

# FALKIRK COUNCIL HOMELESSNESS STRATEGY

## LOCAL OUTCOME AGREEMENT 2005 - 2006



**Falkirk Council**  
*Housing & Social Work Services*

## **Background**

In August 1999, the **Scottish Executive** appointed the **Homelessness Task Force** with the following terms of reference.

“ To review the causes and nature of homelessness in Scotland; to examine current practice in dealing with cases of homelessness; and to make recommendations on how homelessness in Scotland can best be prevented and, where it does occur, tackled effectively.”

The Homelessness Task Force Initial Report “Helping Homeless People – Legislative Proposals on Homelessness” was published in April 2000 and formed the basis for **Part 1 of the Housing (Scotland) Act 2001** and included the requirement for every local authority to

- a) “Carry out an assessment of homelessness in its area and”
- b) “Prepare and submit to the Scottish ministers a (homelessness) strategy for preventing and alleviating homelessness in its area”

The Homelessness Task Force Final Report “Helping Homeless People – An Action Plan for Prevention and Effective Response” was published in February 2002 and made 59 recommendations including improvements to the homelessness legislation, housing supply and policy, benefits issues, action to prevent homelessness and action to deliver an effective response to homelessness.

In May 2002, The Scottish Executive appointed the **Homelessness Monitoring Group** to “monitor the implementation of the recommendations of the Homelessness Task Force and report to Ministers”. The Homelessness Monitoring Group assessed Local Authorities’ Homelessness Strategies against the following national outcomes.

1. There will be fewer first time homelessness presentations
2. Existing homelessness will become more visible
3. The duration of homelessness will be reduced
4. Sustainable resettlement will be secured for ex-homeless people
5. No-one will need to sleep rough

The Homelessness Monitoring Group Second Report “Helping Homeless People - Delivering the Action Plan for Prevention and Effective Response” was published in April 2005.

**Falkirk Council's Homelessness Strategy** was approved by **Policy & Resources Committee** on 11<sup>th</sup> March 2003 and revised in November 2003 following recommendations from the Homelessness Monitoring Group.

**Falkirk Council's second Local Outcome Agreement 2005– 2006** was submitted in June 05 and details 8 objectives and 43 actions that have been identified and agreed locally but which are also consistent with the Scottish Executive's national outcomes as well as the Homelessness Task Force's agenda.

## **Falkirk Council Local Outcome Agreement 2005 - 2006**

### **Objective 1 – To prevent homelessness and alleviate homelessness**

Action 1 – Identify rough sleepers and those people at risk of sleeping rough and work with them to facilitate engagement with the accommodation, health and support services that are available to them

Action 2 – Establish robust tool to monitor the performance of the Homeless Team

Action 3 – Provide comprehensive/ accessible advice on debt and welfare benefits as part of wider Housing Advice and Information Strategy

Action 4 – Develop improved liaison on housing benefit claims for homeless people

Action 5 – Identify Council tenants at risk of falling into rent arrears and take pro-active measures to assist

Action 6 – Clarify links between Council and RSL partners on Mortgage-to-Rent scheme issues through the development of agency-specific protocols

Action 7 – Establish network of services to support families at risk of homelessness due to anti-social behaviour

Action 8 – Review effectiveness of Referral Protocol with Polmont Young Offender's Institution and other Scottish prisons

Action 9 – Develop Falkirk Youth Housing Strategy

## **Objective 2 – Increase supply and improve quality of temporary accommodation**

Action 10 – Increase number of temporary properties available for homeless people in partnership with Registered Social Landlords

Action 11 – Review requirements for further increase in number of Accommodation Officers to support temporary tenancies based on increasing presentations and support needs assessment

Action 12 – Carry out continuous service user surveys to assess satisfaction with quality of service provision

Action 13 – Increase number of refuge spaces for women and children fleeing domestic abuse in partnership with local RSLs

## **Objective 3 – Increase/ improve Housing Advice and Information Services**

Action 14 – Publish new leaflets on homelessness and ensure information is available on website

Action 15 – Develop and implement housing education programme to engage with those young people most at risk of homelessness in order to prevent homelessness wherever possible

Action 16 – Develop comprehensive Housing and Information Strategy to achieve HomePoint accreditation

Action 17 – Further develop Training Needs Analysis in terms of strategy delivery as well as training links with other services and implement Training Plan for all staff providing services to homeless people

#### **Objective 4 – Expand and improve provision of support services for homeless people**

Action 18 – Re-design services at Castings hostel to provide more support for single homeless men

Action 19 – Increase range and number of furnished tenancies that are available – Review process for accessing furnished tenancies and identify any required amendments to service

Action 20 – Carry out Supporting People reviews of all supported accommodation services for homeless people and young people

Action 21 – Review supported tenancy service provided by SACRO in accordance with Best Value principles

Action 22 – Establish *intensive* high quality supported tenancy service for ex-offenders in accordance with Best Value principles

Action 23 – Establish family support service to mediate between young people who are at risk of homelessness and their parents

Action 24 – Carry out Supporting People review of supported accommodation for women fleeing domestic abuse

#### **Objective 5 – Develop role of private sector housing in addressing the needs of homeless people**

Action 25 – Review Rent Deposit Scheme

Action 26 – Engage Bed & Breakfast owners to increase the number of B&B premises with a valid HMO licences

Action 27 – Establish Forum of Private Landlords in Falkirk Area

Action 28 – Explore development of Commended Landlord Charter for private landlords

**Objective 6 – Improve understanding of the nature of homelessness in the Council area**

Action 29 – Develop and agree multi-agency definition of vulnerability in relation to homeless people

Action 30 – Establish arrangements for service-user participation in development of internal monitoring data and Performance Management Framework

Action 31 – Prepare a comprehensive, up-to-date statement on the housing and support needs of homeless people to inform the future direction of the Homelessness Strategy, Youth Housing Strategy and the Local Housing Strategy

Action 32 – Develop service specification system for new IT system to record analyse homelessness presentations

Action 33 – Prepare quarterly reports to Housing and Social Services Committee on trends in homelessness and outcomes of interventions

**Objective 7 – Improve access to healthcare for homeless people**

Action 34 – Carry out comprehensive Health Needs Assessment of homeless people

Action 35 – Re-assess need for specialist supported accommodation for homeless people with complex needs (following completion of the Health Needs Assessment)

Action 36 – Pilot dedicated CPN resource for vulnerable homeless people

Action 37 – Review existing hospital discharge protocols

**Objective 8 – Work in partnership to facilitate access to services to break the cycle of homelessness**

Action 38 – Ensure that homelessness is given appropriate priority within the work of the Community Regeneration Theme Group of the Strategic Community Plan

Action 39 – Review Section 5 protocols with local RSLs to facilitate joint working on statutory responsibilities for homelessness

Action 40 – Develop protocols/Partnership Agreements with all statutory and voluntary agencies represented on Homelessness Strategy Group

Action 41 – Review arrangements for the provision of furniture for homeless people taking up tenancies

Action 42 – Establish formal referral arrangements with local employment and training providers

Action 43 - Review current local befriending arrangements and social networks and develop, if necessary, a scheme to meet identified need

| <b>Objective 1 – To prevent homelessness and alleviate homelessness</b> |  |                       |  |   |   |                   |  |  | Appendix 9 |
|---|--|-----------------------|--|---|---|-------------------|--|--|------------|
| <b>ACTION</b>   | <b>BASELINE</b>  | <b>RESOURCES</b>      | <b>OUTCOMES</b>  | <b>MILESTONES</b>   | <b>TIMESCALE</b>  | <b>EVALUATION</b> | <b>LEAD</b>  | <b>PROGRESS</b>  |            |
| 1   | Identify rough sleepers and those people at risk of sleeping rough and work with them to facilitate engagement with the accommodation, health and support services available to them | 2004/05 statistics    | RSI Outreach Worker<br><br>Senior Social Worker (Homelessness) | More holistic assessments of rough sleepers' accommodation and support needs carried out and individual Care Plans agreed   | Accommodation and Support Needs Assessment Tool agreed and all partner agencies signed up to its implementation     | 2005/06           | Evaluation of implementation of Assessment Tool after six months of operation  | Service Development Officer<br><br>Homelessness Implementation Group |            |
| 2   | Establish robust tool to monitor the performance of the Homeless Team  | Current internal data | Within existing resources                                      | Reduced time applicants have to wait for appointments<br><br>Reduced time taken to fully assess applications and reach decisions<br><br>Reduced time in temporary accommodation<br><br>Reduced time to permanently rehouse homeless people<br><br>Increase use of nomination arrangements & Section 5 protocol, etc with RSLs | Implementation of useable monitoring framework<br><br>Completion of Self-Assessment review of Homelessness Services | Sep-05            | Quarterly and annual analysis of data by Homelessness Implementation Group and development of Action Plans resulting from this | Homelessness Implementation Group                                    |            |

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| 3 | Provide comprehensive/ accessible advice on debt and welfare benefits as part of wider Housing Advice and Information Strategy | Info currently available as leaflets and on website and currently caseload of Welfare Benefits officer and Debt Advice Officer | Welfare Benefits Officer<br>Debt Advice Officer<br>Housing Management Team<br>Homeless Team | Potentially homeless people will be better informed about the financial assistance that is available<br><br>Reduction in number of homelessness presentations resulting from rent/mortgage arrears or failure to maximise benefit income<br><br>Improved links between Accommodation Resource Centre, Neighbourhood Housing Offices, One-Stop-Shops and Finance Services to ensure early intervention | Review of existing information and preparation of new material complete<br><br>Review of current arrangements and implementation of new procedural guidance complete<br><br>New information leaflets available in all public access points and on Internet | Mar-06 | Through analysis of homelessness statistical returns<br><br>Internal Monitoring Data | Tenancy Service Manager<br><br>Homeless Team Manager<br><br>Senior Initiatives Officer<br><br>Service Development Officer |  |
| 4 | Develop improved liaison on housing benefit claims for homeless people   | Current timescale for assessment of claims - 23 days   | 2 Revenues Assistants funded from Homeless Strategies Budget                                | Reduction in number of homelessness presentations resulting from rent/mortgage arrears or failure to maximise benefit income.<br><br>Maximisation of rental income for Council and other landlords thus preventing eviction actions   | Service Level Agreement with Revenues Services with target of claims processing within 21 days   | Mar-06 | Analysis of times taken to process housing benefit claims for homeless people        | Benefits Manager<br><br>Tenancy Services Manager  |  |

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| 5 | Identify Council tenants at risk of falling into rent arrears and take proactive measures to assist  | No. of Council and RSL tenants issued with Notices for Recovery of Possession for rent arrears | Mainstream Housing and Revenues Staff         | Reduction in number of Notices for Recovery of Possession issued and increase in number of eligible tenants claiming benefit/receiving debt advice. | Inter-service protocols agreed with Finance Services  | Sep-05 | Through analysis of homelessness statistical returns | Head of Housing Management<br>Head of Revenues |  |
| 6 | Clarify links between Council and RSL partners on Mortgage-to-Rent scheme issues through the development of agency-specific protocols<br><br>Increase awareness of staff and potential service users about Mortgage-to-Rent scheme<br><br>Ensure clear links with Housing Options Database and Housing Advice and Information Strategy | There were 42 presentations during 2004-2005 as a result of mortgage default                   | Within existing resources                     | Reduction in number of home owners whose mortgages are foreclosed   | Mortgage to Rent Scheme protocols established with local RSL partners<br><br>Leaflets prepared and website updated<br><br>Staff awareness sessions held | Dec-05 | Through analysis of homelessness statistical returns | Homelessness Implementation Group              |  |
| 7 | Establish network of services to support families at risk of homelessness due to anti-social behaviour   | No dedicated service currently in operation  | To be identified from various funding streams | Improved networking between relevant services/agencies dealing with families at risk of eviction and consequently fewer evictions                   | Framework for inter-service co-operation agreed   | Dec-05 | Through analysis of homelessness statistics          | Tenancy Service Manager                        |  |

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| 8 | Review effectiveness of Referral Protocol with Polmont YOI and other Scottish prisons | Protocol with Polmont YOI drafted Aug 03 and reviewed June 04<br><br>51 homeless presentations from persons being discharged from prison 2004 - 2005 | Within existing resources | Reduction in homelessness amongst people leaving Polmont Young Offenders Institution and other Scottish Prisons  | Review of operation of Polmont YOI Referral Protocol completed and arrangements established with other Scottish prisons   | Dec-05 | Analysis of homelessness applications received from people leaving Polmont YOI and other Scottish prisons | Homeless Team Manager<br><br>Senior Social Worker (Homelessness)<br><br>Criminal Justice Team Manager |  |
| 9 | Develop Falkirk Youth Housing Strategy  | Youth Housing issues currently a subset of wider Homelessness Strategy and Integrated Children's Service Plan  | Within existing resources | Clear policy statement on youth housing issues that brings together all relevant issues, policies and procedures | Youth Housing Strategy published and Homelessness Strategy and Integrated Children's Service Plan updated accordingly<br><br>Awareness raising sessions/training held for all relevant agencies/staff | Dec-05 | Analysis of data on homelessness and housing outcomes for young people                                    | Service Manager (Strategy & Development)  |  |

| Objective 2 – Increase supply and improve quality of temporary accommodation |   |   |  |  |  |                                       |   |  |  |
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| 10   | Increase number of temporary properties available for homeless people in partnership with RSLs<br><br>(linked to Section 5 legislation)                                   | 75 properties as at 30 November 2003<br><br>100+ properties at April 2005 | £124,000 from Homeless Strategies budget in 2005/06                | 120 fully furnished and equipped properties available throughout Council area, supported by Accommodation Workers<br><br>(including 10 fully furnished and equipped properties to be provided by RSLs) | 110 properties in use Sep-05<br><br>120 properties in use Mar-06<br><br>Fewer than 5% of cases referred to B&B accommodation   | Mar-06                                | Ongoing monitoring of void rates and length of time applicants are accommodated in temporary properties                   | Homelessness Implementation Group                  |  |
| 11   | Review requirement for further increase in number of Accommodation Officers to support temporary tenancies based on increasing presentations and support needs assessment | 6 at Apr-05   | From Homeless Strategies and potentially Supporting People budgets | Improved understanding of homeless people's support needs<br><br>Vulnerable tenants in temporary accommodation will be better supported  | Review completed   | Mar-06                                | Customer feedback surveys to record satisfaction with accommodation and support provided<br><br>Supporting People reviews | Homelessness Implementation Group                  |  |
| 12   | Carry out continuous service user surveys to assess satisfaction with quality of service provision  | Survey data for 04/05   | Within existing resources  | Identification of areas for improving service delivery/standard of temporary accommodation   | Arrangements put in place to elicit customer feedback at key stages in application, assessment and accommodation process<br><br>Regular reporting of service user surveys findings | Sept-05<br><br>Dec-05<br><br>March-06 | Analysis of feedback provided to Homeless Strategy Group and Council Members for information and comment                  | Service Devpt Officer<br><br>Homeless Team Manager |  |

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| 13 | <p>Increase number of refuge spaces for women and children fleeing domestic abuse in partnership with local RSLs</p> <p>Review current arrangements with RSLs and clarify additional requirements</p> | 10 places as at 30 November 2003 (6 shared, 4 self-contained) | Potential £135,000 from specific Scottish Executive fund | <p>Increased provision for women and children fleeing domestic abuse</p> <p>Fewer women and families sharing refuge provision</p> | Increased number of self contained places for women and children fleeing domestic abuse | Apr-06 | <p>Service User feedback and</p> <p>Regular meetings with partners to review Management Plan</p> | <p>Service Devpt Officer</p> <p>Falkirk &amp; District Womens Aid</p> |
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| Objective 3 – Increase/Improve Housing Advice and Information Services |  |   |  |   |  |                  |   |   |  |
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| 14   | <p>Publish new leaflets on homelessness and ensure information is available on website</p> <p>Staff awareness sessions to be held</p>  | No Council leaflets available in paper form – Shelter leaflets in use | Within existing resources  | <p>Homeless people better informed about legislation and services available to assist them in the local area</p> <p>Staff better trained to assist those at risk of homelessness</p>                                      | <p>New leaflets and information easily accessible in a variety of languages and formats and widely distributed across Falkirk Council area</p> | Dec-05           | Survey of service users to ascertain satisfaction with style and information provided   | <p>Homeless Team Manager</p> <p>Senior Initiatives Officer</p> <p>Service Development Officer</p> |  |
| 15   | <p>Develop and implement housing education programme to engage with those young people most at risk of homelessness in order to prevent homelessness wherever possible</p> <p>Identify resource requirements</p> | No specific programme in place  | Financial resources to be identified from Homelessness Strategy Budget and other relevant Council /partners' funding streams | <p>Increased awareness about leaving home and homelessness amongst young people</p> <p>Reduced number of homelessness presentations from target group</p>   | <p>“Streets Ahead” in place with plans to roll out across all secondary schools and youth groups as part of Integrated Learning Plan</p>       | Mar-06           | <p>Pre and post survey of target group</p> <p>Monitor reduction in number of 16/17 year olds who present as homeless</p>  | Homelessness Implementation Group   |  |
| 16   | Develop comprehensive Housing Advice and Information Strategy to achieve HomePoint accreditation   | No such strategy currently in place locally                           | Contribution to overall costs from Homeless Strategy budget  | <p>Homeless people and staff dealing with them in statutory and voluntary agencies better informed on range of interventions/ services available</p> <p>Appropriate staff trained to HomePoint Accreditation Standard</p> | <p>Audit of current provision completed and gaps identified Sept 05</p> <p>Action Plan to address omissions Dec 05</p>                         | Jun 05 to Jun 07 | <p>Through HomePoint Accreditation process and Communities Scotland's Regulation and Inspection Framework</p> <p>Monitor number of staff with HomePoint accreditation</p> | Senior Initiatives Officer  |  |

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| 17 | Further develop Training Needs Analysis in terms of strategy delivery as well as training links with other services and implement Training Plan for all staff providing services to homeless people | Training Needs Analysis completed for homeless services March 05 | £10,000 from Homeless Strategies budget | Homeless people and staff dealing with them better informed on range of interventions/ services available.<br><br>Staff more confident to respond to complex issues | Training Plan agreed by Homeless Strategy Group Sep-05<br><br>All staff have completed training in accordance with their Training Needs Sep-06 | Sep-06 | Homelessness Annual Statement | Service Devpt Officer |  |
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| Objective 4 – Expand and improve provision of support services for homeless people |   |   |   |  |  |        |   |   |  |
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| 18   | Re-design services at Castings Hostel to provide more targeted services for single homeless men   | Recommendations from Castings Hostel Review                 | Rental Income<br>Supporting People<br>Housing Support Grant | Increased level of support to vulnerable men to break cycle of homelessness<br><br>More homeless men resettled in mainstream accommodation<br><br>Improved partnership working<br><br>Clear person centred holistic care and housing support | New staffing structure implemented<br><br>Successful registration with Care Commission | Mar-06 | Quarterly analysis of cases and outcomes<br><br>Service monitoring data | Tenancy Services Manager<br><br>Senior Social Worker (Homelessness) |  |
| 19   | Increase range and number of furnished tenancies that are available<br><br>Review process for accessing furnished tenancies and identify any required amendments to service | 10 Tenancies under Supporting Living Scheme with LinkLiving | Furnished Tenancies Grant                                   | Reduction in tenancy failure amongst young first-time tenants<br><br>Increased access to a range of furnished tenancy options available to all homeless people   | 20 more furnished tenancies established  | Mar-06 | Service User survey<br><br>Internal monitoring data                     | Homeless Team Manager   |  |

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| 20 | Carry out Supporting People reviews of all supported accommodation services for homeless people and young people | Service monitoring data for all homelessness supported accommodation projects for 2003/04 and 2004/05 | Within existing resources | Service Users will have an increased ability to sustain permanent accommodation with or without support<br><br>Referral, Move-on, Crisis Response and Risk Management processes clarified and regularly monitored and reviewed | Supporting People Reviews completed and new Joint Working Agreements established | Mar-06 | Through analysis of homelessness statistical and Supporting People returns<br><br>Annual Homelessness Statement  | Homelessness Implementation Group   |  |
| 21 | Review supported tenancy service provided by SACRO in accordance with Best Value principles                      | Service monitoring data   | Within existing resources | Service Users will have an increased ability to sustain permanent accommodation with or without support<br><br>Referral, Move-on, Crisis Response and Risk Management processes clarified and regularly monitored and reviewed | Joint Working Agreement agreed   | Mar-06 | Through analysis of homelessness statistical returns<br><br>Service monitoring data<br><br>Care Commission report<br><br>Annual Homelessness Statement | Service Manager (Tenancy) and Service Manager (Criminal Justice)<br><br>Homelessness Implementation Group |  |

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| 22 | Establish <b>intensive</b> high quality supported tenancy service for ex-offenders in accordance with Best Value principles | No such service currently exists   | To be identified  | Improved resettlement of ex-offenders and reduction in homelessness amongst this group<br><br>Reduced risk of re-offending from target group<br><br>New Joint Working Agreement established between Council and SACRO | Building work completed<br><br>3 places established and operational   | Mar-06 | Service monitoring data<br><br>Care Commission report<br><br>Annual Homelessness Statement   | Service Manager (C.J.)<br><br>Tenancy Services Manager |  |
| 23 | Establish family support service to mediate between young people who are at risk of homelessness and their parents.         | No such service currently in operation   | Within existing resources                                   | Reduction in number of young people who become homeless as a result of family breakdown<br><br>Improved links between Mediation, FIRST and Homelessness Teams   | Service established   | Mar-06 | Through analysis of homelessness statistical returns<br><br>Internal monitoring data   | Service Devpt Officer<br><br>Tenancy Services Manager  |  |
| 24 | Carry out Supporting People review of supported accommodation for women and children fleeing domestic abuse                 | 6 places currently available in shared refuge accommodation<br><br>4 X 2 bed-roomed self-contained tenancies<br><br>Projects supported by Falkirk & District Women's Aid | Supporting People and other funding streams<br><br>£210,000 | Revised Joint Working Agreement with Women's Aid  | Review of requirement for additional supported self-contained tenancies complete December 05<br><br>Joint Working Agreement agreed Mar-06 | Mar 06 | Through analysis of homelessness statistical returns<br><br>Service monitoring data<br><br>Care Commission report<br><br>Annual Homelessness Statement | Service Devpt Officer                                  |  |

| Objective 5 – Develop role of private sector housing in addressing the needs of homeless people |   |  |   |   |  |        |  |  |  |
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| 25  | Review Rent Deposit Guarantee Scheme  | <p>59 landlords participating in scheme at April 04</p> <p>64 non-priority persons accommodated during 2003-2004</p> <p>46 non-priority homeless persons accommodated during 2004-2005</p> | £44,500 from Homeless Strategies Budget | <p>Increased number of private sector tenancies available for homeless people</p> <p>Increased awareness of issues experienced by service users and improved links with support services</p> <p>Increased permanent accommodation options in the private rented sector available for homeless people</p> <p>More homeless people able to sustain accommodation with/without support</p> | <p>Formal review completed</p> <p>Joint Working Agreement agreed</p>             | Dec-05 | <p>Analysis of homelessness statistical data</p> <p>Service monitoring data</p> <p>Service User/landlord feedback</p> <p>Annual Homelessness Statement</p> | <p>Falkirk Homeless Project</p> <p>Service Development Officer</p> |  |
| 26  | Engage with Bed & Breakfast owners to increase the number of B&B premises with valid HMO Licences | <p>3 HMO licences at June 04</p> <p>20 HMO licencing applications pending at Mar 05</p> <p>13 HMO licencing applications being pursued at Mar 05</p>                                       | Within existing resources               | <p>Increased number of Bed &amp; Breakfast premises with HMO licences</p> <p>Improved conditions for homeless people referred to B&amp;B accommodation</p>  | Joint Agreement on dealing with HMO applications established with Licensing Team | Mar-06 | Analysis of HMO licenses granted   | <p>Licensing Officer</p> <p>Senior Programmes Officer</p>          |  |

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| 27 | Establish Forum of Private Landlords in Falkirk Area                    | No forum currently exists | Within existing resources | Improved channels of communication between Council and private landlords on issues of mutual interest to improve private sector housing opportunities for homeless people | Forum established  | Mar-06 | Report to Homelessness Strategy Group and Local Housing Strategy Monitoring & Evaluation Group | Senior Programmes Officer |  |
| 28 | Explore development of Commended Landlord Charter for private landlords | No such Charter exists    | Within existing resources | Improved quality of private properties available for let in Council area  | Landlords' Forum accepts need for Charter Dec 05<br><br>Charter operational Mar-06 | Mar-06 | Report to Homelessness Strategy Group and Local Housing Strategy Monitoring & Evaluation Group | Senior Programmes Officer |  |

| Objective 6 – Improve understanding of the nature of homelessness in the Council area |   |                                |                           |   |   |        |   |   |  |
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| 29  | Develop and agree multi-agency definition of vulnerability in relation to homeless people | No common consensus at present | Within existing resources | <p>Improved understanding about the priority that should be given to an individual who is vulnerable and improved targeting of resources to those most in need</p> <p>Improved understanding of links with Single Shared Assessment, Indicator of Relative Need and Supporting People monitoring data</p> <p>Clear consistent approach adopted by all health and support agencies</p> | <p>Common definition agreed and joint assessment framework in operation</p> <p>Clear pathways of care evident for all vulnerable groups</p> | Mar-06 | <p>Homelessness Strategy Group</p> <p>Health &amp; Homelessness Action and Implementation Plan Steering Group</p> | Service Managers (Tenancy) and (Strategy & Development) |  |

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| 30 | Establish arrangements for service-user participation in development of internal monitoring data and Performance Management Framework  | Service-user survey by Homeless Team 2004-2005   | Within existing resources | <p>Improved knowledge about levels of satisfaction with service delivery arrangements</p> <p>Improved opportunities for service-users to participate in the development of the strategy</p> <p>Improved ability to demonstrate that service-users have been able to influence service delivery</p>   | <p>Internal monitoring framework established</p> <p>Regular reports produced and circulated</p> | Sep-05 | <p>Through analysis of internal monitoring data</p> <p>Annual Homelessness Statement</p> <p>Supported accommodation and ancillary services information</p> | Homelessness Implementation Group        |
| 31 | Prepare a comprehensive, up to date statement on the housing and support needs of homeless people to inform the future direction of the Homelessness Strategy, Youth Housing Strategy and the Local Housing Strategy | <p>Homeless Trends Reports<br/>RSI Statistics<br/>HL1/2/3 returns</p> <p>Statistical data<br/>LHS March 04</p> | Within existing resources | Improved understanding of the extent and nature of homelessness to identify appropriate action required to ensure that the Council can respond appropriately to 2012 targets and also to address structural factors such as how unemployment and poverty exacerbate homelessness in the Falkirk area | 2nd Annual Homelessness Statement completed - June 06   | Jun-06 | To be developed in liaison with partners, including service users  | Strategy and Development Service Manager |

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| 32 | Develop service specification for new IT system to record/analyse homelessness presentations                             | Existing inadequate IT system                     | £10,000 from Homeless Strategy budget | Easier access to reliable management and monitoring information   | Service specification agreed December 05<br><br>New system implemented To be determined<br><br>Tender issues To be determined<br><br>Contract accepted To be determined | Jun-06  | Progress reports to Homelessness implementation Group | Head of Housing Management  |  |
| 33 | Prepare quarterly reports to Housing & Social Services Committee on trends in homelessness and outcomes of interventions | Current reporting arrangements on an ad hoc basis | Within existing resources             | Establishment of a process whereby Council Members are better informed on the causes and nature of homelessness in the area | Production of quarterly reports   | Ongoing | Housing & Social Work Services Committee              | Head of Housing Management<br><br>Service Managers (Tenancy & Strategy & Development) |  |

| Objective 7 – Improve access to healthcare for homeless people |  |   |  |  |   |         |  |   |  |
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| 34   | Carry out comprehensive health needs assessment of homeless people   | Current information not held systematically and difficult to analyse  | Contribution of £15,000 from Falkirk Homelessness Strategies budget towards Forth Valley-wide research project | Improved understanding of health needs of homeless people in Falkirk to identify where actions can be taken that will improve health and reduce homelessness | Development of appropriate Assessment Tool - Sept 05<br><br>Engagement with appropriate stakeholders completed - March 06<br><br>Action Plan agreed across all relevant agencies - Jun 06 | 2005/06 | Reports to Health and Homelessness Action and Implementation Plan Steering Group and Falkirk Homelessness Strategy Group   | Director of Public Health, NHS Forth Valley   |  |
| 35   | Re-assess need for specialist supported accommodation for homeless people with complex needs (following completion of Health Needs Assessment) | Supported accommodation places currently available/unmet client needs | Within existing resources  | Improved understanding of needs and gaps in current provision  | Areas of unmet need identified and Action Plan developed  | Jun-06  | Homelessness Strategy Group<br><br>Health and Homelessness Action and Implementation Plan Steering Group<br><br>Community Health Partnership/ Health and Regeneration Theme Groups of Strategic Community Planning Framework | Director of Public Health<br><br>General Manager Falkirk CHP<br><br>Head of Housing Management<br><br>Homelessness Implementation Group |  |

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| 36 | Pilot dedicated CPN resource for vulnerable homeless people | Current staffing resources can only deal with clients with the most complex needs with the result that other vulnerable homeless people receive minimal assistance | Homelessness Strategy Funding | Improved quality of life for vulnerable homeless people<br><br>More vulnerable people able to sustain tenancies with consequent reduction in repeat homelessness           | CPN in post by Sept 05 | 2005/06 | Homelessness statistics<br><br>Monitoring of Health Needs Assessment Action Plan                      | Service Manager (Tenancy)<br><br>Homelessness Implementation Group |  |
| 37 | Review existing hospital discharge protocols                | Existing protocols   | Within existing resources     | Improved liaison between Health staff and Homeless Team to achieve better Service provision for homeless people and better outcomes for vulnerable people leaving hospital | New Protocols agreed   | Sep-05  | Homelessness Strategy Group and Health and Homelessness Action and Implementation Plan Steering Group | Service Development Officer<br><br>Senior Social Worker            |  |

| Objective 8 – Work in partnership to facilitate access to services to break the cycle of homelessness |  |   |                           |  |   |         |   |  |  |
|---|--|---|---------------------------|--|---|---------|---|--|--|
|   |  |   |                           |  |   |         |   |  |  |
| 38  | Ensure that homelessness is given appropriate priority within the work of the Community Regeneration Theme Group of the Strategic Community Plan | Not applicable  | Within current resources  | Improved corporate and multi-agency understanding of homelessness and appropriate resource targetting                          | Homelessness given appropriate priority within the Falkirk Strategic Community Plan                         | Ongoing | Monitoring of Homelessness Strategy implementation through Implementation Group and Homelessness Strategy Group | Housing & Social Work Services   |  |
| 39  | Review Section 5 protocols with local RSLs to facilitate joint working on statutory responsibilities for homelessness                            | Protocols currently in place but require updating to fit with new service arrangements        | Within existing resources | Improved access to RSL tenancies for homeless people<br><br>Increased number of RSL properties available as temp accommodation | Protocols agreed  | Sep-05  | Analysis of lets to homeless people   | Service Devpt Officer<br><br>Senior Initiatives Officer<br><br>Service Manager (Tenancy) |  |
| 40  | Develop protocols/ Partnership Agreements with all statutory and voluntary agencies represented on Homelessness Strategy Group                   | Operating & Management Agreements with partner agencies that receive funding from the Council | Within existing resources | Ability to demonstrate joint commitment to Homelessness Strategy   | Revised Protocols agreed that meet current service and Best Value requirements (Following the Public Pound) | Dec-05  | Homelessness Strategy Group   | Service Devpt Officer<br><br>Senior Initiatives Officer                                  |  |

|    |  |   |  |   |  |           |  |  |  |
|----|--|---|--|---|--|-----------|--|--|--|
| 41 | Review arrangements for the provision of furniture for homeless people taking up tenancies                                     | Nos of homeless people receiving assistance for 2004/05   | £40,000 from Homelessness Strategies budgets in 2004/05 - future budgetary provision to be determined following review | Homeless people know where and how to access assistance with furniture provision and are able to take up offers of permanent accommodation more quickly   | Clarified arrangements in place by Dec 05  | 2005-2006 | Quarterly reports to Homelessness Implementation Group         | Service Devpt Officer, Homeless Team Manager, Welfare Benefits Adviser |  |
| 42 | Establish formal referral arrangements with local employment and training services   | Substance Action Team<br>Employability Action Plan<br><br>Data from "New Futures" Project                                 | Within existing resources  | Unemployed homeless people assisted to address issues which are a barrier to their employment and stable accommodation arrangements.<br><br>Reduction in repeat homelessness and improved quality of life for individuals | Formalise current arrangements with Careers Scotland to ensure that unemployed homeless people are appropriately assisted and directed | Sep-05    | To be developed as part of holistic needs assessment processes | Service Devpt Officer  |  |
| 43 | Review current local befriending arrangements and social networks and develop, if necessary, a scheme to meet identified needs | Current arrangements not properly co-ordinated - no dedicated formal scheme currently exists locally for homeless people. | To be identified from 2005-06 Homelessness Strategy budget   | Improved quality of life for vulnerable homeless people with anticipated reduction in repeat homelessness   | Befriending service established  | Mar-06    | To be developed as part of holistic needs assessment processes | Service Devpt Officer<br><br>Tenancy Services Manager                  |  |