

REPORT TO: Housing Committee – 21 June 2004

REPORT ON: Dundee's Homelessness Local Outcome Agreement
2004/2005

REPORT BY: Director of Housing

REPORT NO: 441-2004

1. PURPOSE OF REPORT

- 1.1. To seek Housing Committee approval to spend specific grant allocations for 2004/2005, to meet the requirements of the Housing (Scotland) Act 2001 and the Homelessness etc. (Scotland) Act 2003.
- 1.2. To inform Housing Committee of the format for reporting progress towards the objectives during the period 2004-05, as part of Dundee's corporate Homelessness Strategy 2003-06.

2. RECOMMENDATIONS

- 2.1. That Housing Committee approve the following expenditure for 2004/2005 to maximise the use of allocations for homelessness purposes:
 - i. That £300,00 be committed, prior to 31 March 2005, to develop additional supported accommodation.
 - ii. That £189,833 be committed, prior to 31 March 2005, to continue the Outreach and Resettlement Service and Rent Deposit Guarantee Scheme delivered by Dundee Cyrenians, based at Soapwork Lane, Dundee.
 - iii. That £50,000 be committed, prior to 31 March 2005, to continue the Youth Housing Support Services, delivered by NCH Scotland, based at Cowan Grove, Dundee.
- 2.2. That Housing Committee approve the content and submission of the attached Local Outcome Agreement 2004/2005 to Scottish Executive, within their timescales.

3. FINANCIAL IMPLICATIONS

- 3.1. All costs will be met from specific grants awarded by the Scottish Executive. There are no implications for the Housing Revenue Account or Council Tax.

4. LOCAL AGENDA 21 IMPLICATIONS

- 4.1. The proposed reflects a number of key Dundee 21 Themes, including access to good food, water, shelter and fuel at a reasonable cost, health is protected, access to the skills, knowledge and information needed to enable everyone to play a full part in society.

5. **EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1. Implementation of the new homelessness duties fulfils the Council's commitment to assist those in need by ensuring that needs are assessed and a range of accommodation is available for local people. Utilising the available funding in this way complements the activities of the Anti-Poverty Strategy and improves the housing outcomes for vulnerable people in Dundee.

6. **BACKGROUND**

- 6.1. Dundee's corporate Homelessness Strategy 2003-2006 was submitted to Scottish Executive following Housing Committee approval in June 2003. Feedback has been received from the Strategy Assessment Panel who commended several projects to be developed in Dundee.
- 6.2. Dundee City Council has been allocated £486,700 Homelessness Task Force funding for 2004/2005. This funding is specifically linked to the delivery of our Homelessness Strategy, and requires the development of a Local Outcome Agreement.
- 6.3. Revenue funding of £239,833 has been secured from the Rough Sleepers Initiative (RSI) to continue the work and services to end rough sleeping in Dundee. A condition of the funding is to incorporate the previous RSI Local Outcome Agreement into the content of the new Homelessness Strategy Local Outcome Agreement 2004/2005.
- 6.4. A copy of our Homelessness Local Outcome Agreement 2004/2005 is attached to this report at Appendix 1. This has been considered and approved by the Homelessness Co-ordinating Group which involves the stakeholders and partner organisations.
- 6.5. This document reflects Housing Committee's approval of the 2004/2005 funding framework to deliver the Homelessness Strategy and develop accommodation and services as a priority.
- 6.6. Housing Committee demonstrated their commitment to the provision of additional supported temporary accommodation in February 2004 when approval was given for the establishment of a project at 29/31 Honeygreen Road utilising homelessness grant funding for 2003/2004 for professional fees. Housing Committee approval is now sought to utilise £300,000 homelessness grant funding for 2004/2005 for the capital costs of refurbishment and security systems.
- 6.7. In February 2004, Personnel Committee approved the extension of the fixed term posts in the Homelessness Assessment/Strategy Team until 31 March 2005, utilising homelessness grant funding for 2004/05.
- 6.8. In October 2003, Personnel Committee approved the establishment of fixed term posts at the Homeless Services Unit, Lily Walker Centre until 31 March 2005 utilising homelessness grant funding for 2004/05.
- 6.9. In December 2002, Housing Committee approved the RSI Local Outcome Agreement (LOA) for 2003/04, utilising £239,833. The new Homelessness LOA incorporates the targets to be achieved by the 3 local RSI projects, and Committee approval is now sought to continue to fund Dundee Cyrenians and NCH Cowan Grove to deliver services to end rough sleeping in Dundee until 31 March 2005, utilising RSI revenue grant funding for 2004/05.

- 6.10. Cyrenians and NCH have consistently achieved targets set. The performance of the 3 RSI projects is assessed by the Hostel Sub-group which reports to the Homelessness Co-ordinating Group.
- 6.11. The format adopted for Dundee's Homelessness Local Outcome Agreement 2004/05 has been based on a model suggested to all Authorities by Scottish Executive. Use of this model demonstrates consistency to Scottish Executive, the Homelessness Strategies Assessment Panel and Communities Scotland.

7. **CONSULTATION**

- 7.1. Comments have been sought from relevant Departments and these have been incorporated into this report.

8. **CONCLUSION**

- 8.1. The availability of Homelessness Task Force and RSI funding is an opportunity for the Authority to maximise expenditure on accommodation and homelessness support services, to deliver our strategy and meet new statutory duties.

9. **BACKGROUND PAPERS**

- 9.1. Report on Use of Homelessness Allocation 2003/04, approved by Housing Committee 16 February 2004.
- 9.2. Note on Extension of Fixed Term Posts (Homelessness Strategy Team), approved by Personnel and Management Services Committee 9 February 2004.
- 9.3. Report on Dundee's Homelessness Strategy 2003-06, approved by Housing Committee 9 June 2003.
- 9.4. Report on Use of Homelessness Allocation 2002/03, approved by Housing Committee 17 March 2003.
- 9.5. Report on Homeless Services Unit – Establishment of Posts, approved by Personnel and Management Services Committee 10 November 2003.
- 9.6. Report on Lily Walker Centre Extension to Office (Partnering) (03-463), approved by Housing Committee 19 January 2004.
- 9.7. Note on Extension of Fixed Term Posts (Homelessness Strategy Team), approved by Personnel and Management Services Committee March 2003.
- 9.8. Report on Use of Funding to Assist Implementation of Homelessness Sections – Housing (Scotland) Act 2001, approved by Housing Committee 17 December 2001 and Personnel Committee 14 January 2002.
- 9.9. Report on Rough Sleepers Initiative Local Outcome Agreement 2003/04, approved by Housing Committee 16 December 2002.

E ZWIRLEIN
DIRECTOR OF HOUSING

DUNDEE'S HOMELESSNESS STRATEGY 2003-2006

LOCAL OUTCOME AGREEMENT 2004/2005

This documents reaffirms to the Homelessness Monitoring Group and other relevant groups, e.g., Scottish Executive, Communities Scotland and Audit Scotland, that Dundee City Council and all other local partners are committed to implementing our homelessness strategy.

Strategic Aims of the Homelessness Strategy 2003-2006 are to:

1. Develop responses based on comprehensive, joint or inclusive assessments of need.
2. Maximise resources for homelessness projects in Dundee.
3. Develop affordable, sustainable accommodation. (This aim incorporates the target to continue to remove the need for anyone to sleep rough).
4. Co-ordinate, increase and improve access to services for people who are homeless.
5. Prevent homelessness through collaboration.
6. Involve service users in consultation and service reviews.

The strategy's action plan includes 26 projects for 2004-2005, these activities are grouped in key areas to reflect the strategic aims, above. This Local Outcome Agreement reflects an agreed framework to deliver these projects, and achieve the strategy objectives, over the next 12 months.

The Housing Department's Lily Walker Centre will continue to provide a one door assessment, advice and accommodation service to households who become homeless, and to whom the authority has statutory duties.

We have corporate procedures in place, and excellent relations with our partners involved in delivering services and Action Plan projects to assist homeless people with specific needs, as follows:

- Young Care Leavers – Social Work Department, Throughcare and Aftercare Team, incorporating Carolina House Trust.
- Young People – NCH Cowan Grove, Housing and Support Services for 16-21 year olds.
- Children and Families – Dundee Womens Aid, NCH Dundee Families Project, Dundee Local Healthcare Co-operative and the Housing Department's own Housing Support Service.
- Former members of armed services – Scottish Veterans Residences Rosendael Dundee and DCC Housing Support Service.
- Hospital Discharges – services being developed through a protocol with Social Work Department, Tayside NHS Trust, Tayside University Teaching Hospital, Tayside Primary Care NHS Trust, Dundee Local Healthcare Co-operative and Local Voluntary organisations such as Positive Steps Partnership.

- People leaving prison – Social Work Department, Criminal Justice Section and Cranstown Drugs Services based with Dundee Cyrenians.
- Ending rough sleeping – continuation of effective RSI services through the Outreach and Resettlement Service and the Rent Deposit Guarantee Scheme, managed by Dundee Cyrenians and the Youth Housing Support Service managed by NCH Cowan Grove.
- Equal Opportunities – Council Departments and partner organisations have targets to achieve equality for target groups using services. Seminars are being promoted to raise awareness of the Race Relations Act.
- Furnished Tenancies – Dundee has been successful in achieving 20 furnished tenancies, via the Furnished Tenancies Grant, in partnership with the Tayside Furniture Project. This has contributed to the range of available accommodation and will prevent repeat homelessness occurring.
- Housing Benefits – through collaborative work with Dundee Womens Aid, Anti Poverty Forum, Dundee Cyrenians and Council staff, a proposal has been prepared,. This recommends to the Department for Work and Pensions that the criteria for payment of Housing Benefit prior to occupation of a Scottish Secure Tenancy be extended for residents of hostels, refuges and other temporary accommodation.

Corporate responsibility for Dundee's Homelessness Strategy 2003-2006 rests with the Director of Housing, supported by the Chief Executive and full Council membership. The Homelessness Co-ordinating Group's contribution to work of the Community Plan's themed activities, also ensure that there is high level corporate commitment to strategy projects tackling social exclusion.

The Homelessness Strategy links with the Local Housing Strategy, Supporting People Strategy, Anti Poverty Strategy, Fuel Poverty Strategy and Community Care Plan. This relies on the participation and commitment of partner agencies to ensure work is undertaken to meet agreed targets. Annual strategy reviews will be carried out and reported to Housing Committee to maintain accountability.

DUNDEE'S HOMELESSNESS LOCAL OUTCOME AGREEMENT

2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Timescale	Evaluation	Lead
Objective: To identify need, focus on vulnerable and prioritise, quantify requirements.							
Review joint assessments for under 25s at Lily Walker Centre	50 assessments in pilot October 03 – March 04.	Dundee City Council	Increase access to services for young people	Improvements in liaison and information.	Review September 2004	NCH, SWD, Housing Task Group	Dave Innes Social Work Department
Single Shared Assessments for HSU and hostel clients	539 applicants required temp accom (2003/04)	Dundee City Council	Increase accom to services for homeless households	Piloted Mar 04 for long term clients	2004-05	Hostel Sub Group	Val McFarlane Social Work Department
RSI database to prioritise OAR service	98 hostel clients moved to tenancies 03/04	RSI £150,000	Tenancies sustained	Laptop required to include all hostels	2004	Hostel Sub Group	Gary Butler Cyrenians OAR Service
Objective: Maximise resources, make best use of existing resources, develop sustainable projects.							

Actions	Baseline	Resources	Outcomes	Milestones	Timescale	Evaluation	Lead
Explore funding for outreach health services	1158 presentations in 2003/04	Scottish Exec Unmet Needs Bid	Increase access to services for homeless households	Bid approved by NHS Tayside May 04	2004-06	Tayside Health and Homelessness Steering Group	Julia Egan NHS Tayside
Funding for furniture, white goods and starter packs	660 referrals in 2003/04	Communities Scotland £62,400 Dundee City Council	20 furnished tenancies set up – tenancies sustained	Inventories completed for 20 furnished tenancies 2003/04	2004-05	Hostel Sub Group	Wendy Johnston Housing Department
Explore use of Housing Benefit on 2 homes/achieve administration targets	90 hostel clients moving from hostels to own tenancies pa	DWP	Arrears reduced, tenancies sustained	Proposal drafted May 04	2004-05	Housing Benefit Partnership Group	Pamela Brunt Womens Aid

DUNDEE'S HOMELESSNESS LOCAL OUTCOME AGREEMENT

2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Timescale	Evaluation	Lead
Objective: Maximise resources, make best use of existing resources, develop sustainable projects.							
Liaise to deliver viable support services	Hostels/ Resettlement target 200 households	Supporting People Homelessness and RSI £150,000	Tenancies sustained homelessness prevented	April 2004 extra post at Homeless Services Unit	2004-05	Supporting People Task Group Review 28.06.04	Sandy Anderson Supporting People
Objective: Make best use of existing accommodation, develop sustainable accommodation.							
Protocol with RSLs	Target 2003/04	Homelessness Funding	Homelessness Prevented	Priority task June 04	2004-05	Homelessness Co-ordinating Group	Wendy Johnston Housing Department
Implement additional temporary accommodation plan	Target 66 for 04/05	Homelessness Funding Communities Scotland RSI	Additional supported temporary accommodation available	20 units achieved 2003/04. Review schedule established May 04	2004-05	Hostel Sub & Youth Groups	Wendy Johnston Housing Department
Develop accommodation for long stay hostel clients	15 clients sampled using Single Shared Assessment	Scottish Executive Unmet Needs Bid	Appropriate supported accommodation available	Proposals being finalised with SWD for presentation to Health & LA Management Group	2004-05	Hostel Sub Group	Colin Paton Cyrenians Mary Walkden LHCC
Examine DCC procedures: SNHC Allocations	486 require accom 02/03	Dundee City Council	Homelessness prevented	Review in Policy and Plans workplan	2004-05	Homelessness Co-ordinating Group	Wendy Johnston Housing Department
Collaborate in refurbishment of Strathmore Lodge	Work commenced August 2003	Salvation Army	6 drug detox 7 rehab 30 direct access beds on completion	17 direct access beds currently available	Completion January 2005	Hostel Sub Group	Geoff Findlay Salvation Army

DUNDEE'S HOMELESSNESS LOCAL OUTCOME AGREEMENT

2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Timescale	Evaluation	Lead
Objective: Make best use of existing accommodation, develop sustainable accommodation.							
Develop register of landlords for hostel clients	Rent Deposit Guarantee Scheme information	RSI £25,000	Register available Homelessness prevented	Recruiting new landlords/developing landlord accreditation	2004-05	Hostel Sub Group	Gary Butler Cyrenians
Ensure RSI targets achieved	Outreach and Resettlement/ Rent Deposit and NCH Youth Service	RSI £240,000	Clients accommodated Tenancies sustained	Groups adopted targets Feb 04	2004-05	Hostel & Youth Sub Groups	Gary Butler Cyrenians Anne Petrie Housing Department
Objective: Ensure priority in stakeholders strategies, develop sustainable support services.							
Investigate feasibility of outreach health services	1158 presentations in 2003/04	Scottish Exec Unmet Needs Bid	Increase access to services for homeless households	Bid approved by NHS Tayside May 2004	2004-06	Tayside Health and Homelessness Steering Group	Nancy McFarlane Dundee LHCC
Investigate response to remove the need for street begging	9 people asking for money on streets – May 04	RSI/Lottery bid?	Improved access to services	Proposal to be agreed by groups	2004-05	Hostel Sub-Group	Gary Butler
Contribute to implementation of removal of benefits for LAC	Approx 15 looked after children per years 2004/05 2005/06	Dundee City Council DWP	Rents/allowances paid, homelessness prevented	Implementation procedures agreed	2004-05	Throughcare and Aftercare Task Group	Dave Innes Social Work Department
Arrange support for victims of harassment	Query 2003/04 figures – under recording	Dundee City Council	Support available Tenancies sustained	Project proposal to be agreed and implemented	2004-05	Homelessness Co-ordinating Group	Wendy Johnston Housing Department Olive Smiles Communities Dept

DUNDEE'S HOMELESSNESS LOCAL OUTCOME AGREEMENT

2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Timescale	Evaluation	Lead
Objective: Ensure priority in stakeholders strategies, develop sustainable support services.							
Increase education, training and employment opportunities	Target to assist 200 homeless or vulnerable clients	Communities Scotland Homelessness Funding	Training available and tenancies sustained	Burnside Mill approved for training facility, SET, Communities Scotland involvement	Available 2005	Homelessness Co-ordinating Group	Hillcrest Housing Association
Register/response for private landlords reporting eviction	Rent Deposit Guarantee Scheme Information	Homelessness Funding/RSI	Information provided Homelessness prevented	Information combined with landlord accreditation scheme	2004-05	Homelessness Co-ordinating Group	Wendy Johnston Housing Department
Objective: Ensure priority in stakeholders strategies, work together on prevention.							
Info and advice plan/type 1 accreditation, directory of services	1158 presentations in 2003/04	Homelessness Funding	Info provided, directory available Homelessness prevented	Information/advice worker appointed, Homepoint Standards achieved	2004-06	Homelessness Co-ordinating Group	Wendy Johnston Housing Department
Agree presentation on housing education in schools	4 sessions held 03/04	Dundee City Council Homelessness Funding	Young people aware of rights responsibilities	Use of Streets Ahead approved	2004-05	Youth Housing Group	Anne Petrie Housing Department
Joint training sessions for benefits/health housing staff	Collaboration agreed with health staff	NHS Tayside Dundee City Council	Increase access to services Homelessness prevented	Schedule to be devised	2004-05	Dundee Health Group	Julia Egan NHS Tayside

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2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Timescale	Evaluation	Lead
Objective: Ensure priority in stakeholders strategies, work together on prevention.							
Implement discharge protocols for those leaving institutions	NHS protocols established November 04	NHS Tayside	Standards adopted for homeless and vulnerable clients	Draft standards almost complete	2004-05	Health and Homelessness Steering Group	Julia Egan NHS Tayside
Objective: To work together on consultation and user involvement in strategy reviews.							
Collaborate in consultation to access information on accommodation and support needs.	Proposal to be developed	Homelessness Funding	Access to agencies information, data used in review and planning	Proposal agreed by all groups	2004-05	Hostel Sub Group	Wendy Johnston Housing Department
Annual strategy review	As above, to gain service user feedback	Homelessness Funding	Strategy Review completed	Report to Housing Committee	October 2004	Hostel Sub Group	Gary Butler Cyrenians
Commission research: Hidden Homelessness	297 – 30% applicants 2002/03 homeless due to family/friends no longer willing to accommodate	Homelessness funding	Better data for response to 2003 legislation	Brief agreed and project let	2004-05	Homelessness Co-ordinating Group	Wendy Johnston Housing Department