

REPORT TO: HOUSING, DUNDEE CONTRACT SERVICES AND
ENVIRONMENT SERVICES COMMITTEE -
23 JUNE 2008

REPORT ON: DUNDEE HOMELESSNESS STRATEGY PROGRESS
UPDATE REPORT 2007/08

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 275-2008

1. PURPOSE OF REPORT

- 1.1. To inform Committee of progress in relation to the Dundee Homelessness Strategy and to seek approval to report to the Scottish Government, the objectives achieved for the period 2007-08. This will conclude the first Homelessness Strategy for Dundee 2003-2007.

2. RECOMMENDATIONS

It is recommended that Committee:

- 2.1. Notes the contents of this Progress Report.
- 2.2. Remit the Director of Housing to submit this report to the Scottish Government detailing the objectives achieved as part of the Homelessness Strategy for 2007/08.

3. FINANCIAL IMPLICATIONS

- 3.1. All costs were met from specific grants awarded by the Scottish Government. There were no implications for the Housing Revenue Account or Council Tax.

4. MAIN TEXT

Background

- 4.1. Correspondence from the Scottish Government in March 2007, requested that the Local Authority submits an update of progress against Dundee's Homelessness Strategy over 2007/08.

This is to enable the Scottish Government Development Department and the Homeless Monitoring Group to maintain a national overview of progress and also ensure financial accountability for targeted resources.

- 4.2. This update will also be used to advise Ministers on progress towards the full implementation of the Homelessness etc (Scotland) Act 2003 and also on the specific timing and arrangements for abolition of Priority Need distinction by 2012.

- 4.3. The format adopted for this reporting mechanism 2007/08 has been based on a model suggested to all Local Authorities by the Scottish Government and will become an integral part of the strategy and the strategy process locally.

Use of this model demonstrates consistency to the Scottish Government, the Homeless Strategies Assessment Panel and Communities Scotland.

- 4.4. The main funding streams for the Homelessness Strategy are:

- The Rough Sleepers Initiative.
- Homelessness Task Force Funding.
- Scottish Government Furnished Tenancies Grant.
- Supporting People Funding.

- 4.5. Dundee City Council was allocated £541,776 Task Force grant for 2007/08. Revenue funding of £263,618 was secured from the Rough Sleepers Initiative (RSI) for 2007/08. This funding was specifically linked to the delivery of our Homelessness Strategy and Appendix 1 shows progress to date.

- 4.6. A further £47,934 was obtained from the Scottish Government as a furnishings grant. This grant is to facilitate lets to homeless persons. As detailed in the "Conditions of Grant" issued by Communities Scotland, essential goods are provided. These furnished tenancies should benefit those identified as being homeless, at risk of homelessness/repeat homelessness and unable to access essential goods from other sources.

- 4.7. Housing Committee, 25 June 2007, Report No. 347-2007 gave their approval to the 2007/08 funding framework to deliver the Homelessness Strategy and develop accommodation and services as a priority.

- 4.8. The overall strategy however, not only includes Task Force, RSI and Furnished Tenancies Grant, but various other funding avenues are used to deliver the Homelessness Strategy. The Delivery Plan attached at Appendix 1 gives a comprehensive view of the homelessness projects within the City.

4.9. **Key Achievements**

Alongside reported progress against specific actions set out in the strategy, the Scottish Government are requesting a general position statement setting out the key achievements and challenges in implementation to date. These are:

- The refurbishment of the Homeless Services Unit (Lily Walker Centre) was completed in August 2007. The accommodation now comprises of 26 self contained flats for single persons and couples for use as direct access accommodation. The removal of family accommodation ensures this unit meets the requirements of The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2004.
- Red Admiral Court opened in September 2007. This supervised block provides 26 units of direct access accommodation. Twenty-three for single person use and 3 x 4 apartments for families.

- National Children's Homes (NCH) McDonald Street Development is due for completion in April 2008. This supported accommodation unit will provide 10 interim accommodation spaces for young people in an environment more realistic for developing life skills.
- Homeless in Dundee was a Training Film produced by Homeless Services staff from agencies across the City. The DVD provides a high quality information/training tool that will be used in schools, homeless units, at staff training days etc.
The standard of production creates a realistic picture of the choices and support available to those who find themselves in a crisis homeless situation.
- Homeless Training – Dundee's Approach was a programme of joint training for frontline staff in Housing, Health, Social Work and the Voluntary Sector. This specific training was designed to inform frontline staff who have contact with people at risk of homelessness, of methods and routes to prevent homelessness.

The day long sessions looked at Prevention Activity and Partnership Working. Over 150 frontline staff attended from a wide range of statutory and voluntary agencies, who were equipped with the knowledge to assist and direct individuals who are homeless or threatened with homelessness.

- CraigOwl Communities Moving Forward Project recognises life skills are an essential element to ensure tenancy sustainment and prevent repeat homelessness. In the delivery of the programme a range of techniques using the 'learning by stealth' approach, for engaging with 'difficult to reach' clients is used. This presented a variety of practical activities which teach life skills, personal and core skills. The individually tailored programmes of tuition, guidance and support develop skills has enabled 30 participants in the past 9 months, aiming for a target of 58 by the end of the first year of the project, by assisting transition to and sustainment of a tenancy. Completion of this course will assist clients with life skills and self confidence with a view to gaining employment.
- Positive Steps Temporary Accommodation Outreach Service has supported people moving on from crisis accommodation to their own homes and therefore enabled the council to minimise the use of Bed & Breakfast accommodation.
- Positive Steps Hostel Dwellers Project has carried out in-depth assessments of long stay hostel dwellers enabling those who have the ability to move on to their own home with a support package.

4.10. **Main Challenges to Implementation Locally**

- Homepoint Standards - This is a challenging target to train all staff up to the required level. Training and accreditation is time consuming and a frontline service still requires to be maintained.
- Long term and repeat homeless clients continue to be an issue. Many of these clients have challenging behaviour, chaotic lifestyles and complex needs. Finding the most sustainable solution can be difficult. This Supporting People Strategy and the Homeless Strategy require to address this issue as often a mainstream tenancy is not the best option.

- Homeless applications continue to rise in 2006-2007 to 2,086, an 8% increase on the previous year. Of concern are those discharged from institutions, particularly prison and those fleeing domestic abuse, as well as those experiencing family breakdowns.
- Achieving the 2009, target set by the Scottish Government for Local Authorities to reduce by 50% the proportion of non-priority assessments by 2009, through their local Housing and Homelessness Strategies.

5. **POLICY IMPLICATIONS**

- 5.1. This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti Poverty, Equality Impact Assessment and Risk Management.
- 5.2. This report contributes to the Council's anti-poverty principles through delivering specialised services to homeless people, and providing advice and information.
- 5.3. Homeless people are helped to obtain accommodation through representation, and advocacy.
- 5.4. Carrying out statutory duties to persons who present as homeless 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.

6. **CONSULTATION**

- 6.1. The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance), Head of Finance and all other Chief Officers have been consulted on this report.
- 6.2. The Strategy's Progress Report has been considered and approved by the Homelessness Co-ordinating Group which involves stakeholders and partner organisations.
- 6.3. Comments have been sought from all relevant departments and these have been incorporated into this report.

7. **BACKGROUND PAPERS**

None.

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

APRIL 2008



Dundee's Homelessness Strategy Monitoring and Evaluation Framework 2007-2008

1.

Objectives:

- To identify and recognise need.
- To focus on the most vulnerable and prioritise.
- To work together to quantify requirements and maximise resources towards homelessness activities.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
1.1	Co-ordinate 100 referrals to contribute to homeless clients' Health Needs Assessment exercise.	3 & 5	NHS Tayside and Homeless Task Force funding.	Identify health needs of homeless people.	June 2003	Project complete. HNA published in June 2004.	Nancy McFarlane, NHS.	Complete.
1.2	Review of joint assessments for under-25s at Lily Walker Centre to ensure housing and support needs are met.	1 & 3 4 & 5	Dundee City Council (Homelessness and Social Work Department).	Increase access to service for young people.	2003-2005	Project complete. Review has been carried out. Assessments are re-designed to identify immediate areas of need which are then followed up by other specialist agencies as required. Collaborative working between Housing, Social Work and NCH allows a comprehensive assessment process. These assessments are carried out for 16/17 year olds in all cases and 18/21 year olds where it is identified there is a vulnerability.	Ian Dobson, HSU.	Complete.

1. Objectives Cont'd:

- To identify and recognise need.
- To focus on the most vulnerable and prioritise.
- To work together to quantify requirements and maximise resources towards homelessness activities.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
1.3	Review service delivery by extending implementation of Single Shared Assessments (SSA) to all hostel clients, including Homeless Services Unit.	3	Tayside Health Board and Dundee City Council.	Increase accommodation and services for homeless households through Tayside Health and Homelessness Action Plan.	2003-2009	Documentation - process for older people's service has been in place for sometime now. A review is currently ongoing to rollout to all adult services. Social Work intend to start using by May 08 with a view to then training other agencies. New format of Health & Homeless Outreach Team to investigate use of SSA as principal assessment of need.	Diane McCulloch SWD. Alison Fannin – CHP	On Target. On Target.

1.

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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
1.4	Introduce a Rough Sleepers Initiative (RSI) database to prioritise Outreach and Resettlement support service provision for 90 hostel clients moving to own tenancies.	1	RSI funding	Increase number of sustained tenancies evidenced by RSI database.	2003-2007	Monitoring System in place. See 6.2	Bryan Smith, Cyrenians OAR Serv. & Brenda Fenton, Housing Dept.	Complete.
1.5	Review all services funded by Supporting People Grant.	1 & 3 5	Supporting People Implementation funding.	Ensure service meets strategy and Best Value.	2005-2007	Review ongoing. Contracts Department are reviewing all Supporting People Contracts, reviewed target for completion now May 2008.	Ailsa McAllister, S. People & Brenda Fenton, Housing Dept.	On Target.
1.6	Increase of temporary accommodation for victims of domestic abuse.	1&3	Submissions made to Scottish Development Fund, Lloyds TSB and DAAT	Increase number of available spaces for victims of domestic abuse.	2007/2010	2 additional spaces created. DWA and Aberlour Trust partnership working on New Refuge facility (4/6 spaces) for victims of Domestic Abuse with Complex Needs. Plans in the design brief stage with local RSL who have applied to Scottish Development Funding Plan 2007/10. Also to meet with Dundee DAAT and Lloyds TSB.	Yolanda Archibald DWA	On Target.

2. Objectives:

- Maximise resources.
- Make best use of existing resources.
- To work together to develop sustainable projects.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
2.1	Health & Homeless Outreach team to work with partner agencies to develop pathways and processes to improve access to healthcare. Provide opportunities to develop skills for daily living. If evaluated positively, seek sustainable funding for team.	3 & 5	Unmet Needs Funding (Scottish Executive). £171,000 per annum until November 2006. Funding extended, underspend from staffing being used to fund current posts.	Increase access to services for homeless households. Improve skills for independent living.	2003-2008	Nurse led Team continuing on project under-spend. Dundee Health & Homeless currently looking at composition of future team.	Nancy McFarlane, Dundee Community Health Partnership.	Complete.
					2006-2009	The Dundee DAAT has commissioned a new Direct Access service (Addaction) aiming to engage and provide initial service to people affected by substance misuse, and referring to mainstream services. The service became operational from January 2007.	Vered Hopkins, DAAT	On Target.

2. **Objectives: (Cont'd)**

- **Maximise resources.**
- **Make best use of existing resources.**
- **To work together to develop sustainable projects.**

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
2.1a	Provide opportunities to develop skills for daily living.	3 & 5	New Futures Successor Fund until March 2008. European Social Fund (Prolongation).	To assist developing of skills for daily living, including communication skills, diet and cooking, literacy/numeracy and assertiveness training. General guidance including referrals to other agencies/providers.	June 2008	Project continues to offer support for people with chaotic lifestyles and those suffering disadvantage. We are continually developing working relationships with other agencies to ensure relevant and continued support for the people who access the project.	Moyra Gordon CraigOwl Communities 20 Stirling Street (The Learning Place).	On Target
			Task Force funding approved, (Start Date July 07)			Moving Forward project currently underway through HTF funding. Seeking continuation funding for 08/09. This project is looking at assessing existing daily living skills and enhancing them to stage of tenancy sustainment. 30 have been through the training thus far, with a total of 58 by June 2008.	Julia Higgins CraigOwl Communities 2 India Buildings 86 Bell Street	On Target

2. Objectives: (Cont'd)

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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
		3 & 5	Dundee Communities Literacy Partnership.	General guidance including referrals to other agencies/providers.	2006/08	A new employability service (ECLIPS) for recovering drug and alcohol users has been commissioned by the three Tayside DAATs. ECLIPS has been operational since Sept.2006.	Vered Hopkins - Dundee, DAAT	On Target
2.2	Agree funding for provision of furnishings which include starter packs and white goods for homeless households moving to own tenancies.	1, 3	Communities Scotland Furnished Tenancies Grant £47,934.	Tenancies set up with essential goods. This will assist to increase sustainability of tenancies.	2003-2008	34 Flats are set up in both local authority stock and RSL stock working in consultation with voluntary agencies. Essential goods supplied by Communities Scotland Grant. Starter packs supplied from Starter Pack Dundee. Additional second hand goods supplied by DCC through Transform Furniture Project.	Brenda Fenton, Housing Department..	On Target.

2. Objectives: (Cont'd)

- Maximise resources.
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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
2.2a	Provide furnishings for homeless households.	1, 3 4 & 5	DCC and Task Force Funding	To sustain a furniture recycling unit within the city which will assist homeless households by supplying low cost recycled goods.	2005-2008	Service taken over by Cyrenians in 2006 – New Protocol in place 2007/08.	Brenda Fenton, Housing Department, Richard Howat Dundee Cyrenians.	On Target.
2.2b	To enable people who are homeless to sustain their new tenancy or prevent homelessness occurring by providing basic furnishings and white goods. This fund is specifically for clients who lack personal funds and cannot access Community Care Grants or other funding sources.	1,3, 4 & 5	Task Force Funding	To assist clients who are currently living in temporary accommodation to set up their own tenancy.	2007-2008	This service has been very well utilised by all voluntary sector agencies. End of year figures yet to be supplied.	Brenda Fenton, Housing Department, Richard Howat Dundee Cyrenians.	On Target.

2. Objectives Cont'd:

- Maximise resources.
- Make best use of existing resources.
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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
2.3	Explore use of Housing Benefit on 2 homes for homeless households moving from hostels to own tenancies.	3 & 5	Homelessness funding and DWP.	Reduce arrears and sustain tenancies.	2003-2007	<p>Campaign still ongoing. Department of Work and Pension (DWP) states it's still under review. Scottish Executive and DWA to liaise.</p> <p>Liaise with H/B debt to maximise use of H. Benefit and streamline procedures for hostels. Access to Discretionary H/Payments now in place</p>	<p>Pamela Brunt, Women's Aid.</p> <p>Brenda Fenton, Housing Department</p>	<p>Closed.</p> <p>Complete.</p>
2.4	Provide opportunities for discharged prisoners via groupwork, to develop skills for daily living to minimise episodes of reoffending and repeat homelessness.	2, 3 & 4	Grant of £59,500 awarded to CJS Resettlement Services from S/Executive <i>Preventing Homelessness Innovation Fund 2006</i> .	<p>Increase access to services for homeless/ potentially homeless individuals.</p> <p>Improve skills for independent living and tenancy sustainment.</p>	2007-2008 then dependent on further funding.	<p>Groupwork Project ongoing, to continue until July 2008 due to under-spend from staff resources. 3 Programmes completed, one further to be undertaken.</p> <p>Project currently being evaluated by the Scottish Government. Findings from this project to inform the Prison Discharge Protocol.</p>	Jessie Kidd/ Owen O'Rourke/ SWD/CJS	On Target.
2.5	Liaise on implementation of Supporting People Strategy to deliver viable support services to homeless households each year. (Hostels and resettlement target).	1, 3 5	Supporting People, Homelessness and RSI funding.	493 Households in 2005/06 benefited from services for homeless people funded by Supporting	2003-2007	Update of homeless strategy will inform services to be purchased from SP budget. Completion of service review process will require the priorities to be identified for future years.	Ailsa McAllister, S. People, Social Work Dept.	On Target.

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- **Maximise resources.**
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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
2.6	Collaborate with Finance staff to achieve Housing Benefit administration targets for improvements.	4 & 5	Homelessness funding.	Arrears reduced. Tenancies sustained. Recovery rate of rebateable rent charge 2003/4 = 69%	2003-2007	Recovery rate of rebateable rent charge 2007/08 projected to be above 90%.	Robin Grimmond, Homeless Services Unit.	On Target.

3.

Objectives:

- To make best use of existing accommodation.
- To work together to develop sustainable accommodation.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
3.1	Implement additional temporary accommodation plan to create 130 units for vulnerable households. See details on Temporary Accommodation Plan.	1	Homelessness funding, Communities Scotland and RSI funding.	Additional supported temporary accommodation available.	2003-2007	Burnside Mill Resettlement Hostel, open Sept. 2006, with 20 single rooms.	Brenda Fenton, Housing Department.	Complete.
		1, 3 & 5	Hillcrest Housing Association and Communities Scotland.	Additional supported temporary accommodation available.	2007	14 additional temporary accommodation units at Rosefield Street due to open March 2007. 9 x 4-apt and 4 x 2-apt.	Brenda Fenton, Housing Department	Complete.
		1, 3 & 5	Hillcrest and DCC	Additional supported temporary accommodation available.	2006	Street Level providing intensive packages of support. 20 young people in 9 designated units of accommodation.	Angie McDonald, NCH	Complete.
		1,3 & 5	Hillcrest, DCC & NCH	Additional supported interim accommodation available.	2008	10 Units Interim Accommodation in McDonald Street for young people.	Angie McDonald, NCH	On Target

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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
		1	Hillcrest and DCC	Additional supported temporary accommodation available.	2006-2007	Refurbishment of Red Admiral Court– 26 additional spaces. Completed Autumn 2007	Brenda Fenton, Housing Department	Complete
		1, 3 & 5	Hillcrest Housing and Communities Scotland	Additional supported temporary accommodation available.	2007/2009	New build at Reid Square to provide 10 family units to replace Honeygreen. Currently being developed.	Ian Dobson, Housing Department.	On Target

3. Objectives Cont'd:

- To make best use of existing accommodation.
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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
		1, 3 & 5	DCC funding for furnishings	Additional supported temporary accommodation available.	2006/2007	12 networks now achieved.	Brenda Fenton, Housing Department	Complete.
		1,3 & 5	Hillcrest Housing Association (HAG) and DSG.	Additional supported interim accommodation is available	2008/2010	10 additional flats to be built adjacent to DSG hostel.	Irene Gray, DSG.	On Target
3.1a	Implement Section 5 Referral Agreement to accommodate homeless households.	3 & 5	Homelessness funding.	Section 5 Protocol to be operational between DCC and RSLs.	2003-2007	Section 5 protocol now live. Monitoring arrangements now in place protocols are now signed. Quarterly reviews are in place and targets are agreed annually.	Brenda Fenton, Housing Department.	Complete.
3.2	Develop accommodation solutions for long-stay hostel clients, challenging behaviour or /those leaving institutions.	1, 2 5	Homelessness funding. Dundee City Council – SWD Health Department	Prevents repeated homelessness.	2005/7	Sub Group produced 'Moving on Report'. Findings agreed by Supporting People Management Team. Funding yet to be identified, this to be addressed at the Health & Local Authority Management Group (HALAMG).	Brenda Fenton Housing Department, Jenny Hill Social Work Dept.	On Target.
3.3	Develop 5 additional supported lodging places to contribute to Temporary Accommodation Plan.	3 & 5	Dundee City Council.	Additional supported temporary accommodation for young vulnerable.	2003-2007	Total number of places currently stands at 5. This is considered adequate for current demand.	Dave Innes, 'Moving On Team', SWD	Complete.

3. Objectives Cont'd:

- To make best use of existing accommodation.
- To work together to develop sustainable accommodation.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
3.4	Examine DCC Housing Management procedures to minimise/prevent homelessness.	4	Homelessness funding.	Sustain tenancies and prevent homelessness.	2003-2007	New internal DCC layouts agreed for policies and procedures will ensure that consultation is carried out as policies/procedures are updated or reviewed.	John Wolstencroft Housing Department	Complete.
	<ul style="list-style-type: none"> • Special Needs Housing Committee • Allocations • Use of SSSTs • Access • Suspensions • Arrears • Antisocial Behaviour • Evictions 	4		Housing Department to work with NHS Tayside on prevention of homelessness.	2005-2007	Special Needs Housing Committee Process for allocating those with a special need to be reviewed. - Now included in new Letting Centre.	Brenda Fenton, Housing Department	Complete
		4 & 5				Allocations New policy, approved by Housing Committee, to be implemented Summer 2007.	John Wolstencroft Housing Department	On Target.

3. Objectives Cont'd:

- To make best use of existing accommodation.
- To work together to develop sustainable accommodation.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
		3 3 & 5 4 4				SSSTs New policy and procedure now in place. Access/Suspensions Now included in Letting Centre. Arrears/Evictions Process being reviewed - now included in Rent Recovery Centre. Anti-Social Behaviour New corporate strategy now in place. Joint training has been carried out with Criminal Justice, Housing, SWD and some youth voluntary agencies.	Brenda Fenton, Housing Department	Complete. Complete. Complete. Complete.
3.5	Collaborate with Salvation Army/partners to accommodate clients during refurbishment of Strathmore Lodge.	1, 3	Salvation Army funding.	To provide direct access and rehab accommodation for homeless people. Joint working arrangements with TOPAZ to provide up to 2 drug detox bed spaces. Direct Access now closed due to failure of HMO Licence.		Work now complete. Opened April 2005. Total bed spaces available – 25. All bed spaces are now direct access with 100% referral rights from Lily Walker Centre. Topaz no longer within building but have now merged with Tayside Drug and Alcohol Team.	Geoff Findlay, Salvation Army.	Complete.

3. Objectives Cont'd:

- To make best use of existing accommodation.
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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
3.6	Develop register of landlords willing to accommodate those on benefits, to encourage hostel clients to move on.	3	Scottish Executive funding.	Introduce a register consisting of private landlords who are willing to assist homeless people by giving them the opportunity to access private accommodation.	2003-March 2007	<p>Review of service has been carried out by Crisis Connect.</p> <p>Structure of RDGS currently being reviewed and new project to be put in place May 08 this project will encompass the Rent Deposit Guarantee Scheme and The Outreach & Resettlement Team.</p>	<p>Richard Howat, Cyrenians.</p> <p>Brenda Fenton, Housing Department.</p>	On Target.

3. Objectives Cont'd:

- To make best use of existing accommodation.
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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
3.7	To meet targets of Dundee Local Outcome Agreement:	1, 2 3, 5	RSI and Supporting People funding.	Achieve agreed targets.	2003-2008	Brenda has been liaising with Dundee Cyrenians to review all services currently supplied by both the Rent Deposit Guarantee Scheme and the Outreach & Resettlement Team. Emphasis is to be on accessing lets in the Private Rented Sector. New project to be in place May 2008.	Brenda Fenton, Housing Department.	On Target.
	<ul style="list-style-type: none"> Assist 72 rough sleepers to access hostel accommodation/OAR. Create 96 hostel vacancies/OAR. Resettle 72 clients to own tenancies/OAR. Operate Resettlement Database for hostel clients/OAR. 			as at Dec 2007 - 81			Richard Howat, Cyrenians	
	<ul style="list-style-type: none"> Identify 24 tenancies with private landlords/RDGS. 			Moving on figures from hostels as at Dec 2007 - 105	2007-2008	All figures for new project to be reviewed in new Homeless Strategy document 2008-12.		On Target.
	<ul style="list-style-type: none"> Provision of a Crisis Intervention Service. 			Year end figures not available yet but target exceeded.		Funding for this service beyond March 2008 has not yet been identified. Review underway. Not part of the original strategy.	Richard Howat, Cyrenians	
	<ul style="list-style-type: none"> Provide housing support for 36 young tenants/NCH. Access support for 36 young tenants from relevant services/NCH. Establish 6 dispersed tenancies/NCH. 		SW Grant and Dundee Cyrenians	Access to a shower, clothes washing, hot meal and support and advice for people sleeping rough or in crisis with referral on to other services.		NCH have exceeded all targets set.	Angie McDonald, NCH	On Target.
			RSI and Supporting People funding.	Cowan Grove <ul style="list-style-type: none"> 37 Residential 9 Studios 15 Dispersed Tenancies Street Level <ul style="list-style-type: none"> 20 Intensive Placements 				

	<ul style="list-style-type: none"> Deliver lifeskills training for 16 young tenants/NCH. 			<ul style="list-style-type: none"> 70 Young people receiving Outreach Support 				
3.8	Refurbishment of Homeless Services Unit (Lily Walker Centre)	1	Homeless Task Force funding.	To provide self contained accommodation for single people.	2007	Lily Walker Centre refurbishment complete August 07. Accommodation to comprises of 24 self contained flats for single persons and couples. Completion date – May 2007.	Ian Dobson, Housing Services Unit.	Complete

4. Objectives:

- To ensure homelessness is a priority in stakeholders strategies.
- To work together to develop sustainable support services.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
4.1	Investigate feasibility of one stop shop/provision of services. To include medical, nursing, drugs, alcohol, mental health, advocacy and therapies.	N/A	Unmet Needs Bid.	Increase access to services for homeless households.	2003-2006	This project is now closed. Health Needs Assessment showed that an Outreach Health Team was more appropriate. All actions now referred to 2.1.	Nancy McFarlane, NHS.	Complete.
4.2a	Investigate feasibility of developing effective referral pathways for homeless families between Health and Lily Walker Centre.	3, 5	Within existing resources.	Ensure that health needs of homeless families are identified and referred to appropriate agency.	2006/07	Pathway under construction. Will feature in new structure of Health provision for homeless persons. This will feature as part of the commissioning process for the permanent team. Delay due to uncertainty of future structure of the team.	Mary Walkden, NHS.	On Target.
4.2b	Introduce housing support services to assist 25 Council households sustain tenancies.	4	Supporting People funding.	Prevent homelessness and sustain tenancies.	2004-2006	The Tenancy Support Team has provided support to 156 new clients since April 2007. This support is designed to enable clients to maintain and sustain tenancies.	Ian Dobson Housing Department.	On Target.
4.3	Investigate inter-agency response to remove street begging.	1 & 2	Homelessness funding and RSI.	Improved access to services.	2004-2006	Interagency response is ongoing and now with Roger Mennie, Legal Services. Protocols are in place at grass roots level to deal with individuals who beg.	Bryan Smith, Homelessness and Hostel Sub Group.	Complete.

4. Objectives Cont'd:

- To ensure homelessness is a priority in stakeholders strategies.
- To work together to develop sustainable support services.

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4.

Objectives: Cont'd.

- To ensure homelessness is a priority in stakeholders strategies.
- To work together to develop sustainable support services.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
4.6a(i)	Provide flexible housing and housing related support services to 120 vulnerable adults. Also aiming to assist 60 service users "out of hours".	1, 3, 4 & 5	Supporting People	Preparation of independent living.	2003-2008	In addition to accommodation, Positive Steps provide specific housing support services to assist people in achieving maximum independence. Currently 95 from a variety of landlord's incl. RSLs and Council. This includes out of hours and weekend services, currently 40 service users. In addition, the use of Living Skills group activities to enhance the ability to maintain and sustain a tenancy independently, with adults who have been identified as facing homelessness without intervention and support.	Derek Sharkey Positive Steps.	On Target.
4.6a(ii)	Provision of a Living Skills course to at least 30 Direct Access Hostel Residents giving them the opportunity to develop the skills necessary to move on to the "next stage" of independent living.	3, 4 & 5	Homeless Task Force Funding.	Preparation for independent living.	2007-2008	4 x 12 week courses planned for 2007/08. Each course accepts 9 participants. During the course needs are identified and discussed with participants and Hostel Staff.	Derek Sharkey Positive Steps.	On Target.

4.

Objectives: Cont'd.

- To ensure homelessness is a priority in stakeholders strategies.
- To work together to develop sustainable support services.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
4.6a(iii)	Reduce the number of homeless households living in B&B's and other temporary accommodation, excluding network flats.	1, 2, 3 & 5	Homeless Task Force Funding.	Provide advice and assistance to individuals and households allocated temporary accommodation in B&B's and other temporary Accommodation, excluding Network Flats, with a view to assist them to move to accommodation appropriate to their needs.	2006-2007	<p>Following a process of assessment and assistance to move on from B&Bs to more appropriate accommodation that is more suitable to the needs of the individual / household. Achieved by liaising with all other agencies involved in provision of accommodation and related requirements (fuel suppliers, furniture suppliers, accommodation providers, Benefits Agency, Housing Support, Health, Social Work, Legal, ASBT etc).</p> <p>At Feb 2008: Referrals = 185; Service Concluded = 125 (68%); Currently receiving service = 67; (48 assessed, 19 awaiting assessment).</p> <p>PS has responded to needs of individuals and LA.</p>	Derek Sharkey Positive Steps	On Target.

4.

Objectives: Cont'd.

- To ensure homelessness is a priority in stakeholders strategies.
- To work together to develop sustainable support services.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
4.6b	Support development of Hillcrest/NCH Initiative for Skills Sector training.	N/A	Application to be lodged with Future Builders, Scottish Enterprise Tayside and Job Centre Plus.		2005-2007	Hillcrest and NCH have put together a partnership proposal to establish a project that will offer a pathway into employment for up to 24 young people, providing life-skills and education opportunities. No funding available to date.	Angie MacDonald/ NCH.	This project will not go ahead.
4.6c	Skills Sector training Developing employability skills	3 & 4	New Futures Successor Fund until 2008. ESF (Prolongation) Dundee Community Learning Partnership Learn Direct learning bites. Task Force funding (started July 2007).	To encourage working towards certification to increase employability skills and opportunities. SQA Core Skills Qualifications in partnership with DCLP. REHIS Food Hygiene and Food and Health Accreditation. ECDL part or full module accreditation. Learn Direct branded centre.	Ongoing depend-ant on continued funding.	Continuing to work with individuals and their support agencies to ensure relevant progression pathways and in addition, liaise with employers to provide positive placement opportunities. Ongoing liaison with Economic Development re: linking with workforce plus – employability framework.	Moyra Gordon CraigOwl Communities 2 India Buildings 86 Bell Street Dundee	On Target

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
4.6d	Employability Skills Training	3 & 4	DWP and Disadvantaged Area Fund	Delivery of a pilot project based at Dundee Cyrenians, Wishart Centre aimed at enabling people who are in danger of becoming homeless develop the confidence and skills necessary to engage with mainstream employability projects.	2007/08	Further funding not yet secured. Pilot project nearing completion.	Richard Howat, Dundee Cyrenians	On Target.
4.7	Develop registered/response to households and private landlords reporting eviction action (required by Homelessness etc. (Scotland Act 2003). Ensure relevant information available.	4	Homelessness funding.	Information provided. Homelessness prevented.	2004-2008	Yet to be progressed. This project needs to be reviewed and re-prioritised in our next Strategy document. Response to consultation from Scottish Exec. - await date of enactment.	Brenda Fenton, Housing Department	On Target.
4.8	Review arrangements with schools to have regard to best interests of dependant children of homeless/vulnerable households. Section 4 of Housing (Scotland) 2001 Act.	4	Homelessness funding.	To encourage equal opportunities and avoid exclusion.	2005-2007	Yet to be progressed. Chartered Institute of Housing currently carrying out a survey on behalf of the Scottish Executive. Still awaiting guidance.	Brenda Fenton, Housing Department	Still awaiting guidance from Scottish Government.

4.

Objectives: Cont'd.

- To ensure homelessness is a priority in stakeholders strategies.
- To work together to develop sustainable support services.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
4.9	Review arrangements with health service and leisure providers to have regard to best interests of dependant children of homeless/vulnerable households.	3 & 4	Homelessness funding.	To encourage equal opportunities and avoid exclusion.	2005-2006	Child Protection Policy in place.	Ian Dobson, Housing Department.	Complete.
4.10	Financial Pre-Tenancy Service, support homeless people towards financial inclusion and capability.	3, 4 & 5	Financial Inclusion Fund	Focus on enabling people sustain tenancies and prevent repeat homelessness. Achieved by preparing homeless individuals for the transition from temporary homeless accommodation to a permanent tenancy. It also aims to enhance the homeless person's capacity to manage their lives, including their finances.	2007-2008	300+ referrals assessed; referrals from wide range of homeless services; 25% of clients are repeat homeless; 100% of tenancies sustained exceeding 12 months; financial gains = £35k+ benefits, £60k+ CCG's, trust funds, furniture packages, etc; referrals made to appropriate support agencies for continuing needs.	Alison Skene Hillcrest Housing Association	On Target.

5. **Objective:**
- **To work together on prevention of homelessness.**

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
5.1	Develop and implement Information and Advice Plan and progress to Types 1/2 accreditation of Homeless Services Unit.	1, 2 3, 4 & 5	Homelessness funding.	Good quality information provided. Prevention of homelessness.	2004-2008	Homepoint Accreditation team onsite 18/19 March 2008. Further visit yet to be carried out April 08.	Ian Dobson, Housing Department.	On Target.
	Develop a youth directory.	4	Homelessness and Hillcrest funding.	Raise awareness of services and prevent homelessness	2004/2007	New updated directory circulated.	Brenda Fenton, Housing Department.	Complete.
	Investigate feasibility of Production of Directory of Services.	2 & 4	Tayside Health Board.	Directory of Services available.	2005-2006	Dundee Health and Homelessness Group progressing Directory. Multi agency group agreed that there are many relevant resources in existence. Rather than producing another resource, improve access to existing resources for all agencies.	N. McFarlane, Dundee Health & Homelessness Group.	Complete.
5.2	Collaborate with Tenant Participation and agencies on updating and presentation of 4 housing education sessions in schools, to raise awareness of rights and responsibilities as tenants.	4	Homelessness funding.	Young people aware of their rights and responsibilities. Awareness of support services will help sustain tenancies.	2005-2006	Project complete.	Brenda Fenton, Housing Department.	Complete.

5. **Objective: Cont'd.**
- **To work together on prevention of homelessness.**

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
5.3	Develop and implement a Housing, Education and Training Programme.	4 & 5	Homelessness funding. Lottery Bid being considered.	Young people aware of their rights and responsibilities. Awareness of support services will help sustain tenancies.	2005-2007	<p>Youth Housing Group have developed a programme called Hey Dundee (Housing Education for Youth in Dundee), previously, the HEAT project. From October 2006, rolled out to St John's, Morgan and Grove and will run through 2007.</p> <p>Youth group are looking at possible funding avenues which will enable them to run more sessions throughout the schools in Dundee. Await outcome of Lotteries bid for wider action agenda.</p>	<p>Brenda Fenton, Housing Department.</p> <p>Steve Kell, Hillcrest Housing Association</p>	<p>Complete.</p> <p>On Target</p>
5.4	Prevention of homelessness - young tenants. Joint project with NCH.	4	Scottish Executive's Antisocial Funding.	Prevent youth homelessness via tailored support packages to meet identified needs and reduce and prevent antisocial behaviour threatening tenancies.	2006-2007	27 young people were assisted through this initiative. 11 volunteers trained and providing support to young people to use the wider community facilities, thus reducing the risk of homelessness.	Angie McDonald, NCH Brenda Fenton, Housing Department Housing Department.	On Target.
5.5	Support and guidance provided to families who are at risk of homelessness due to the disruptive behaviour of members of the household.	1 & 4	Homeless Task Force Funding	Reduced presentations from families with low level disruptive behaviour that may resulted in homelessness.	2007-2009	Parenting Project base established. Activity due to commence in April 2008. This project will be a joint venture between NCH, Housing & social work.	Angie McDonald, NCH Brenda Fenton, H/Department.	On Target

5. **Objective: Cont'd**
- **To work together on prevention of homelessness.**

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
5.6	Conduct 3 joint training session for Welfare, Benefits, Housing Department and hostel staff to promote income maximisation to assist vulnerable households.	4	Homelessness funding.	Raise awareness and increase access to services, prevent homelessness.	2004-2005 June 2005	Sessions have taken place during December 2004 and March 2005.	Brenda Fenton, Housing Department.	Complete.
5.7a	Implement Discharge Protocols to ensure people leaving hospital do not become homeless.	3 & 4	NHS Tayside. Delayed discharge monies hoping to be secured.	Standards will be adopted for homeless and vulnerable clients. Implementation of protocol and monitoring framework to ensure effectiveness.	2003-2008	Protocol implemented in 06/07. Under review January 2008. Attention drawn to insufficient reference and procedure for patients who are homeless. Further work being carried out by Tayside Health & Homeless Group.	Alison Fannin, Dundee Health & Homelessness Group.	On Target.
5.7b	Develop Prison Discharge Protocol.	3 & 4	Within existing resources	To provide crisis intervention and to facilitate permanent/sustainable lets to prisoners on discharge.	2007-2010	Strategy Team working in Tri Council Working Group to develop Regional Discharge Protocol.	Iain MacPherson, Housing Department.	On Target.
5.7c	Care Leavers Discharge Protocol.	3 & 4	Within existing resources	To facilitate permanent accommodation and sustainable lets for those leaving the care system.	2007-2008	Initial meetings have been held and a brief prepared. Requirement of this protocol to link with the Lettings Policy due for completion October 2008.	Dave Innes, Throughcare Team Social Work / Brenda Fenton & Moira Ritchie, Housing Department.	On Target.

5. Objective: Cont'd

- To work together on prevention of homelessness.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
5.8	Devise and deliver necessary joint staff training plan on homelessness strategy to raise awareness, improve service delivery, share good practice.	4	Homelessness funding. NHS Tayside.	Raise awareness and change attitudes. Increase access to services and prevent homelessness.	2003-2006	Now complete 2004. Joint Homelessness and Health presentations carried out to staff.	Nancy McFarlane, Health & Homelessness Action Plan.	Complete.
5.9	Develop and implement a multi-agency joint training initiative with Health and Housing. Investigate most cost effective method of providing training to staff.	4	Dundee Community Health Partnership Working.	Raise awareness and change attitudes. Increase access to services and prevent homelessness.	2005-2006	Further training to be organised. Multi Agency training on raised awareness of homelessness. To be delivered Sessions to be repeated as in 5.3 above to include Housing Benefit staff, Health, SWD, Housing and Voluntary Agencies.	Nancy McFarlane, CHP/Brenda Fenton, Housing Department.	Complete.
5.10	Develop a web page to identify training opportunities on homeless and health related topics.	4	NHS Tayside	Improve access to training opportunities.	2005-2006	Resources identified through training sub group. links available to homelessness from: www.taysidepublichealth.com	Nancy McFarlane, CHP	Complete
5.11	Deliver multi-agency joint training initiative with Housing and Health specific to local issues, needs & projects. 'Homeless Training - Dundee's Approach'.	1,2,3,4 & 5	Task Force Funding NHS Public Health evaluation.	Raise awareness of homelessness in order to prevent homelessness.	2007 - 2008	Training completed in March 2008. 150 staff attended were from SWD, Health, Housing and voluntary agencies. Evaluation of project to determine future training needs is underway.	Brenda Fenton, Mary Walkden (HHOT) & Colin Paton (Dundee Cyrenians)	Complete

5. **Objective: Cont'd**
- **To work together on prevention of homelessness.**

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
5.12	Produce training material displaying location specific information.	1, 2, 3, 4 & 5	Task Force Funding	Training Tools are available.	2008 - 2008	Training Film ' <i>Homeless in Dundee</i> ' was completed in November '07. Being used as part of joint training programme 'Homeless Training - Dundee's Approach'.	Andy Whitelaw Housing Dept, Colin Paton Dundee Cyrenians.	Complete

6. **Objective:**
- **To work together on consultation and user involvement in strategy reviews.**

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
6.1	Collaborate with agencies conducting consultation with vulnerable people (Health, NCH, Corner, Tenant Participation) to access information on accommodation/support needs.	4	Homelessness funding.	Access to agencies and service user information, data used in review and planning of improvements to services.	2004-2007	NCH in partnership with DCC Sports Development Department, Social Work Throughcare/Aftercare Team, Health and Homeless Outreach Team secured lottery funding to provide Sports Development passes for young people. Over three month period, 32 passes have been accessed. 12 drop-in sessions focussing on developing and improving healthy lifestyle. 8 Outdoor Activity Sessions took place	Angie McDonald, NCH.	Complete.
6.1a	Public health student undertaking project to identify most appropriate to consult with homeless people.	1, 2 3 & 5	Dundee Community Health Partnership.	Homeless people have a say in service delivery.	2005-2006	Completed. Service delivery adapted to encompass feedback.	Nancy McFarlane, Dundee Health & Homelessness Group.	Complete.

6. **Objective Cont'd:**

- **To work together on consultation and user involvement in strategy reviews.**

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
6.2	Collaborate in consultation to access information on accommodation and support needs.	1, 2 3 & 5	Homelessness funding.	Access to agencies information, data used in review and planning.	2005-2008	Information Transfer Protocol introduced March 2008.	Brenda Fenton Housing Dept.	Complete
	Needs Assessment required to determine support needs City-wide.	2, 3 4 & 5	Homeless funding.	To inform new homelessness strategy.	March 07	Single Homelessness. Research completed March 2007.	Brenda Fenton Housing Dept.	Complete
	Temporary accommodation plan is required to detail existing accommodation and plan further accommodation needs.	3 & 5	Homeless funding.	To identify gaps in Temp Acc. Needs.	2006/08	Detail of existing provision now available. Temporary Accommodation Plan <i>draft</i> available. - For completion April '08	Pat Motion Housing Dept. Brenda Fenton Housing Dept.	Complete On Target
	Support services funded by Supporting People Grant monitored by Supporting People.	3 & 4 & 5	S. People funds/Homeless Funding.		2006/07	Was due for completion March 2007, reviews planned for completion May 2008.	Ailsa McAllister Supporting People, Brenda Fenton Hsg. Dept.	On Target
	Rough Sleepers Services monitored by Homeless Strategy Team. Outstanding due to IT problems at Cyrenians.	1, 2	RSI.	New system required due to Glasgow Homeless Network System ceasing to monitor.	2006/07	Monitoring System in place May 2007.	Brenda Fenton Hsg. Dept. Richard Howat. Cyrenians.	Complete

6. Objective Cont'd:

- To work together on consultation and user involvement in strategy reviews.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
6.2a	Support and develop social networks for homelessness and vulnerable people.	3 & 4	Antisocial Funding	Promote and support social networks to assist homeless and vulnerable people in the transition out of homelessness into tenancies.	2005-2007	Supported Tenancy Initiative now in place, working with extremely chaotic youths to enable them to sustain tenancies, thereby preventing homelessness. Currently reviewing year end figures to continue project for a further year.	Brenda Fenton, Housing Department/ Angie McDonald, NCH.	Complete.
6.2b	Support and develop social networks for homelessness and vulnerable people.	4	New Futures Successors Fund until March 2008. ESF (Prolongation). Dundee Communities Literacy Partnership.	To encourage participation in programme of tuition to develop social skills in order to assist transition and sustain tenancy.	Ongoing dependent on continued funding.	We will continue to work with relevant agencies to enable positive and sustainable progression pathways for people.	Moyra Gordon CraigOwl Communities 20 Stirling Street (The Learning Place)	On Target

6. Objective Cont'd:

- To work together on consultation and user involvement in strategy reviews.

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2008	Lead	Performance Stage
6.3	Annual strategy review (reported to Social Work and Housing Committees and Health and Homelessness Steering Group), to include user feedback from Consultation.	1, 2, 3 4 & 5	Homelessness funding.	Strategy review completed.	2005-2008	Annual Progress Report for 2007/2008 currently being prepared for approval by Homelessness Co-ordinating Group, Housing Committee and passed to Scottish Executive.	Brenda Fenton, Housing Department.	On Target.
6.4	Commission research on Hidden Homelessness to inform Strategy Review and influence service development.	1, 2, 3 4 & 5	Homelessness funding.	Improved data for response to Homelessness etc (Scotland) Act 2003 legislation.	2003-2006	Research for Single Homelessness. Completed May 2007. This research & consultation has been used to inform the new Homeless Strategy.	Brenda Fenton, Housing Department.	Complete
6.5	Develop new Homelessness Strategy.	1, 2, 3 4 & 5	Homelessness funding.	New Homeless Strategy document.	2005-2008	Dundee's Homelessness Strategy 2007/12 final version now prepared, and presented to Housing Committee..	Brenda Fenton, Housing Department.	Complete.
6.6	Conduct Youth Consultation on homelessness and issues surrounding.	2, 3 & 4	Homelessness funding.	The views of young people are sought in regards to homelessness and the current local opinions of young people are gathered.	2007/08	Youth Consultation event is being planned. This will be a joint event between DCC, Cyrenians & NCH. Target date is May 08.	Colin Paton (Dundee Cyrenians) Iain MacPherson Housing Department,	On Target.

GLOSSARY

- 1) No one need sleep rough.
- 2) Existing homelessness becomes more visible.
- 3) Sustainable resettlement is secured for people who become homeless.
- 4) Fewer people become homeless in the first place.
- 5) The duration of homelessness is reduced.