

REPORT TO: HOUSING COMMITTEE – 19 SEPTEMBER 2005

REPORT ON: DUNDEE'S HOMELESSNESS STRATEGY  
PROGRESS UPDATE REPORT 2004/2005

REPORT BY: DIRECTOR OF HOUSING

REPORT NO.: 555-2005

**1. PURPOSE OF REPORT**

- 1.1. To inform Housing Committee of the progress and the format for reporting back to the Scottish Executive, the objectives achieved for the period 2004-2005 as part of Dundee's Corporate Homelessness Strategy.

**2. RECOMMENDATIONS**

It is recommended that Housing Committee:

- 2.1. Agree the contents of this report.
- 2.2. Remit the Director of Housing to submit this report to the Scottish Executive detailing the objectives achieved as part of the Homelessness Strategy for the period 2004-05.

**3. FINANCIAL IMPLICATIONS**

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 proposals reflect 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 homeless 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. Correspondence from the Scottish Executive in March 2005, requested that the local authority submits an update of progress against Dundee's Homelessness Strategy over 2004/2005. This is to enable the Scottish Executive Development Department and the Homeless Monitoring Group to maintain a national overview of progress and also ensure financial accountability for targeted resources.
- 6.2. 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. A Ministerial Statement will be issued by December 2005.
- 6.3. The format adopted for this reporting mechanism 2004-2005 has been based on a model suggested to all authorities by Scottish Executive and will become an integral part of the strategy and the strategy process locally. Use of this model demonstrates consistency to Scottish Executive, the Homelessness Strategies Assessment Panel and Communities Scotland.
- 6.4. The main funding streams for the Homelessness Strategy are the Rough Sleepers Initiative and the Homelessness Task Force funding.
- 6.5. Dundee City Council was allocated £486,700 Homelessness Task Force funding for 2004/2005. The funding was specifically linked to the delivery of our Homelessness Strategy and shows progress of actions to date. Appendix 2 details how this money was spent.
- 6.6. In addition revenue funding of £239,830 was secured from the RSI for 2004/05. Appendix 3 details the projects that this money was spent on.
- 6.7. Housing Management Team and Housing Committee gave their approval to the 2004/2005 funding framework to deliver the Homelessness Strategy and develop accommodation and services as a priority.
- 6.8. The overall strategy however, not only includes Task Force and RSI funding but various other funding avenues are used to deliver the Homelessness Strategy. The Delivery Plan attached at Appendix 1 gives a comprehensive view of all homelessness projects within the City.

## 7. KEY ACHIEVEMENTS

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

- Completion of Honeygreen Project with 11 additional accommodation places.
- Dundee Women's Aid Project, 7 additional units have now been opened.
- Phase 1 of Arthurstone Terrace (NCH Youth Project) is now up and running. This consists of two single person flats for the very vulnerable who require intensive support and office space accommodation to allow staff to operate an outreach service to these and other existing dispersed flats.

- Outreach Nursing Health Team established – Staff in post undergoing training. Project will be in full operation August 2005.
- Co-ordinated Homelessness Awareness Training – Training has been carried out in partnership with Cyrenians/Scottish Council for Single Homeless, which was targeted at front line staff in Housing, Health, Social Work and voluntary agencies.
- Joint training sessions in educational establishments now up and running. These sessions aim to alleviate and prevent homelessness by raising awareness and gaining knowledge of the local housing and support services that are available.
- Section 5 Housing (Scotland) Act 2001 – RSL Protocol now agreed. I.T. and operational issues currently being addressed.
- Communities Scotland Funding allowed for ability to set up 37 flats for single people moving on from hostel accommodation. To assist in the sustainment of the tenancies basic essential goods are provided.
- Creation of Youth Local Directory.

#### 8. **MAIN CHALLENGES TO IMPLEMENTATION LOCALLY**

- Restriction of Supporting People pipeline funding to Year 1 meant the budget and income pertaining to Years 2 and 3 had to be reassessed. This will put additional pressure on Supporting People budget in future years.
- Hostel staff advise that there are issues around appropriate assessments for hostel dwellers being carried out.

In some cases it is the residents themselves who do not want to be assessed and are often quite happy to remain residing in hostels for a long period of time, which means that direct access spaces are not available for emergency cases.

Another issue is finding suitable alternatives to address the care and accommodation needs of these long term residents. We are currently pursuing this issue in partnership with Housing Providers, Hostels, Health and Social Work Departments.

- Provision of additional, appropriate temporary and permanent accommodation for homeless people takes time to develop. Delays in announcements of the availability of funding and changes once projects have commenced can jeopardise the sustainability and viability of projects.
- Short term funding makes the planning of larger projects difficult to get off the ground. Example of this is the refurbishment of the Lily Walker Centre due to the Unsuitable Temporary Accommodation Order which came into force in December 2004.
- Hospital Discharge Protocol – The standards have now been agreed in principle and the protocol is currently being integrated into existing processes and procedures.
- Homepoint Standards – This will be challenging in the sense that it will be time consuming and difficult as members of staff will have to undergo training whilst trying to maintain normal service delivery.

- The formal system and verification framework of the national Housing Benefit system causes access problems for homeless people who may lead chaotic lifestyles. A system more empathic with the needs of homeless persons would assist in accessing accommodation.

## 9. **CONSULTATION**

- 9.1. Comments have been sought from relevant Departments and these have been incorporated into this report.
- 9.2. The Strategy's Progress Report has been considered and approved by the Homelessness Co-ordinating Group which involves stakeholders and partner organisations.

## 10. **BACKGROUND PAPERS**

- 10.1. Report on Rough Sleepers Initiative Local Outcome Agreement 2003/2004 approved by Housing Committee, 16 December 2002.
- 10.2. Report on Dundee's Homelessness Local Outcome Agreement 2004/2005, approved by Housing Committee, 21 June 2004. Report No.441-2004.
- 10.3. Note on Extension of Fixed Term Posts (Homelessness Strategy Team) approved by Personnel and Management Services Committee, 14 February 2005.
- 10.4. Report on Homeless Services Unit – Establishment of Posts, approved by Personnel and Management Services Committee, 10 November 2003. Report No.699-2003.
- 10.5. Report on Response to Homelessness Consultation Paper 'Unsuitable Temporary Accommodation for Families with Children' approved by Housing Committee, 19 April 2004. Report No.258-2004.

**ELAINE ZWIRLEIN**  
**DIRECTOR OF HOUSING**

**SEPTEMBER 2005**

**DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005**

**APPENDIX 1**

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: To Identify need, focus on vulnerable and prioritise, quantify requirements.</b>								
Co-ordinate referrals to contribute to homeless clients health needs assessment exercise.	Collect details of homeless clients health assessment needs.	NHS Tayside/ Homelessness Task Force Funding	Identify health needs of homeless people.	100 referrals co-ordinated and 30 homeless people interviewed.	Project complete. Health Needs Assessment document published June 2004. Unmet Needs bid now lodged and approved by the Scottish Executive to set up a Nurse Led Outreach Clinic.	1 year.	Dundee Health and Homelessness Group	Nancy McFarlane, Dundee Local Health Care Co-operative (DLCC).
Review joint assessments for under 25s at Lily Walker Centre.	50 assessments in pilot October 2003 – March 2004.	Dundee City Council and NCH, staffing costs.	Increase access to services for young people.	Improvements in liaison and information.	Review has been carried out. Assessments are redesigned 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.	Review September 2004.	Homelessness Co-ordinating Group.	Youth Housing Group.
Single Shared Assessments for HSU and hostel clients.	539 applicants required temporary accommodation (2003/2004).	Tayside Health Board and Dundee City Council.	Increase access to services and accommodation for homeless households.	Piloted March 2004 for long term clients.	A Needs Assessment was carried out involving 15 long term hostel clients. Recommendations were made which are now being addressed through the Strategy and Health and Homelessness Plans.	2005-2006	Hostel Sub-Group and Health and Homelessness Action Plan.	Nancy McFarlane DLCC and Brenda Fenton, Housing Department.
RSI database to prioritise OAR service.	Hostel clients moved to tenancies with outreach support.	Homeless Strategy and Cyrenians Staffing costs. Funded through Homeless strategy and RSI Outreach and Resettlement funding allocation.	To assist clients to sustain tenancies.	No. of hostel clients moved to tenancies 2004/2005.	Data base now set up and operations agreed, however, currently resolving data protection issues re. information collated. Legal advice being sought.	2005.	Homelessness and Hostel Sub-Group.	Paul Gruenwald, Housing Dept./ Bryan Smith, Cyrenians OAR Service.

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: To identify need, focus on vulnerable and prioritise, quantify requirements.</b>								
Review all services funded by Supporting People Grant.	Ensure Best Value and strategic fit for services funded by Supporting People Grant.	Supporting People Team.	Ensure service meets strategy and Best Value.	Achieve service review by March 2006.	Part 1 review almost complete.	2005-2006	Supporting People Management Team.	Sandy Anderson, Supporting People.

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Maximise resources, make best use of existing resources, develop sustainable projects.</b>								
Explore funding for outreach health services.	1,158 presentations in 2003/2004.	Scottish Executive unmet needs bid.  171K for 18 months.	Increase access to services for homeless households.	NHS Tayside bid approved by Scottish Executive May 2004.	Nurse led Health and Homelessness Outreach Team now in place – May 2005. Pilot research project. To improve access to health for homeless people at the intervention site.	2004-2006.	Tayside Health and Homelessness Steering Group.	Nancy McFarlane, Dundee Local Health Care Co-operative (DLCC).
Provide furnishings for homeless and vulnerable households.	712 referrals in 2004/2005.	Grants provided by Dundee City Council – Waste Management, Social Work and Housing Departments for 2003-2005. Funding now ceased. Alternative funds yet to be identified by the project.	Assist vulnerable and homeless households to sustain tenancies.	£50,000 allocated.	Annual grant given to keep the project in operation to allow it time to become self sufficient.  Ongoing meetings to discuss alternative funding arrangements for 2005/2006.	2004-2005.	Housing Department.	Brenda Fenton, Housing Department.
Funding for furniture, white goods and starter packs.	8 furnished tenancies set up 2003-2004.	Communities Scotland Furniture Grant - £66,170. Dundee City Council.	25 furnished tenancies set up.	Inventories completed for all furnished tenancies 2004/2005.	Allocation plus under spend has now enabled 37 tenancies to be set up 2004-2005.  Review is taking place to reassess the service to ensure value for money.	2004-2005.	Homelessness Co-ordinating Group..	Brenda Fenton, Housing Department.
Explore use of Housing Benefit on 2 homes/achieve administration targets.	90 hostel clients moving from hostels to own tenancies..	DWP.	Arrears reduced, tenancies sustained.	proposal drafted May 2004.	Campaign still ongoing. DWP states it is under review. Meetings held with Elected Members.	2004-2005.	Homelessness and Hostel Sub-Group.	Pamela Brunt, Women's Aid.
Liaise to deliver viable support services.	Hostels/Resettlement target 200 households.	Supporting People Funding.	Tenancies sustained, homelessness prevented.	April 2004, extra post at Homeless Services Unit.	1,182 households in 2004-2005 benefited from services for homeless people funded by Supporting People.	2004-2005.	Supporting People Task Group Review.	Sandy Anderson, Supporting People.

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
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Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Maximise resources, make best use of existing resources, develop sustainable projects.</b>								
Collaborate with Finance staff to achieve Housing Benefit administration targets for improvements.	Projected HB income for 2004/05 = £1,066,693.	Homeless Task Force Funding £23,000	Arrears reduced. Tenancies sustained.	Temporary Housing Officer in post to facilitate benefit process.	Housing Benefit staff and homelessness staff meet on a quarterly basis to address any outstanding issues. The additional temp. officer started in post on 19 July 2004. The projected income for 2004/05 has shown an actual increase of £141k.	2003-2006	Homelessness Co-ordinating Group.	Robin Grimmond, Homeless Services.

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Make best use of existing resources, develop sustainable accommodation.</b>								
Section 5 Housing (Scotland) Act 2001 - Protocol with RSL's.	Target 2003/2004.	Homelessness Task Force funding.	Homelessness prevented.	Priority task June 2004.	Draft referral agreement out to consultation, February 2005. Meeting taking place with RSLs July 2005 to finalise protocol. Information technology developments are now being discussed in-house.	2004-2005.	Homelessness Co-ordinating Group.	Brenda Fenton, Housing Department.
Implement additional temporary accommodation plan.	Target 66 for 2004/2005.	Homelessness Task Force Funding £95,000 Honeygreen Supported Unit.  Dundee Women's Aid - Domestic Abuse Refuge Accommodation Programme, Scottish Executive £422,960 Supporting People Funding.  Supporting People Funding, HAG Funding to be sought by Hillcrest.  Dundee City Council, Social Work Department.	Additional supported temporary accommodation available.	20 units achieved 2003/2004.	Honeygreen local authority Supported Homeless Persons Unit complete - additional 11 places.  Dundee Women's Aid - 7.  NCH - 15 additional places in core block Arthurstone Terrace to be on site this year. Also reconfiguring service provision between Cowan Grove and McDonald Street to add additional units.  Social Work - Supported Lodging Places. 5 are now in place with a further 2 places. Awaiting approval in July 2005. 1 other application currently being processed.	2004-2005.	Homelessness Co-coordinating Group.	Brenda Fenton, Housing Department.

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Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Make best use of existing resources, develop sustainable accommodation.</b>								
		<p>Burnside Mill – Homeless Task Force Contribution £261,000 HAG from Communities Scotland.</p> <p>Hillcrest Housing Association to seek HAG grant from Communities Scotland.</p> <p>Lily Walker Centre – Currently Task Force Funding £450,000 committed. 2005/06 Additional funding yet to be sought to complete this project.</p>			<p>Hillcrest Housing Association currently have on site 20 units at Burnside Mill and are now on site.</p> <p>14 additional 'move on' units at Rosefield Street. Currently negotiating sale/development agreement.</p> <p>Brief being prepared for refurbishment of Lily Walker Centre due to Unsuited Temporary Accommodation for Families with Children Order s29(3) Housing (Scotland) Act 1987.</p>			

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Make best use of existing resources, develop sustainable accommodation.</b>								
Develop accommodation for long stay hostel clients.	15 clients sampled using Single Shared Assessment.	Scottish Executive Unmet Needs bid currently funding pilot research project, however, additional funding will be required to facilitate a more holistic approach to this issue.	Appropriate supported accommodation available.	Proposals being finalised with SWD for presentation to Health & LA Management Group.	Recommendations were made through the 'Health and Social Assessment of Needs', which led to the set up of a pilot research project. The findings from this project will assist in the outcome of this issue. A multi agency short term task group set up March 2005, to scope the problem. This exercise is currently underway. Early findings from this project indicate that up to 50% of all hostel dwellers have multiple issues. A report is due to be issued giving full details by the end of July 2005. Discussions are also ongoing regarding joint research project, Tayside wide, into "Those affected by alcohol related brain damage".	2004-2005.	Hostel Sub-Group.	Brenda Fenton, Housing Department. Richard Howatt, Cyrenians "Move On Task Group".
Examine DCC procedures. SNHC Allocations.	486 require accommodation 2002-2003.	Dundee City Council.	Homelessness prevented.	Review in Policy & Plans work plan.	This will not be progressed by Homeless Strategy Team. New internal DCC layouts agreed for policies and procedures will ensure that consultation is carried out as policies/procedures are updated or reviewed. This will allow for a prevention of homelessness check to be carried out as each policy/procedure is updated.	2004-2005.	Homelessness Co-ordinating Group.	Brenda Fenton, Housing Department.

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Make best use of existing resources, develop sustainable accommodation.</b>								
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.	Work now complete on phase 1 which opened April 2005.  Total bedspaces available – 44.  Direct access – 19 Assessment – 15 Resettlement – 10  Includes 2 rooms, able to take disabled service users.  The assessment suite is a dedicated support unit which currently provides 2 bed spaces (with an option to increase to 4) to TOPAZ, which is a community detoxification programme. The assessment suite also allows access to other contributing agencies.	Completion January 2005.	Homelessness Co-ordinating Group.	Geoff Findlay, Salvation Army.
Develop register of landlords for hostel clients.	Rent Deposit Guarantee Scheme information.	Yet to be addressed as now part of Housing Improvement Bill 2005.  Scottish Executive Funding, 2004/2005 £45,000 2005/2006 £45,000	Register available. Homelessness prevented.	Recruiting new landlords/ developing landlords accreditation.	Landlord Registration Scheme not to be progressed by Homeless Strategy Team. Register will be developed as Part 8 of the Anti -Social Behaviour etc. (Scotland) Act 2004.  Not to be progressed by Homeless Strategy Team. Pilot of Landlord Accreditation Scheme ongoing.			Colin McCrae, Housing Department.  John Wolstencroft, Housing Department.

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Make best use of existing resources, develop sustainable accommodation.</b>								
	Target as per Homelessness Strategy – 24.	RSI funding. £35,000 – 2004/05.			Rent deposit guarantee scheme is in place managed by the Cyrenians. 64 clients were identified and of these 23 established tenancies with private landlords.	2004-2005.	Hostel Sub-Group.	Richard Howatt, Cyrenians.
Ensure RSI targets achieved.	Outreach and Resettlement/Rent Deposit and NCH Youth Service.	RSI Funding Cyrenians Outreach & Resettlement Team - £155,000.  NCH Youth Housing Support Service £50,000.	Clients accommodated tenancies sustained.	Groups adopted targets February 2004.	Figures 2004/05 <u>Cyrenians</u> Rough Sleepers Assisted – 28 Clients to own tenancies – 67 Move on from Hostels – 51  <u>NCH</u> Outreach Support – 9 Residential Support – 39	2004-2005.	Hostel and Youth Sub Groups.	Anne Petrie, Housing Department. Bryan Smith, Cyrenians.  Angie McDonald, NCH.

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Ensure priority in stakeholders strategies, develop sustainable support services.</b>								
Investigate feasibility of outreach health services.	1,158 presentations in 2003/2004.	Scottish Executive Unmet Needs Bid.	Increase access to services for homeless households.	Bid approved by NHS Tayside May 2004.	Health Needs Assessment showed that an Outreach Health Team was more appropriate. See 2.1 Homeless Strategy Action Plan.	2004-2006.	Tayside Health and Homelessness Steering Group.	Nancy McFarlane, Dundee LHCC.
Introduce Housing Support Services to assist council households to access and/or sustain tenancies.	Referrals in 2003/4 142 clients.	Supporting People Funding.	Prevent Homelessness and sustain tenancies.	Referrals in 2004/5 190 clients.	Of the 190 referrals – 126 received support. There has been an additional 51 referrals from April 05 to 16 <sup>th</sup> June – of these referrals 39 are currently receiving support.	2003-05	Supporting People Strategy.	Sandy Anderson, Supporting People.
Investigate response to remove the need for street begging.	9 people asking for money on street – May 2004.	RSI/Lottery Bid.	Improved access to services.	Proposal to be agreed by groups.	All roofless people offered accommodation via Outreach Team. Lottery Bid was not pursued as this was to be considered for "Begging Bins". Dundee has decided this is not the way forward and begging bins will not be progressed. Still to address the issue of others who are begging – Small Working Group met and Protocol to be discussed. Discussions/consultation also ongoing with Beacon Initiative to progress this issue.	2004-2006.	Homeless and Hostel Sub-Group.	Bryan Smith, Cyrenians.
Contribute to implementation of removal of benefits for LAC.	Approximately 15 looked after children per years 2004/2005 & 2005/2006.	Dundee City Council DWP.	Rents/allowances paid, homelessness prevented.	Implementation procedures agreed.	System now in place and operating. Social Work/Housing Department will monitor effectiveness.	2004-2005.	Through Care and Aftercare Task Group.	Dave Innes, Social Work Department.

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Ensure priority in stakeholders strategies, develop sustainable support services.</b>								
Arrange support for victims of harassment.	Query 2003/2004 figures – under recording.	Anti-Social Behaviour – Scottish Executive Funding.  Dundee City Council.	Support available. Tenancies sustained.	Project proposal to be agreed and implemented.	These principals are agreed and now working practices, therefore, project is complete.  Victim Support Officer now appointed June 2005 for 2 year period. Racial Incidents Multi Agency Panel RIMAP now re-launched, and also Dundee Domestic Abuse Forum.	2004-2005.	Building Stronger Communities Theme Group Strategy RIMAP.	Jim Fenton, Housing Department. Tayside Police.
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.	Estimated cost of £190,000 required for capital funding for Burnside Mill. This project may not go ahead and we need to review and re-prioritise in our next strategy document. The baseline set is not appropriate and the action not set out in a specific, achievable manner.	2005-2006.	Homelessness Co-ordinating Group.	Brenda Fenton, Housing Department.
Register/response for private landlords reporting eviction.	Rent Deposit Guarantee Scheme Information.		Information provided, homelessness prevented.	Information combined with landlord accreditation scheme.	Yet to be progressed. This project needs to be reviewed and re-prioritised in our next strategy document. The baseline set is not appropriate and the action not set out in a specific, achievable manner.	2004-2005.	Homelessness Co-ordinating Group.	Brenda Fenton, Housing Department.

DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Ensure priority in stakeholders strategies, develop sustainable support services.</b>								
Review arrangements with schools to have regard for the best interests of dependent children of homeless/vulnerable households. Section 4 of Housing (Scotland) Act 2001.	Compliance with Housing (Scotland) Act 2001.		To encourage equal opportunities and avoid exclusion.	Schedule to be devised.	Yet to be progressed. Chartered Institute are currently carrying out a survey on behalf of the Scottish Executive.	2005-2006.	Homelessness Co-ordinating Group.	Brenda Fenton, Housing Department.

**DUNDEE'S HOMELESSNESS STRATEGY UPDATE OF PROGRESS  
2004/2005**

Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Ensure priority in stakeholders strategies, work together on prevention.</b>								
Information and advice plan/type 1 accreditation directory of services.	1,158 presentations in 2003/2004.	Homelessness Task Force funding. Advice and Information Officer £31k Homepoint Training £15k	Information provided, directory available. Homelessness prevented.	Information/advice worker appointed, Homepoint Standards achieved.	Rolling programme now commenced incorporating types 1 & 11 of Homepoint. Working towards accreditation. Advice and Information Officer now in post.	2004-2006.	Homelessness Co-ordinating Group.	Brenda Fenton, Housing Department.
Development of a Youth Directory.	To raise awareness of services available.	Homelessness Task Force Funding £2k	Directory of Services Available.	Proposal from youth group agreed.	Now complete and distributed to relevant agencies.	2004-2006.	Youth Group.	Anne Petrie, Housing Department.
Production of a full directory of services.	To raise awareness of services available.	Tayside Health Board	Directory of all local services to be available.	Proposal agreed by partner agencies.	Currently discussing content and layout most appropriate.	2004-2006.	Dundee Health & Homelessness Group.	Nancy McFarlane, Tayside Health Board.
Agree presentation on housing education in schools.	4 sessions held 2003/2004.	Dundee City Council Homelessness Task Force funding.	Young people aware of rights responsibilities.	Use of Streets Ahead approved.	Project complete.	2004-2005.	Youth Housing Group.	Anne Petrie, Housing Department.
Develop and implement a Housing, Education and Training programme.	Establish access to schools and other educational establishments.	Homeless Task Force funding.	Young people aware of their rights and responsibilities. Awareness of support services will assist in sustaining tenancies.	1 <sup>st</sup> session carried out at Connect 5 for evaluation	Youth Housing Group now working on delivering a new project called HEAT (Housing Education and Training) which focuses on housing and support services. 1 <sup>st</sup> presentation took place March 2005, this is to be rolled out to other educational establishments.	2005-2006	Youth Housing Group.	Anne Petrie, Housing Department.

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Actions	Baseline	Resources	Outcomes	Milestones	Progress	Time scale	Evaluation	Lead
<b>Objective: Ensure priority in stakeholders strategies, work together on prevention.</b>								
Joint training sessions for benefits/health housing staff.	Collaboration agreed with health staff.	Homeless Task Force Funding £6k.	Increase access to services. Homelessness prevented.	Scheduled to be devised.	Health, Criminal Justice and Social Work also to use Pack in areas such as school nurses, looked after children nurses. Accident and emergency and young offenders/mental health establishments. 3 sessions now complete. Evaluation to be carried out.	2004-2005.	Dundee Health and Homelessness Group.	Anne Petrie, Housing Department.
Devise and deliver necessary joint training plan on homelessness strategy to raise awareness, improve service delivery, share good practice.	To raise awareness of Homelessness Strategy.	NHS Tayside. Homelessness Task Force Funding.	Raise awareness and change attitudes. Increase access to services. Homelessness prevented.	Increase access to services. Homelessness prevented.	Now complete 2004. Joint Homelessness and Health presentations carried out to staff.	2003-2005.	Dundee Health and Homelessness Group.	Nancy McFarlane, Tayside Health Board.
Joint training sessions for benefits/health housing staff. To raise awareness of homelessness and preventative measures	Sharing of good practice.	NHS Tayside.	Raise awareness and change attitudes. Increase access to services. Homelessness prevented.	Yet to be determined.	Further training to be organised. Multi agency training group set up to investigate the content and appropriate resources for training.	2005-2006.	Dundee Health and Homelessness Group.	Nancy McFarlane, Tayside Health Board.
Implement discharge protocols for those leaving institutions.	NHS protocols established November 2004.	NHS Tayside. Delayed Discharge monies hoping to be secured.	Standards adopted for homeless and vulnerable clients.	Draft standards almost complete.	Work on hospital discharge protocol complete and agreed. Now to be presented to the NHS Discharge Policy Group by May 2005, for integration into hospital practices.	2004-2005.	Health and Homelessness Steering Group.	Julia Egan, NHS Tayside.

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<b>Objective: To work together on consultation and user involvement in strategy reviews..</b>								
Collaborate in consultation to access information on accommodation and support needs.	Proposal to be developed.	Homelessness Task Force funding and Dundee City Council.	Access to agencies information, data used in review and planning.	Proposal agreed by all groups.	Project now complete. Consultation exercise carried out with Young Service Users to ascertain their issues and needs. The feedback identified a need for leisure project/activities for young people.	2004-2005.	Youth Housing Group/Homeless Co-ordinating Group.	Anne Petrie, Housing Department.
Annual strategy review.	As above, to gain service user feedback.	Homelessness Task Force funding.	Strategy review completed.	Report to Housing Committee.	Continue to work in partnership with agencies and service users to reshape and reprioritise the future direction of the Homelessness Strategy.	October 2005.	Homelessness Co-ordinating Group.	Brenda Fenton, Housing Department.
Commission research: Hidden Homelessness.	297 – 30% applicants 2002/2003 homeless due to family/friends no longer willing to accommodate.	Homelessness Task Force funding.	Better data for response to 2003 legislation.	Brief agreed and project let.	Early discussions in place with Scottish Council for Single Homeless and Shelter to determine the way forward.	2004-2005.	Homelessness Co-ordinating Group.	Brenda Fenton, Housing Department.

**ANNEX A**

## TEMPLATE FOR SUMMARY POSITION STATEMENT

**What do you feel were the key achievements of 2004/2005?**

- Completion of the Honeygreen project with 11 additional supported accommodation places.  
Women's Aid project , 7 additional units have now been opened.  
Phase 1 of Arthurstone Terrace (NCH Youth Project) for the very vulnerable who require intensive support.
- Outreach Nursing Health Team – Job interviews being held April 2005.
- Co-ordinated Homelessness Awareness Training – training carried out in partnership with Cyrenians/Scottish Council for Single Homeless, which was targeted at front line staff in housing, health, social work and voluntary agencies.
- Joint training sessions in educational establishments now up and running. These sessions aim to alleviate and prevent homelessness by raising awareness and gaining knowledge and awareness of the local housing and support services that are available.
- RSL Protocol S5 now agreed and I.T. and Operational issues currently being addressed.
- Funding allowed for ability to set up furnished flats for single people moving on from hostel accommodation.
- Creation of Youth Local directory as an additional tool for Streets Ahead Guide.

### **What do you feel the main challenges to implementation were locally?**

The restriction of supporting people pipeline funding to year 1 projects meant the budgets and income for our projects in year 2 and 3 had to be reassessed. This is likely to put further pressure on the Supporting People budget in future years.

The hostel staff advise us that there are issues around appropriate assessments being carried out. In some cases it is the hostel dwellers who do not want to be assessed and are often quite happy to remain living in the hostel. There are other issues, such as suitable alternatives to address support and accommodation needs. Hostel accommodation is inappropriate in many of these cases as many of these longer term hostel dwellers are living in inappropriate accommodation with unmet health and support needs. These direct access spaces are then not available for emergency homeless cases. This is an area that we are currently reviewing as a joint venture between the housing, hostels, health and social work departments.

Development of additional, appropriate, temporary and permanent accommodation for homeless people takes time to develop, this is regardless of whether it's new build, refurbishment, integration or from the authority's or RSL's existing stock. Delays in announcements on the availability of funding and changes to the funding once projects have started may jeopardise the viability of projects. Examples of this are Burnside Mill and Women's Aid.

Short term funding makes planning of larger projects difficult e.g., the refurbishment of the Lily Walker Centre, which is required to be carried out due to the Unsuitable Temporary Accommodation Order.

Hospital Discharge Protocol – although agreed in principle, the layers of NHS bureaucracy, means that it will take some time before it becomes operational.

Homepoint Standards – this will be time consuming and the availability of staff to undergo this training whilst continuing to maintain service delivery will be a challenge.

Housing Benefit – the delays and lack of flexibility within the current system make the process extremely bureaucratic and creates additional pressure, for people who may already be living problematic lifestyles. A less bureaucratic system may assist in the prevention of homelessness and the access to housing that is required for those who are homeless or potentially homeless. There is currently a perception that interpretation of the Housing Benefit Regulations varies from area to area.

### **Factors affecting numbers of 'non-priority' households receiving accommodation.**

- The numbers are increasing due to changes in the legislation.
- Availability of temporary accommodation, until permanent housing is secured.
- Access/availability of housing – Council housing, RSL and private landlords. Impact of the demolition plan in local authority stock means that we will have to rehouse tenants in these demolition areas. Many of those who require to be rehoused will also require support packages and the restriction on Supporting People funding will be an issue.