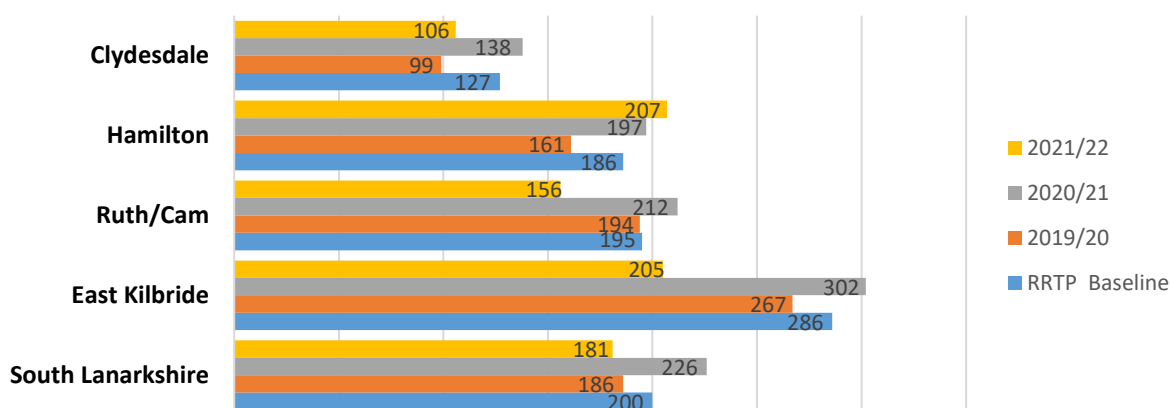
One homeless household was very pleased with the offer of converting her temporary accommodation as her son had become very settled in the property. Her eight-year-old son had developed severe anxiety due to witnessing violence against his mum in her previous relationship. He would not let his mother out of his sight and had become very isolated and would not mix with other children. When they were allocated their temporary accommodation, the child became settled, started going to the park with other children and his schoolwork began to improve. Identifying this was a positive move for this family the Housing Support Officer discussed the possibility of offering the property as a permanent settled home and a positive solution to their homelessness. The service user reports

"This really worked in my benefit, I couldn't believe my luck and I'm over the moon, my neighbours are pleased there is someone in the house permanently, I am a happy customer".

3.5.6 Figure 8 provides a comparison of the average number of days spent in temporary furnished accommodation (excluding First Stop, Supported) between 2019 (RRTP baseline position) and 2021/22.

South Lanarkshire Council's temporary accommodation planning, and monitoring processes have ensured consistent provision of suitable temporary accommodation with any use of unsuitable options such as bed and breakfast being minimal and very short term, there has therefore been no breaches of the Unsuitable Accommodation Order to report.

Figure 8 – Average number of days spent in temporary furnished accommodation by Locality



- The South Lanarkshire average number of days spent in self-contained temporary furnished accommodation decreased by 20% from 226 in 2020/21 to 181 days in 2021/22 and is now at the lowest point since the RRTP was approved.
- In 2019 (RRTP baseline) the average time spent in temporary furnished accommodation varied significantly by area, from 127 days in Clydesdale to 286 days in East Kilbride. The South Lanarkshire average being 200 days. This is due to higher demand for accommodation in more urban localities.
- There has been a 22% reduction in the time spent in temporary accommodation for households with children from 221 days in 2020/21 to 164 days in 2021/22
- Throughout the period the council has continued to make only minimal use of bed and breakfast accommodation, with only 32 placements and an average stay of 1.7 nights during 2021/22

3.5.7 A specific focus on reducing long-term homelessness has resulted in a significant achievement in the year with a 65% reduction in homeless households living in temporary accommodation for more than 12 months, from 120 households in 2018/19 to 42 households in 2021/22. This underlines the positive impact which the partnership is having and allows a positive projection to achieving an end to long-term homelessness in South Lanarkshire within the five-year timescale of the RRTP.

3.6 Repeat Homelessness

3.6.1 During 2021/22, there has been an increase in the proportion of repeat homelessness cases compared with the previous year from 4.6% in 2020/21 to 5.6% in 2021/22. This broadly

mirrors the national figure of 5% and there continues to be an increased focus on support, particularly for cases with complex needs, which contributes to improvements in tenancy sustainment and prevention of repeat homelessness. Analysis of repeat homelessness is ongoing and informing future service development.

Relatively low levels of rough sleeping continue to be reported across South Lanarkshire, from 162 reported instances during 2020/21 to 161 instances reported during 2021/22. Ongoing analysis shows households largely sleep rough through choice or lack of awareness of assistance available. In response a focused action plan was developed in collaboration with service users and partners intended to effect positive change. An example of action progressed during 2021/22 was promoting our 24-hour access to homeless services, including temporary accommodation, across the partnership (food banks, publications in health and public sector locations) and a social media campaign. On a positive note, a downward trajectory was noted towards year end, this remains an area of focus into 2022/23.

4. Year Three progress

4.1 Tackling homelessness requires a shared commitment from a range of agencies and partners in the public, private and third sectors. As such the RRTP was co-produced with partners and stakeholders involved in the decision-making process for agreeing priority actions contained within the 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.

During the process of reviewing the third year of the RRTP, it has been recognised that progress has built upon the existing foundations of strong partnerships, and this will ensure the continuation and further development of key areas of work, it has been noted that while the expected progress in Year three has resulted in meeting key objectives whilst adapting to the impact of the public health emergency, a structure is in place enabling the achievement of positive outcomes.

4.3 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 53 indicators comprising of 33 actions and 20 measures. A further category of blue is an addition to the second annual review and highlights actions which have been completed. Figure 8 below provides a summary of the position in relation to the progress made towards the achievement of the five priority objectives of the RRTP during 2021/22. Over 96% of indicators were either achieved or were close to target.

Figure 8: Scorecard

RRTP Scorecard 2020/21	Blue	Green	Amber	Red	Grey	Total
Prevent homelessness occurring and significantly reduce homelessness	1	10	3	0	0	14
Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes	0	10	2	0	0	12
Improve and increase the provision of housing support for households to live independently within communities	0	12	0	0	0	12
Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs	0	8	1	0	1	10
Enhance integration and partnership working to embed RRTP through a whole systems approach	0	4	1	0	0	5
All	1	44	7	0	1	53

Colour	Progress
Blue	Complete
Green	Achieved/on target
Amber	Minor slippage
Red	Significantly off target
Grey	Report Later/Contextual

4.4 Key Highlights of Progress Made in Year 3

Detailed below are key highlights of the progress that has been made towards delivering the actions and measures outlined for Year three for each of the five RRTP priority objectives. Some examples of service user feedback and case studies have also been provided to demonstrate the positive outcomes achieved.

A summary of progress made in Year three, 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

- Significant impact on the levels of homelessness with a 21% reduction in the homelessness case load from the previous year. This achievement reflects the successful impact of early intervention through integrated housing options and a continued partnership focus on RRTP objectives.
- Improved availability of affordable housing in South Lanarkshire, with a total of 657 additional affordable homes for social rent delivered in 2021/22. This included 189 new build homes by Registered Social Landlords, 468 additional council homes (including 53 purchased through the Council's Open Market Purchase Scheme)
- Continued approach to promoting access to and sustainment of tenancies in the private sector in partnership with Right There (formerly YPeople). This includes an Innovation Fund which provides financial assistance to sustain private sector tenancies and prevent homelessness, including during 2020/21 the benefit of additional hardship funding administered to the private sector to prevent eviction due to build-up of arrears linked to the outbreak of covid19.
- Continued focus on early detection of housing risk factors and interventions to prevent homelessness where possible through the Integrated Housing Options model. In 2021/22, 72% of advice cases were closed with support being provided to prevent homelessness from occurring. This is despite a 28% increase in demand for services on the previous year.
- Continued strong focus on partnership working with commissioned services (Right There, The Salvation Army, Turning Point, Women's Aid, and Blue Triangle Housing Association), to deliver homelessness prevention and tenancy sustainment services, with a particular focus on households at risk of repeat homelessness.
- Improved service pathways developed between the Integrated Housing Options Team and Adult Employability Services to support adults at risk of homelessness to access work education or training.
- Ongoing pathway approach to ensure a planned approach to meeting the needs of young people moving on from a care setting and those affected by domestic abuse with a view to preventing homelessness wherever possible
- Ongoing joint approach to supporting young people moving on from a care setting including additional support available via Social Work's Throughcare and Aftercare team in close partnership with Housing Services.
- Improvements to the council's long standing housing pathway planning approach through review of processes and co-production with staff and service users. The revised client led approach, based on person centred planning principals will be implemented during 2022/23.

Quote from Blue Triangle tenant:

'I can't thank you enough for believing in me, for showing me that I am capable of much more than the life I was living. I now have belief in myself and self-worth. I am planning a future that I didn't know I was capable of until now'



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

- A further 25% reduction in the number of households who have spent more than 12 months in temporary accommodation. Despite the challenges of the pandemic this figure has continued to reduce and since 2019/20 there has been a 65% reduction in long term homelessness from 120 in 2019/20 to 42 in 2021/22
- A 21% reduction in time spent in temporary accommodation from an average of 226 days in 2020/21 to an average of 181 days in 2021/22. This not only reflects improvements on a very challenging year but sees a 9.5% reduction compared against pre-pandemic levels.
- An increase in the number of temporary tenancies which were 'flipped' to a Scottish Secure Tenancy, providing the homeless household with a permanent home, and avoiding the need for the disruption of further moves. A total of 75 tenancies have been flipped since 2019/20
- The Council and its HomeFinder Registered Social Landlord (RSL) partners continue to maximise the percentage of lets to be directed to those on the Homeless List. In 2021/22, 53% of council properties were let to homeless applicants. HomeFinder RSLs collectively let 33% of vacant properties to homeless households.
- There continues to be a low incidence of rough sleeping in South Lanarkshire, however an action plan has been developed and there will be a continued focus throughout 2022/23 on raising awareness of the availability of assistance, including access to temporary accommodation on a 24-hour basis and there being no need for anyone to sleep rough in South Lanarkshire.



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

- There has been a 4% increase in tenancy sustainment levels for council tenants since 2019/20. This is in part due to the support from the HomeStart Team and a focus on assisting new council tenants in South Lanarkshire, (including those at most risk of or who have experienced homelessness), to sustain their tenancy. In the last year, the HomeStart team provided information, advice and practical assistance to new tenants, including 217 starter packs helping set up a comfortable home. Since the introduction of the service and with the input of valued third sector partners there has been a 15% reduction in the number of tenancies coming to an end within the first 12 months.
- Improved integration of housing support services - Partnership work with Salvation Army, Turning Point, Blue Triangle Housing Association and Right There has supported the continued development of the pathway planning approach which ensures the provision of innovative housing support projects across South Lanarkshire. All congregate living temporary accommodation projects offer quality, person centred support in a "psychologically informed environment". Support is designed to build personal resilience, strengthen social networks, and empower service users by increasing life skills to support tenancy sustainment. An Intensive Floating Support service is also provided to households with multiple and complex needs.
- Three specialist posts have been made permanent to continue to deliver a positive Personal Housing Planning approach for vulnerable groups including women experiencing domestic abuse, care leavers, and the continued implementation of SHORE standards for the prevention of homelessness on release from prison.



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

- Ongoing partnership approach to delivering housing pathway approach to preventing homelessness or appropriately responding minimising any negative impact for those fleeing domestic abuse. This approach, involving Housing and homeless, wider corporate partners, Women's Aid South Lanarkshire, and East Dunbartonshire links to wider objectives of the South Lanarkshire Gender Based Violence Partnership. The council is also committed to "The Make a Stand" pledge developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance.
- Improvements to integration were achieved through a pilot Out of Hours Crisis Response Service delivered through RRTP and ADP funding and operated by Turning Point Scotland. This project provided key learning for the introduction of a new ADP commissioned service aimed at meeting support requirements for individuals with multiple and complex needs and particularly those who are harder to reach and engage with through mainstream statutory services.
- The Complex Needs Discussion Panel continues to meet to consider the individual circumstances of homeless households with multiple and complex needs for whom a suitable housing and support plan has not been agreed or requires additional partnership input to ensure the persons needs are met and their homelessness resolved. The lead officer tracks progress to ensure housing support is not withdrawn, and that every option is explored to meet support needs and secure permanent sustainable accommodation as quickly as possible.

Case Study: Emergency First Stop Accommodation Service User (Eva Burrows, Cambuslang)

This long established project supports and works well with a range of community partners

During the year staff and service users worked to ensure strong relationships with the Community Links Service and have been involved in online meetings regarding activities to promote confidence and enhance mental health well-being.

One service user explains: -

"I have done this so many times, and your input and support has made me see sense. I want my life back and things seem to be going right for once. You believed in what I could achieve, and I am getting there".



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

- The Salvation Army has been commissioned to work in partnership with South Lanarkshire Council on the councils Housing First approach. During 2021/22, permanent accommodation with “wraparound” intensive support was provided to 11 service users. The support provided is flexible, tailored to the needs and circumstances of the service user and includes a 2-week induction prior to moving in. This includes advice on budgeting, benefit entitlement, managing utility bills as well as introducing the service user to community groups and facilities in the local area. This support has helped to ensure an 82% tenancy sustainment rate for the Housing First cases in 2021/22. Reduced availability of housing in the last year has impacted on timescales to secure settled accommodation however this will be an ongoing focus of the Housing First programme.
- Wider access to directly provided and commissioned services across the partnership has supported the Housing First approach, complementing Salvation Army activities or directly delivering key worker support.
- A specialist Housing Officer position has been made permanent within the establishment to allow continuation of the Sustainable Housing on Release for Everyone (SHORE) standards, during 2021/22 the lead Officer contacted 396 individuals who were detained to discuss their housing circumstances and options before planned release of which
 - 111 requests were refused by service users,
 - 212 requests were accepted and closed with advice and information provided
 - 73 cases required more detailed intervention from the officer to assist with securing accommodation on release,
 - 28 individuals were assisted to complete a homeless application prior to liberation
 - Interim accommodation was available in all 28 cases and only 1 homelessness presentation was made.

Case Study: Housing First Service User

The Salvation Army’s Housing First project is now into its second year and has had great success. Positive success rates are being achieved through Service Users engaging in full lifestyle changes, engaging in the community, and attending meetings to enhance positive changes with support.

The staff have continued to build on Partnership relationships and engage well with Harm Reduction, Addiction and Mental Health Services and are continuously linked to cover all gaps.

The team continue to engage with SLC and now have planned joint support visits so there can be easily identified routes of support via housing and intensive support.

One service user explains: -

“I thought all I needed was a house, but you have saved me so many times and look at what I have done. I have a home that is mine and you could not be any more of a diamond to me. Thank you”



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

- A key feature of the RRTP is the continued use of Partner Contribution Statements (PCS). These live documents detail the progress of each partner's support to the RRTP by setting out details of specific contributions they will make, individually or in conjunction with other partners, towards ensuring delivery of the five priority objectives. The actions detailed within PCS's are wide and varied reflecting the different roles of partners and the services they deliver. Regular update on partner services is provided to the Homelessness Strategy Group which improves knowledge and understanding of the role of each partner and promotes best practice and consistency for governance of the plan.
- The Homelessness Strategy Group, a sub-group of the LHS Steering Group has collective responsibility for developing and delivering RRTP outcomes, taking account of the voice of lived experience. The group meet every eight weeks to monitor progress against the RRTP action plan and discuss any issues. The group reports quarterly to the LHS Steering Group.
- SLC Housing Services continues to work closely with partners in the Health and Social Care Partnership to develop and progress specific 'Directions' within the Strategic Commissioning Plan 2022-25. These unique Directions aim to promote homelessness routine enquiry across frontline health services and prioritise access to services for homeless households, including the introduction of a health and wellbeing assessment for all children affected by homelessness, this is an opportunity to capitalise on existing pathways from health to housing and homelessness services and places South Lanarkshire in a good position to respond to the recommendations of the Prevention Review Group.
- The council has also successfully agreed an information sharing arrangement with the National Health Service enabling data trend analysis to understand links between health and homelessness data with a view to aiding preventative activity.
- Supported by ADP, Housing Services delivered an out of hours crisis response Service focused on harm reduction and reducing deaths in the homeless population. This pilot service, administered by Turning Point Scotland achieved priority outcomes and provided key learning points through 2021/22, the test project helped inform a new ADP commissioned outreach service aimed at supporting those with multiple and complex needs, particularly hard to reach or disengaged from mainstream or statutory services with a continued aim of reducing harm and risk
- Participation in the Healthcare Improvement Scotland project, Reducing Harm, improving Care which mapped key services across five local authority areas and will provide key learning for the future development of consistent services across Scotland.

4.5 Key Areas for Improvement

4.5.1 Progress is being made with 96% of indicators within the RRTP Action Plan being on target or close to target, however there are seven indicators across the five priority objectives that have been allocated an amber status and these will continue to be areas of focus and improvement during 2022/23.

4.5.2 Table A below provides the context as to why they continue to be monitored.

Table A – Amber Measures

Reference	Measure	Comment
M1.1	The number of homeless Presentations	Increased from baseline of 1928 to 2138 in 2021/22 however there is a downward trajectory from the peak figure of 2225 in 2020/21. This indicates that demand for homelessness assistance may be returning to pre-pandemic levels and is on target for a 10-20% reduction by the final year of the RRTP. This action will remain amber and be a particular focus of partnership attention in 2022/23
M1.5	Increase the number of landlord accredited properties	Through the Private Landlord Forum, private landlords are encouraged to take up training offered by Landlord Accreditation Scotland. Four online training sessions were delivered in 2021/22. This measure will remain at amber during 2022/23 to monitor the five-year objective of increasing the number of landlords by 9% on the baseline by 2024.
M1.6	Number of households whose housing needs are met in the private rented sector	A total of 35 households had homelessness duty discharged to the private sector which remains a sector the council is keen to unlock. Right There have reported that demand for private rented properties remains high however, they continue to raise awareness of services to private landlords and remain confident that they can maximise opportunities to overcome the financial barriers to accessing and/or maintaining accommodation in the private rented sector through the provision of a Guarantee Deposit Bond and the Innovation Fund
M2.3	Percentage of homeless households provided with a Scottish Secure Tenancy	South Lanarkshire Council housing allocations to 1154 homeless households (53.3% of total allocations) is lower than the year end position for 2020/21 (61%), however the figure remains improved from the RRTP baseline (49.2%) and there is confidence that over the next two years there will be an upward trajectory to optimise the target figure of 50-60%.

Reference	Measure	Comment
M2.7	Percentage of homeless presentations which are repeated within 12 months	Increased on the baseline figure of 4.9% to 5.6%. This continues to be an area of focus and monitoring detailed analysis is being undertaken of the profile of repeat homelessness to identify trends and determine further actions to be taken to reduce to 3% during the term of the RRTP
M4.2A	Number of Housing First planning cases handled by health professional led multi-agency care management approach	This measure was updated in the RRTP Annual Review 2020/21 and approved by H&TR Committee in June 2021. Progress has been made during the year raising awareness of Housing First across the Health and Social Care Partnership and a test pilot is now underway in East Kilbride locality to include Housing First households in regular Housing/Social Work Liaison meetings and to discuss potential referrals from out with the Area Housing Teams. Effectiveness of the pilot will be evaluated and used as model for full rollout during 2022/23
M5.1	Number of training and employment pathways for homeless households	The number of referrals to Employability and Training services remains low. The reasons underpinning this are being analysed and work will continue during 2022/23 to focus on maximising the employment opportunities available. to support a positive outcome over the remaining period of the RRTP

5. Proposed Changes to Rapid Rehousing Transition Plan (RRTP)

- 5.1 The annual review provides the opportunity to assess and report on the progress made against each of the actions and measures contained within the plan. It also allows for a general re-examination of the RRTP, to ensure that the objectives, actions, and measures identified, remain appropriate, relevant, and measurable.
- 5.2 During the annual review one proposed revised action has been identified. Details of the proposed change are detailed in Table B below. Following approval, the revision will be incorporated into the RRTP action plan for 2022/23.
- 5.3 In addition, several minor amendments have been made throughout the action plan to measures and actions to reflect changes in processes or updated terminology. These do not impact on the outcomes reported; however, help ensure the RRTP remains up to date and clear in how it will deliver the intended outcomes.

Table B – Proposed Amendments

Ref.	Current action/measure	Status	Ref.	Proposed replacement action/measure (where appropriate)
A1.5A	Monitor progress of the Private Sector Access and Sustainment Service administered by YPeople	Complete	A1.5B	Support people to overcome financial barriers to accessing and sustaining accommodation in the private rented sector through the Private Sector Access and Sustainment Service.

6. Priorities for 2022/23

6.1 The review also provides an opportunity to set out the key priorities to be progressed over the next year of the plan.

6.2 A summary of these to be progressed during 2022/23 are detailed below: -

- Focus on reducing homelessness presentations through positive prevention activity
- Continue to focus on pathways and expand to developing a housing options framework for young people.
- Continue to deliver affordable homes for social rent in South Lanarkshire in accordance with the Strategic Housing Investment Programme.
- Through a range of prevention activities and partnership support interventions ensure that
 - the number of families with children presenting as homeless is further reduced and
 - the length of time households with children who experience homelessness is reduced
- Raise awareness and preparation for young people leaving home through partnership with education delivering homeless and housing options awareness film to every secondary school in South Lanarkshire as part of the curriculum
- Further reducing long term homelessness through the delivery of affordable housing in line with the Strategic Housing Investment Plan and by converting or “flipping” temporary tenancies into secure tenancies where this best meets the households needs
- Increase the proportion of social housing allocations to homeless households to meet demand and reduce the homelessness case backlog
- Continue focus on prevention, early intervention and mitigating the disproportionate effect of homelessness on health and well-being.
- Liaise with the H&SCP for further progressing the two Homelessness Directions contained in the Strategic Commissioning Plan.
- Implementation of the actions set out in the Temporary Accommodation Strategic Plan developed to meet strategic priorities relating to the provision of temporary and supported accommodation. This will include re-provisioning or re-configuring of supported accommodation to achieve long-term objectives.

- Complete strategic analysis of homelessness and health data to identify trends in relation to community mental health contact, psychiatric admission and non-elective admissions for substance misuse and self-harm. This will inform further actions required
- Implementation of revised Housing/Social Work joint Throughcare protocol for care experienced young people in conjunction with service users and Third Sector partners.
- Ensure continuing links to the Local Child Poverty Action Report 2022 are in place to support and improve outcomes for homeless households with children
- Continue to support victims of domestic abuse through the implementation of specific housing pathways.
- Implement specific housing pathways for individuals on release from prison to ensure SHORE standards are maintained.
- Continue to develop the council's Housing First approach by providing suitable secure accommodation and wraparound support to homeless households with complex needs.
- Increase homelessness prevention through hardship sustainability funding and support services across all housing tenures
- Continue to focus on provision of good quality trauma informed services to meet a range of needs, including review of overall support service provision and consideration of future commissioning arrangements.
- Consider how a social lettings agency may be implemented within South Lanarkshire to provide an additional option for affordable, secure housing.
- Increase the number of private landlords registered with Landlord Accreditation Scotland
- Review service user engagement plan ensuring developments are co-produced.
- Continue priorities for digital inclusion by sourcing opportunities for the provision of digital equipment, online access, and start-up support to homeless households.
- Tackling the wider causes of homelessness, such as the impact of rising cost of living and ensuring that everyone faced with losing their home receives the right support to find accommodation that suits their needs.

6.3 Funding the RRTP during 2022/23

Scottish Government Funding

During 2021/22, the Scottish Government's Ending Homelessness Together Fund confirmed a funding allocation of £451,000 each for Year four and five for South Lanarkshire. Partners agreed that this would be used to further embed and progress the following RRTP actions: -

- The expansion of specialist support services currently provided by Blue Triangle Housing Association for intensive floating support services to individuals with complex needs.
- Continuation of funding dedicated officer posts to support victims of domestic abuse.
- Continued support of the Private Sector Access and Sustainment Service and expansion of the Innovation Fund administered by Right There.
- Continuation of funding dedicated officer posts to support young care leavers
- Continuation of funding dedicated officer to support SHORE standards for individuals entering and leaving prison.
- The continuation of the Housing First programme.
- The further development of the digital inclusion project Bringing IT Home to improve digital connectivity for homeless families.
- Additional funding from the Scottish Government's EU Poverty and Inclusion fund will be utilised to increase funding for the HomeStart project providing valuable practical assistance to new tenants

Other Funding Sources

The Homelessness Strategy Group is aware of the need to consider other potential funding routes to meet future resourcing requirements of the RRTP. Partners have committed to work collaboratively to identify funding opportunities in 2022/23.

Appendix 1: RRTP Action Plan

Priority Objective 1: Prevent homelessness occurring and significantly reduce homelessness					
RRTP Measures		Target	RRTP Baseline	Progress 2021/22	Lead
M1.1	Number of homeless presentations	Reduce 10-20%	1,928	2,134	HTR
M1.2	Level of Homeless Households (homelessness caseload at year end)	Reduce 10-20%	892	765	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	189	HTR / RSL
			SLC 193	468	
M1.4	New supply affordable housing suitable to meet particular needs	Annual target will be set and detailed in the Strategic Local Programme Agreement, developed between SLC and the Scottish Government	170	155	HTR / RSL
M1.5	Increase the number of accredited landlord properties	+9% from LHS baseline	1,068	1,057	HTR
M1.6	Number of homeless households whose housing needs are met in the private rented sector	Increase 2020/21	50	35	HTR

Priority Objective 1: Prevent homelessness occurring and significantly reduce homelessness				
Actions		Target/Milestone	Progress in 2021/22	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 and the Local Housing Strategy. Annual target will be set and detailed in the Strategic Local Programme Agreement, developed between SLC and the Scottish Government.	New build programme progressing in accordance with South Lanarkshire Strategic Housing Investment Plan 2022-27 approved by Housing and Technical Resources Committee in November 2021.	HTR/RSL
A1.2	Increase number of properties acquired through Open Market Purchase (OMP Scheme) to support conversion of temporary accommodation to secure tenancies and rehousing in pressure areas	Annual target to be agreed in Strategic Housing Investment Plan.	53 additional council homes were purchased through the council's framework for Open Market Purchase Scheme.	HTR
A1.3	Continue to develop and promote the landlord accreditation scheme	Deliver two private landlord forums per annum in partnership with the Landlord Accreditation Scotland	South Lanarkshire Council has continued to promote the accreditation scheme at forum meetings and the Council's websites. There are 1057 registered landlords in South Lanarkshire.	HTR
A1.4	Provide funding to incentivise landlords to access accreditation and training from Landlord Accreditation Scotland	Annual fees provided and accreditation monitored	The council continues to fund and work in partnership with Landlord Accreditation Scotland who provide training to private landlords. The accreditation scheme is free to join and once accredited, landlords are required to attend one training session per year.	HTR

Priority Objective 1: Prevent homelessness occurring and significantly reduce homelessness				
Actions		Target/Milestone	Progress in 2021/22	Lead
A1.5A	Expand the Private Sector Access and Sustainment Service administered by Right There	Monitor effectiveness of increased capacity and widening scope of service delivery	<p>Right There (formally Ypeople), via direct contact or referral, provide expert advice and assistance, assessing housing need, risk to tenancy sustainment in particular financial risk and assist households access and sustain private sector accommodation where this is a viable longer term housing option.</p> <p>To expand access to the sector the project has proactively fostered positive relationships with private sector landlords and agents to expand opportunities for households to access the market.</p> <p>In 2021/22 £22,910 of financial assistance was provided through Guarantee Bonds in place of a cash deposit</p>	HTR /Right There
A1.6A	Deliver and continue to develop Private Sector Innovation Fund administered by Right There - providing financial support to private rented tenants to prevent homelessness	Service continues to be delivered in accordance with commissioning contract	<p>Routine monitoring arrangements in place</p> <p>The Innovation Fund administered by Right There's Private Sector Access and Sustainment Fund (PSASS), has seen increased demand. A total of £6,175 has been administered in financial assistance. A total of 92 people with covid related rent arrears through the Scottish Government Covid-19 Tenant Grant Fund. The team worked with existing clients, landlords and letting agencies as well as working with any accredited landlord in South Lanarkshire to access the fund for the prevention of eviction due to covid related rent arrears. £173,082 in payments have now been administered. Right</p>	HTR/ Right There

			There provide a monthly performance report which is monitored routinely for appropriate action.	
Priority Objective 1: Prevent homelessness occurring and significantly reduce homelessness				
Actions		Target/Milestone	Progress in 2021/22	Lead
A1.7A	Continue to develop and implement approaches to prevent youth homelessness, with a particular focus on pathway approach to meeting the needs of care experienced young people	Continue to deliver personalised and planned approach to provision of housing for young people leaving care New Pathway Approach implemented by March 2023	Housing pathway now well established across partnership. During 2021/22 46 new throughcare housing applications were received, 43 young people housed in the year and the average age was 20 years old. One tenancy ended within the year resulting in a tenancy sustainment rate of 96%. 1 st draft of broader youth housing options framework developed, to be progressed and tested in partnership with service users, housing staff and partners during 2022/23.	HTR
A1.8	Continue to develop and implement approaches to support victims of domestic abuse and prevent homelessness	Enhance the development of the housing pathway for victims of domestic abuse and considering legislative changes and good practice	Housing Pathway process for domestic abuse group working well, small numbers during 2021/22 however positive outcomes include securing alternative accommodation, staying put following safety planning interventions and 2 planned homeless presentations as customers preference as best way forward. Action plan progressing in relation to commitment to The Make a Stand pledge developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance.	

Priority Objective 2: Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes

RRTP Measures		Target	RRTP Baseline	Progress 2021/22	Lead
M2.1	Temporary Accommodation Supply	Temporary Accommodation Strategic Plan Developed and to be implemented over remaining period of RRTP. Annual target for units to be set from March 2023	Units 530	Units 609	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 review	49.2% SLC 29.4% RSL	53.05% 32.80%	HTR/RSL
M2.3	Percentage of homeless households provided with a Scottish Secure Tenancy (SST)	Maintain/improve on LHS baseline of 61.2%	61.2%	53.30%	HTR
M2.4	Percentage of former homeless households provided with an SST that maintain their home for more than 12 months	Maintain/improve on LHS baseline of 88%	88%	91.9%	HTR
M2.5	Average time spent in temporary accommodation	Reduce from 192 days	192 days	181 days	HTR
M2.6	Number of temporary accommodation units converted to SST	Up to 100 units converted over 5-year period		21 units (75 in total)	HTR
M2.7	Percentage of all homeless presentations which are repeated (within 12 months)	Reduce to less than 3%	4.5%	5.60%	HTR

M2.8	Number of homeless households who spend more than 12 months in temporary accommodation	Reduce by 50% on baseline	120	42 (65% reduction)	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

Actions		Target/Milestone	Progress in 2021/22	Lead
A2.1A	Maximise the potential for converting temporary accommodation to a Scottish Secure Tenancy where the property meets the needs of the household	Review best practice and identify suitable households and units	21 units have been flipped during 2021/22. This continues to be an area of strategic focus and Area Teams continue to achieve a balance between flipping and keeping quality temporary accommodation in the right places.	HTR

Priority Objective 2: Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes

Actions		Target/Milestone	Progress in 2021/22	Lead
A2.2	Increase percentage of allocations to homeless households	SLC aligned with Local Letting Plans. RSL partners as per agreed targets	The council continues to allocate between 50% and 60% of lets to homeless households. Some RSL HomeFinder partners were below their individual target. Cumulatively RSL HomeFinder partners allocated 33% of vacant properties to homeless households in 2021/22. To support delivery of the RRTP, the council continues to work with RSLs to ensure that the necessary proportion of their vacant properties are directed towards meeting the needs of homeless households..	HTR

A2.3	Review number of properties currently used as temporary accommodation in line with demand	Reconfigure targets for temporary accommodation provision in 2022/23 subject to analysis confirmed in Temporary Accommodation Strategic Plan	The development of a Temporary Accommodation Strategic Plan completed which included development of a modelling tool for forecasting targets for temporary accommodation beyond 2024. See section 2.4 for details. Annualised target for number of properties used as temporary accommodation to be set based upon plan from 2023/24	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	Progress has been made during 2021/22 with work ongoing to implement the objectives of the Temporary Accommodation Strategic Plan which aims to assess the effectiveness of the current model in delivering successful outcomes by area, property size and support provision and undertake forecasting to support the impact of achieving RRTP targets on future temporary accommodation supply and affordability.	HTR

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

RRTP Measures		Target	RRTP Baseline	Progress 2021/22	Lead
M3.1	Number of people accessing Housing Options (prevention) services	1,000	964	1137	HTR
M3.2A	Percentage of homeless households who require support, provided with Housing Support Officer assistance	Maintain at 100%	100%	100%	HTR
M3.3	Percentage of looked after young people accessing and sustaining accommodation that meets their needs	Determine baseline Increase annually	95%	96%	HTR

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

Actions		Target/Milestone	Progress in 2021/22	Lead
A3.1	Increase housing support service provision to improve homelessness prevention and support tenancy sustainment across all tenures.	Review current service provision	During 2020/21 the internal support need assessment and delivery process was reviewed in collaboration with staff and service users resulting in a revised approach, this included the launch of South Lanarkshire's wellbeing web in early 2022/23. Range of internal and 3 rd sector partners continue to deliver housing support services, both in prevention activity and response to homelessness minimising its impact.	HTR

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

Actions		Target/Milestone	Progress in 2021/22	Lead
A3.2	Increase provision of support from all services to support new tenancies, including improvements to housing starter/furnishing packs and incentives to encourage uptake of offers.	Review and develop Implement and monitor effectiveness	The HomeStart service was established permanently during 2021/22. During the year the service has continued to assist 681 new tenants settle into and sustain their new tenancy through assessing risk factors such as previous eviction or homelessness and financial risk, offering information and advice from benefit entitlement, employment, and training opportunities to practical support for example around budgeting, reducing debts and making community connections. The service includes provision of starter pack furniture as required; 217 tenants received this assistance.	HTR
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	Year-end prevention targets achieved through focus on prevention activities and ensuring a person-centred approach.	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	In preparing young people for leaving home in future and factors to consider, during 2021/22 Officers and Service Users were involved in the production of a film for distribution to all secondary Schools in South Lanarkshire. Service users enjoyed this experience and considered it valuable to provide an overview of the impact of homelessness.	HTR
Priority Objective 3: Improve and increase provision of housing support for households to live independently within communities				
Actions		Target/Milestone	Progress in 2021/22	Lead
A3.5	Review access to Scottish Welfare Fund with a view to ensuring effective and appropriate access for homeless households	Complete Review Implement any actions from review	Review no longer required as good partnership working across services with regular liaison meetings, good communication and awareness of urgency for homeless households. SWF team utilised additional funding to increase support to homeless household aiding sustainment over the last year. Consideration given to dedicated SWF resource to manage demand from homeless households utilising additional hardship funding however not progressed as priority action considering positive position and other pressing priorities.	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	Use of pathway plan, which complements wider Children's plan enables comprehensive person-centred housing and support planning and delivery.	HTR

Priority Objective 3: Improve and increase provision of housing support for households to live independently within communities				
Actions		Target/Milestone	Progress in 2021/22	Lead
3.8	Complete a Wellbeing Assessment for A all children and young people who are homeless	Monitor and report (annually)	Continued liaison between Housing and NHS Lanarkshire Health Improvement team has allowed progress in development of a process for wellbeing assessments for children affected by homelessness through the school nurse service. A process for a “request for assistance” is now in place to highlight affected children both to health visitors and school nurses.	HTR
A3.9	Promote digital inclusion for households who are homeless	Maximise funding for the provision of digital equipment and two year’s unlimited internet access for homeless households	Since 2019 104 homeless households and vulnerable young adults have benefited from the continued efforts to challenge digital exclusion through the Bringing IT Home project. Each household has received a piece of digital equipment and two years of unlimited internet access.	HTR

Priority Objective 4: Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs					
RRTP Measures		Target	RRTP Baseline	Progress 2021/22	Lead
M4.1	Number of current households receiving Housing First Support	Phased increase to 40	3	33	HTR
M4.2A	Number of Housing First planning cases handled by health professional led multi-agency care management approach	Baseline to be established	-	See Action A4.8	HTR/HSCP

Priority Objective 4: Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs				
Actions		Target/Milestone	Progress in 2021/22	Lead
A4.1	Expand Housing First across South Lanarkshire	40 cases to be progressed on period of RRTP - 2019-24	<p>During 2021/22, an additional 11 households were housed through Housing First.</p> <p>Since Housing First was introduced a total of 33 households have been included within the programme. There is currently an 83% tenancy sustainment rate.</p>	HTR

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

Actions		Target/Milestone	Progress in 2021/22	Lead
A4.2	Evaluate Housing First pathfinders and increase scale/scope of approach aligned to case conference criteria and pathways approach	Evaluation Report to be completed	To be reported later	HTR
A4.3A	Complete development of the Temporary Accommodation Strategic Plan and progress implementation	Implement focus of Temporary Accommodation Strategic Plan and reconfiguration of temporary accommodation model.	The Temporary Accommodation Strategic Plan has been developed to meet longer term RRTP objectives of reducing the use of temporary accommodation. The plan is supported by a e modelling tool which was developed in 21/22 by independent consultants to support analysis and inform the future provision of temporary accommodation.	
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	The evaluation report for 2021/22 is currently in the process of development. Test pilot to be considered for continuation into 22/23. National paper due to be published by the Association of Local Authority Chief Housing Officers. The Scottish Government & Scottish Prison Service are organising a further event to relaunch updated procedures and share good practice. All protocols being adhered to within South Lanarkshire Council.	HTR

Priority Objective 4: Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs				
Actions		Target/Milestone	Progress in 2021/22	Lead
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 ACEs.	Service Development Sessions have been delivered to Housing Officers and Housing Support Officers across operational teams to raise awareness of trauma and providing a psychologically informed environment. Further trauma training will be delivered during 2022/23.	HTR
A4.6	Identify requirements for intensive trauma informed and PIE residential supported accommodation to meet the needs of extremely vulnerable groups	Complete scoping report	Relevant Housing/Support Officers included in ACE's and PIE training delivered on partnership approach across Housing, Health and Social Care delivered by Right There. Managers participated in Trauma Informed Practice awareness. This will continue to be an on-going focus for partners.	HTR
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 Health and Homelessness Steering Group	Continued commitment to improving homelessness prevention has been achieved through the publication of the new Strategic Commissioning Plan (2022-25) will provide opportunities to improve early intervention where recognised triggers of homelessness are identified.	HTR/HSCP

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

Actions		Target/Milestone	Progress in 2021/22	Lead
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 Health and Homelessness Steering Group	The new Strategic Commissioning Plan continues the “Direction” to support prioritised access to health and care services for homeless households. Arrangements are in place between housing and the health and care partnership to progress this Direction in 2022/23. A pilot has been agreed in the East Kilbride locality with the aim of full roll out across South Lanarkshire in 2022/23	HTR/HSCP

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

RRTP Measures		Target	RRTP Baseline	Progress 2020/21	Lead
M5.1	Number of training and employment pathways for homeless households	To be agreed	To be agreed	4	FCR

Priority Objective 5: Enhance integration and partnership working to embed RRTP through a whole systems approach				
Actions		Target/Milestone	Progress in 2021/22	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 pathways for accessing discretionary support with DWP	DWP continue to work with the council and a range of third sector organisations on a local level to ensure claimants who are homeless/at risk of homelessness are offered relevant and timely support.	HTR/DWP
A5.2	Explore options for improving digital connectivity for all homeless households, increasing engagement with services, and enabling improved tenancy management	Explore options for expansion of project	Utilising RRTP funding, the Bringing IT Home project was expanded. Since 2019 104 homeless and vulnerable households have been provided with digital devices and unlimited internet access for 2 years,	HTR
A5.3	Ensure effective training for staff is in place on awareness of the third sector support available to people at risk of homelessness in each locality	Implement improvements as required	VASLAN continue to be represented within the RRTP partnership for raising awareness of third sector support within South Lanarkshire.	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	Implemented recommendations as required	Progress against Homelessness Business Plan is monitored on an ongoing basis throughout the year, through monthly performance report and at mid-year and year-end review.	HTR