

ITEM No ...5.....

**REPORT TO: NEIGHBOURHOOD REGENERATION, HOUSING AND ESTATE MANAGEMENT
COMMITTEE– 28 OCTOBER 2024**

REPORT ON: RAPID REHOUSING TRANSITION PLAN (RRTP) - REVIEW OF YEAR 5

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 293-2024

1. PURPOSE OF REPORT

- 1.1 To provide an update on year 5 of the implementation of the Rapid Rehousing Transition Plan, as approved by Neighbourhood Services Committee on 7th January 2019 Article V refers.

2. RECOMMENDATIONS

- 2.1 It is recommended that Committee note the content of this report and the attached year 5 update on the Rapid Rehousing Transition Plan.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications from this report.

4. MAIN TEXT

4.1 Background

Under Article V of the minute of meeting of the Neighbourhood Services Committee of 7th January 2019, the Council's Rapid Rehousing Transition Plan (RRTP) was approved by the Council's Neighbourhood Services Committee and submitted to the Scottish Government. A subsequent update of the plan was submitted to Neighbourhood Services Committee in each of the subsequent years (Article V of the minute of meeting of this Committee of 4th December 2023 and Article V of the minute of meeting of this Committee of 26th September 2022 and Article II of the minute of meeting of this committee of 22nd November 2021 refers).

- 4.2 The RRTP Investment Plan is funded largely by the Scottish Government with local authorities expected to reshape services and redirect mainstream funding to meet Plan objectives throughout its lifespan.

To date the Scottish Government has confirmed the total allocated funding levels for the Rapid Rehousing Transition Plan for each financial year as follows:

- 2018/19 £68,000 (initial planning)
- 2019/20 £300,000
- 2020/21 £457,000
- 2021/22 £271,000
- 2022/23 £271,000
- 2023/24 £286,000
- 2024/25 £286,000 (additional year)

This funding is included within the Neighbourhood Services Revenue Budget over the period of the plan.

- 4.3 Rapid Rehousing is about taking a housing-led approach for rehousing people who have experienced homelessness ensuring that they reach a settled housing option as quickly as possible rather than spending too long staying in temporary accommodation.

The initial RRTP approved in 2019, set out the local homelessness context, provided a baseline position of temporary accommodation supply, set out a 5-year vision, identified support needs and how we would achieve our vision for temporary accommodation and settled housing options for homeless households.

- 4.4 Where Homelessness cannot be prevented, Rapid Rehousing means:

- A settled, mainstream housing outcome as quickly as possible;
- Time spent in any form of temporary accommodation reduced to a minimum, with the fewer transitions the better;
- When temporary accommodation is needed, the optimum type is mainstream, furnished within a community.

For people with multiple needs beyond housing, it means:

- Housing First as the first response for people with complex need and facing multiple disadvantages;
- Highly specialist provision within small, shared, supported and trauma informed environments i.e. specialist supported accommodation, if mainstream housing, including Housing First, is not possible or preferable.

- 4.5 As with many local authorities the Covid-19 pandemic had a major impact on the demand for and provision of temporary accommodation. Dundee City Council and partners have continued to work under the ethos of the 5-year RRTP. This has required significant culture change, creativity and partnership working to deliver improved service delivery and outcomes for those experiencing homelessness.

As a result of these challenges, the Scottish Government provided an additional year of RRTP funding for 2024/2025.

While the aims and objectives of the Rapid Rehousing Transition Plan remain unchanged, the timelines for delivery of these goals have been reviewed in terms of the impact of challenges facing the economy and the Humanitarian response.

- 4.6 To prepare for the conclusion of the plan, we are intending to develop a new sustainment, prevention and homelessness strategy during 2024/2025. This will be informed by people with lived experience and designed and delivered by Dundee City Council in partnership with Dundee Health & Social Care Partnership and our strategic planning group partners.

4.7 **Housing First**

- 4.7.1 Towards the end of year 2 of the RRTP, the service in partnership with DHSCP and 3rd sector partners successfully mainstreamed the service, through the reconfiguration of existing resources from hostel/temporary accommodation services in the City to more person-centred support services. Transform Community Development, as the lead provider from the original consortium, are delivering Housing First Support in Dundee.

In addition to this resource, it should be noted that we have also funded Dundee Women's Aid to deliver gender specific Housing First support through our Rapid Rehousing Transition Plan and

Action for Children, through Corra Foundation, have received funding to deliver Youth Housing First.

The intended funding route for mainstreaming and enhancing Housing First resources was always intended to be through the reconfiguration of existing support services delivered across the temporary accommodation supply in the City.

4.8 Year Five Update

4.8.1 The attached report highlights the position at the end of Year 5 in regard to homelessness and temporary accommodation. It is worth highlighting that we satisfied our statutory duty to provide accommodation to everyone who needed it in 100% of cases. In addition:

- 1386 new homeless application throughout the year. This was a 3% decrease from the previous year
- 1106 assessments concluded that the applicant was homeless or threatened with homelessness. There was a full duty to rehouse in 993 applications
- The number of homeless applicants awaiting an offer of permanent accommodation was 759 as at 31 March 2024
- Average duration of homeless case was 249 days for those closed during 2023/2024
- Permanent accommodation was secured for 721 applicants
- 885 individual households moved into temporary accommodation throughout the year, when combined with households who were living in temporary accommodation at the end of the last reporting period, there were approximately 1179 households living in temporary accommodation throughout 2023/2024
- Temporary accommodation capacity increased by 38% from the previous year but B&B accommodation continued to be used to meet temporary accommodation demand
- Average total length of stays within temporary accommodation was 190 days
- There were 456 households living in temporary accommodation on 31 March 2024, this is a 27% increase from the previous year
- 109 households containing dependent children were living in temporary accommodation at the end of the year. These households contained 262 children

4.8.2 The attached report highlights the activities which the Local Authority has undertaken during 2023/2024 and will undertake during 2024/2025 to achieve the actions set out in the Rapid Rehousing Transition Plan including:

- Housing First has been mainstreamed following the success of the Housing First Pathfinder in partnership with DHSCP and 3rd Sector partners. The service now has a capacity to support 84 tenancies. There have been no evictions from a Housing First tenancy. As this was people with a history of repeat homelessness, there will have been a reduction in expenditure as a result of preventing homelessness. During 2023/2024, 33 new Housing First tenancies were started.
- Dundee City Council's Homefinder Service delivered the Rent Deposit Guarantee Scheme and Rent in Advance Scheme to improve access to the private rented sector by allocating funding from RRTP. Dundee Homefinders service supported 46 households securing accommodation in the private rented sector with the assistance of this project during 2023/2024. This project will continue during 2024/2025 with the aim of providing private rented accommodation to those who are homeless or at risk of homelessness. It is hoped that a minimum of 80 households can be assisted to access accommodation but it must be acknowledged that there are currently issues with the availability of private rented accommodation. This project is already mainstreamed and supplemented by the RRTP. A proposal is included in the plan to

significantly increase the scope of this project to deliver an enhanced service which would allow a more interactive service for PRS landlords whereby the team could assist landlords with creating tenancy agreements and other tenancy notices and providing ongoing support and assistance to maintain and sustain tenancies.

- In recognition of the support needs and reasons for homelessness being different between men and women, Dundee City Council have also worked with Dundee Women's Aid, Dundee Health and Social Care Partnership and the Council's Violence against women partnership to provide gender specific temporary accommodation. This has been achieved by repurposing existing temporary accommodation. The purpose of this accommodation is to provide a safe, supported environment for women experiencing homelessness. This will continue to be funded by the RRTP during 2024/2025.
- During 2023/2024 a post created to support the delivery of the Plan was mainstreamed. This was an additional member of staff to ensure effective assessment and case management of homeless cases and the delivery of housing options to prevent homelessness. A further Lettings Officer role was mainstreamed by utilising existing staff resources at no additional cost. An existing Lettings Officer post now incorporates sourcing suitable properties for the delivery of Housing First.
- A dedicated Homeless Prevention Officer was employed by Dundee City Council for 2 years of the plan. This post was made permanent during Year 5. This officer is based within our Housing Options Service and focuses on providing outreach advice services and community capacity building to identify a risk of homelessness or housing issues at an early stage. This is also complimented with preventative case work and the administration of section 11 notifications.
- In partnership with Action for Children, the RRTP funded the delivery of a young person's prevention team containing Youth Housing Options and Family Sustainment Service. These services have been provided with funding since the beginning of the plan.

The Youth Housing Options Service provided advice and support to approximately 75 young people during 2023/2024. This preventative work has great benefits to the individual as well as a reduction in expenditure.

The Family Sustainment Service within Action For Children have worked with over 150 families with children to help sustain their tenancies in the private rented sector. Due to the varied needs of the families, this service works alongside families to produce a whole Family Support Plan, identify outcomes, support families to access holistic packages of support and working in partnership with other services. The family plans identify support required, including support to maintain their current property, liaise with landlords, moving home, budgeting and benefits support, support to access legal advice, support for tribunals, advocacy and well-being support. This service was recognised by [Crisis](#) as good practice in homelessness prevention.

- In Year 5 RRTP funding was made available to support people who were homeless and rough sleeping over the winter months through support providers in the Third Sector and Dundee City Council. The budget was used to provide practical, immediate support to those who were rough sleeping or at risk of rough sleeping. This included, travel passes, mobile phones, emergency rent payments and utility top ups. A limited fund will be available for this use during 2024/2025.
- Dundee City Council have also used RRTP funds to provide 53 fully furnished permanent lets during 2023/2024. The properties are carpeted and have white goods provided. The purpose of this is to allow homeless people to move into their permanent accommodation as soon as they have signed for the property. This project will continue to be funded by the RRTP during 2024/2025, and slightly expanded to also include the opportunity to be involved in community initiatives such as up-cycling.

5. ADDITIONAL PRESSURES

- 5.1 There are well publicised pressures on homelessness services across Scotland. While the pressures will vary from area to area, common themes are pressures on temporary accommodation, insufficient supply of social housing to meet demand and increasing rental charges in the private rented sector.
- 5.2 SOLACE published a report in July 2023 titled “Housing in Scotland: current context and preparing for the future”. This report sets out the unsustainable pressure on local authority housing, the challenges and barriers that are limiting the supply of new homes and social rent tenancies and recommends action needed to implement change at pace and scale.
- 5.3 All of the pressures detailed in the report are impacting Dundee City Council and the progress of our RRTP. Temporary accommodation use remains considerably higher than pre-pandemic, B&B use continues, length of time in temporary accommodation is significantly longer than anticipated and the supply of permanent accommodation is insufficient to meet demand. These pressures will be exacerbated further by increased levels of homelessness and additional humanitarian responses. The Scottish Parliament declared a national “housing emergency” in May 2024.
- 5.4 The mitigations proposed by Dundee City Council to address these pressures on the delivery of the RRTP include:
- Reduce the use of B&B accommodation by bringing void properties back into use through our Void recovery improvement plan
 - Matching homeless applicants to suitable void properties at an earlier stage of the allocation process to allow for flipping of properties
 - Review the temporary accommodation position at the conclusion of the plan and create additional units of temporary furnished flats if required (although it should be acknowledged that this will reduce supply of permanent accommodation)
 - Explore a procurement strategy to source temporary accommodation in the private sector
 - Trial the use of small scale shared temporary accommodation in 2 bedroom flats
 - Secure permanent accommodation at the earliest possible opportunity by maximising the limited number of permanent lets available. This will be achieved by securing a reasonable offer of accommodation in any area of Dundee and any property type for homeless applicants in line with statutory duties.
 - Use the private rented sector where it is suitable to do so for applicants who wish to be housed in particular areas or house types
 - Increase the number of temporary furnished flats that can be ‘flipped’ to permanent accommodation by relaxing the criteria required to qualify for this
 - Increase preventative measures through a strategic working group with a focus on homelessness prevention

6. CONSULTATIONS

- 6.1 The Council Leadership Team have been consulted in the preparation of this report and agree with its content.

7. POLICY IMPLICATIONS

- 7.1 The content of this report was previously considered by the Neighbourhood Services Committee of 22nd November 2021, Article II refers, and remains valid. The original report was subject to an Integrated Impact Assessment. An appropriate senior manager has checked and agreed with this assessment. For follow-ups relating to initial reports agreed prior to 22/8/22 a copy of the Integrated

Impact Assessment is available on the Council's website at www.dundee.gov.uk/ia. For follow-ups relating to initial reports created after this date, a copy of the Integrated Impact Assessment is included as an Appendix to that initial report.

8. **BACKGROUND PAPERS**

8.1 None.

Tony Boyle
Executive Director of Neighbourhood Services

Olga Clayton
Interim Head of Housing & Construction

30 September 2024

**Scotland's transition
to rapid rehousing**



RAPID REHOUSING TRANSITION PLAN

**YEAR FIVE
UPDATE**

This page is intentionally left blank

Contents

1. Introduction	3
2. Homelessness position	4
2.1. Homelessness applications	4
2.2. Rough Sleeping.....	5
2.3. Homelessness assessments	5
2.4. Local Connection.....	5
2.5. Open cases at 31 st March.....	6
2.6. Average length of cases closed during the financial year.....	6
2.7. Outcomes	7
3. Temporary accommodation position	9
3.1. Capacity.....	9
3.2. Type of provision.....	9
3.3. Households in temporary accommodation at end of year	10
3.4. Number of households living in temporary accommodation during 2023/2024.....	10
3.5. Type of households	10
3.6. Length of placements.....	11
4. Temporary accommodation projections	13
4.1. Assumptions.....	13
4.2. Temporary accommodation capacity	13
4.3. Types of households	14
4.4. Type of provision.....	14
4.5. Time in Temporary Accommodation	14
5. Support Needs	15
5.1. Type of support needs	15
5.2. No/low support needs	15
5.3. Medium support needs.....	15
5.4. SMD/Complex needs.....	15
5.5. Supported Accommodation	16
6. Rapid Rehousing Plan.....	17
6.1. Proportion and numbers for rehousing supply requirements to meet demand over plan..	17
6.2. Securing accommodation under homelessness legislation	18
6.3. Working with social housing providers to optimise the rehousing process	18
6.4. Rehousing solutions in the private sector.....	18

6.5.	Converting temporary furnished flats to settled home/Scottish Secure Tenancies	19
6.6.	Housing First	19
6.7.	Furnished tenancies	20
6.8.	Particular Pathways	20
	People leaving prison	20
	Gendered approach	20
	Young People	21
7.	Investment	21
7.1.	Activities	22
	Temporary Accommodation Remodelling and Increase Supply of Settled/Supported Accommodation	22
	End Rough Sleeping	22
	Prevent Homelessness from occurring	22
7.2.	Monitoring	23
8.	Appendix A Temporary Accommodation Provision	24
9.	Appendix B Homefinders Proposal	25

1. Introduction

Dundee City Council submitted an initial Rapid Rehousing Transition Plan to the Scottish Government in December 2018. This plan was approved by the Neighbourhood Services Committee in January 2019 and covered the period 2019-2024. It was confirmed by the Scottish Government that due to the impact of the pandemic that a further year of funding will be made available for 2024/2025.

This document will provide an update on Year 5 of the plan and planned projects in the additional year of the plan. All contextual data relating to homeless applications, homeless assessments, outcomes and the use of temporary accommodation has been updated.

This plan must be read with the understanding that pressures on housing homelessness services across Scotland are at unprecedented levels and are well documented, in addition to the declaration of a national housing emergency by Scottish Government.

There are changes to some of projections in previous iterations of the plan. Due to uncertainty in how the current housing and economic situation will impact on levels of homelessness, many of the projections contained within this iteration will require monitoring throughout the year.

Despite the current uncertainty the original intention and vision of the plan still remains the same which is to:

- End Rough Sleeping
- Prevent homelessness from occurring
- Improve the standards and types of temporary accommodation
- Reduce time spent in temporary accommodation
- Increase supply of permanent accommodation options
- Provide appropriate support and accommodation

The Rapid Rehousing Transition Plan is based on partnership working with Dundee Health & Social Care Partnership and third sector organisations. This holistic approach to addressing homelessness in the City will continue with the creation of a new sustainment, prevention and homelessness, strategy to complement and build on this plan.

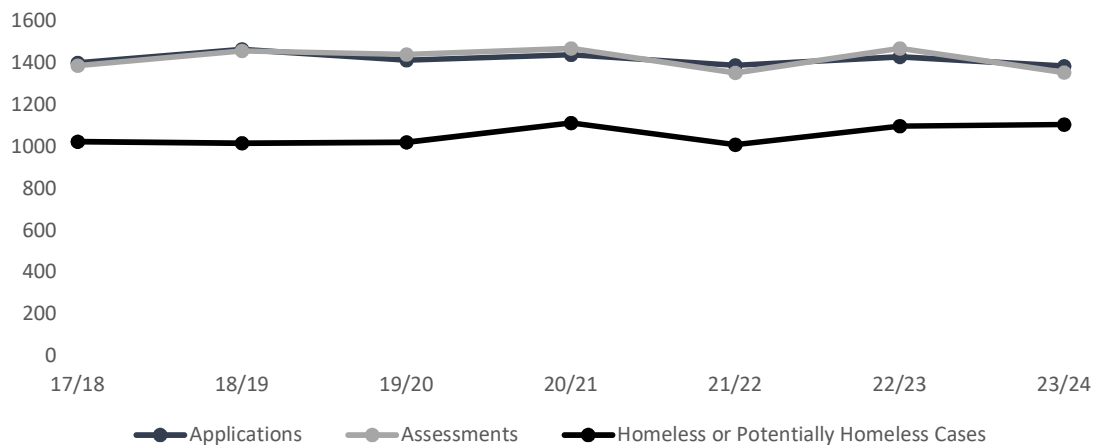
2. Homelessness position

This section provides details of homeless applications, assessments and outcomes recorded by Dundee City Council in 2023/2024 compared to subsequent years of the plan and the baseline position in 2017/2018.

2.1. Homelessness applications

There were 1386 new homeless applications made to Dundee City Council in 2023/2024. This was approximately a 3% decrease from the previous year and a 1% decrease from the baseline position. This figure is within the expected range of our standard assumptions set out in the original plan. It had been hoped there would be a year on year reduction throughout the plan but instead there has been minor fluctuations. However, this needs to be considered in the wider context of increasing levels of homelessness throughout Scotland and unprecedented pressures on housing.

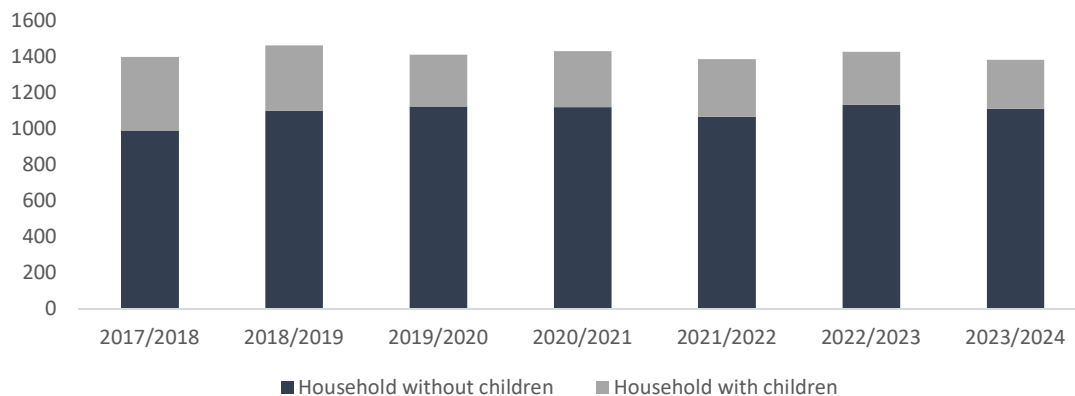
Homeless applications and those assessed as unintentionally homeless 2017/2018 – 2023/2024



Source: Dundee City Council HL1 2023/2024

The proportion of households' **not containing children** is currently at 80% compared to 71% in 2017/2018. This appears to be a result of an increase in the number of applications from households without children and a decrease in the number of households with children rather than a large increase or decrease from one cohort.

Breakdown of household composition in homeless applications 2017/2018 to 2023/2024



Source: Dundee City Council HL1 2022/2023

Single males continue to be the most common household group and make up over half of all applications (55% in 2023/2024). Most applications from households containing children continue to be headed by female applicants (93% of applications containing children).

Applications from Parental/family home/relatives and Friends/partners now make over half of all applications (54%). This has increased from 47% in the baseline year. This was initially attributed to be a result of people being asked to leave due to the pandemic. However, this has continued and seems to be becoming a longer-term trend.

Being asked to leave is the most common reason for homelessness in the City and accounts for almost 30% of applications (up from 23% of applications in 2017/2018).

Domestic abuse continues to be a significant reason for homelessness and has remained at relatively constant levels throughout the duration of the plan.

There has been a slight decrease in people applying from prison (87 in 2023/2024 compared to 93 at the baseline position). The numbers on remand are higher than in previous years so there is concern about future demand.

Applications from the Private Rented Sector made up 12% of applications in 2023/2024. This has reduced from 20% in 2017/2018. Levels throughout the plan have remained lower than expected, this can mainly be attributed to measures to prevent evictions through emergency legislation. There is significant concerns that this will eventually rise back to pre-pandemic levels.

2.2. Rough Sleeping

87 applicants stated on their application that they slept rough in the 3 months preceding their application. Of these, 60 also stated they slept rough the night before their application. This is a 50% reduction in people stating on their application that they slept rough in the 3 months preceding their application and a 14% decrease in people stating they slept rough the night before their application from the baseline position. However, it is an increase on the previous year. It is important to note this is a self-reported indicator and there is no physical evidence of rough sleeping in Dundee when more reliable checks have been carried out.

2.3. Homelessness assessments

Dundee City council had a duty to find settled accommodation for 993 new applicants who were assessed as unintentionally homeless during 2023/2024. As a proportion of all assessments this was 73% compared to 63% in 2017/2018. There were also a further 91 applicants assessed as unintentionally threatened with homelessness. Only 22 people were assessed as intentionally homeless or threatened with homelessness during 2023/2024.

Approximately 11% of all assessments were closed without a determination. While most of these were people who resolved their own homelessness prior to an assessment decision or chose to withdraw their application, there was 42 cases closed as lost contact before an assessment decision (approximately 3% of all assessments compared to 8% in 2017/2018).

2.4. Local Connection

On 29 November 2022, the Homeless Persons (Suspension of Referrals between Local Authorities) (Scotland) Order 2022 came into force. This legislation suspends referrals between Scottish local authorities for homeless households on the basis of their local connection.

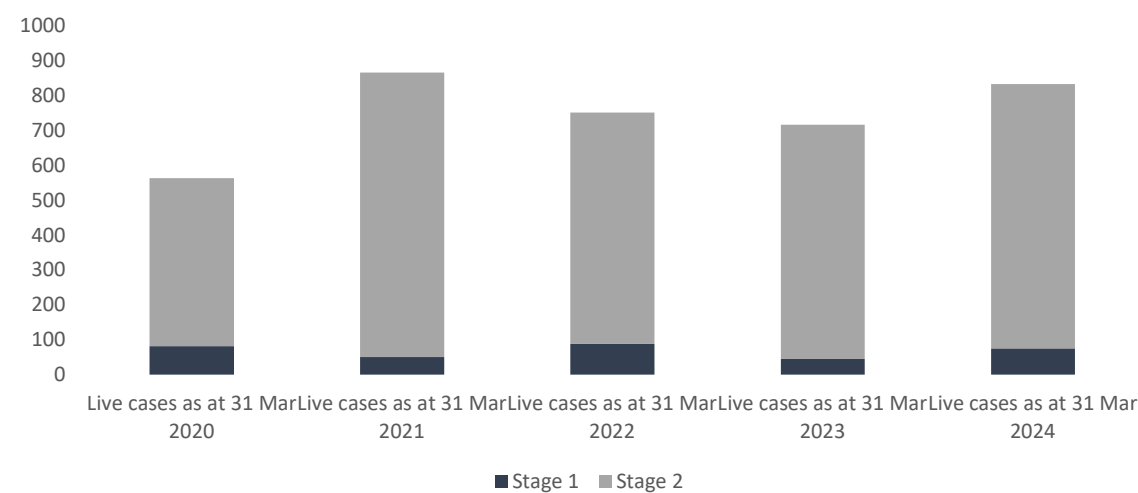
Prior to this change in legislation, approximately 3% of applications made to Dundee City Council were assessed as having no local connection to Dundee City Council. In 2023/2024, this increased to

8% of assessments. This must be caveated with the proviso that not all of these applications will have come under the scope of the legislative changes (for example if they have a local connection to an English or Welsh Authority or have no local connection to any Local Authority).

2.5. Open cases at 31st March

As at 31 March 2024, there were 759 households which still had a live case awaiting discharge of duties. There were also 75 cases awaiting an assessment. The baseline position was 489 open assessed cases and 103 awaiting an assessment. The number of live cases open awaiting discharge of duties has increased and is higher than we would like it to be. The focus in 2024/2025 is to reduce this by increasing the number of outcomes for homeless applicants and a concentrated effort to flip temporary accommodation to permanent accommodation. This exercise will commence at the conclusion of the void recovery plan.

Open cases at end of financial year 2019/2020 to 2023/2024



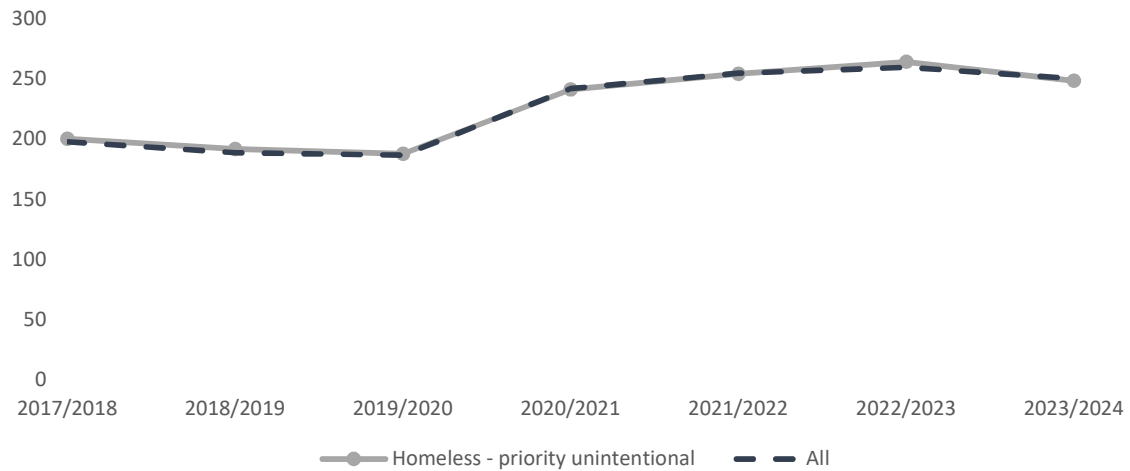
Source: Dundee City Council HL1 2023/2024

2.6. Average length of cases closed during the financial year

The average case duration in 2023/2024 for those assessed as unintentionally homeless was 249 days. This is an increase of 49 days from 2017/2018¹ but a decrease of 15 days from the previous year. It is expected that this may rise as we address the backlog of people who have been waiting to be rehoused from previous years.

¹ This was incorrectly reported in the original plan as 172 days in 2017/2018

Average length of case (days) for unintentionally homeless cases 2017/2018 to 2023/2024

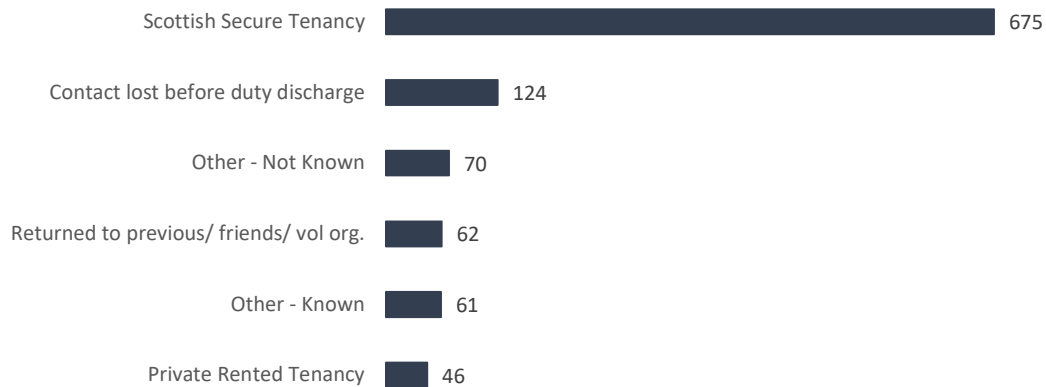


Source: Dundee City Council HL1 2023/2024

2.7. Outcomes

There were a total of 1286 cases closed during 2023/2024. For those where there was a duty to rehouse by Dundee City Council, 675 were rehoused into a Scottish Secure Tenancy and 46 in the private rented sector during 2023/2024. As a proportion of all outcomes 79% of applicants where an outcome was recorded secured settled accommodation².

Outcomes for cases assessed as unintentionally homeless 2023/2024



Source: Dundee City Council HL1 2023/2024

During 2023/2024, Dundee City Council let 471 properties to homeless applicants, this was approximately 52% of all lets. There was a similar percentage of DCC properties to the previous year but a decrease in numbers (down from 605 lets in 2022/2023). The large proportion of sheltered stock in our lets dilutes the potential number of lets available to homeless applicants. The figure for RSLs within the Common Housing Register was 201 lets to homeless applicants which represented approximately 45% of all lets.

² Percentage of applicants securing a LA tenancy, RSL tenancy or private sector tenancy

Using just those assessed as unintentionally homeless in the financial year, lets across all sectors met 73% of new demand. This is a decrease from the baseline position of 81%. Due to the backlog created during 2020/2021, it only accounted for about 43% of all statutory demand during the year. It reduces to 40% of all demand if cases where there is a threat of homelessness also need to be rehoused.

3. Temporary accommodation position

This section of the plan describes the position of temporary accommodation in Dundee City during 2023/2024. The broad descriptions used for temporary accommodation types are the same as those used in the Rapid Rehousing Transition Plan guidance. These are:

- Emergency accommodation – Provided at first point of contact and only used as short term accommodation
- Interim – Accommodation provided on an interim basis before the LA has discharged its duty into settled accommodation
- Temporary Furnished Flats (TFF) – Self-contained flats in the community used as temporary accommodation
- Other – Anything else used as temporary accommodation (e.g. Refuge accommodation)

3.1. Capacity

As a response to the pandemic, a significant amount of additional temporary accommodation was created to mitigate no permanent lets being made. Most additional capacity was met by creating additional temporary furnished flats. We have also needed to utilise B&B accommodation. This has continued to be used for emergency placements with alternative accommodation being sourced as quickly as possible.

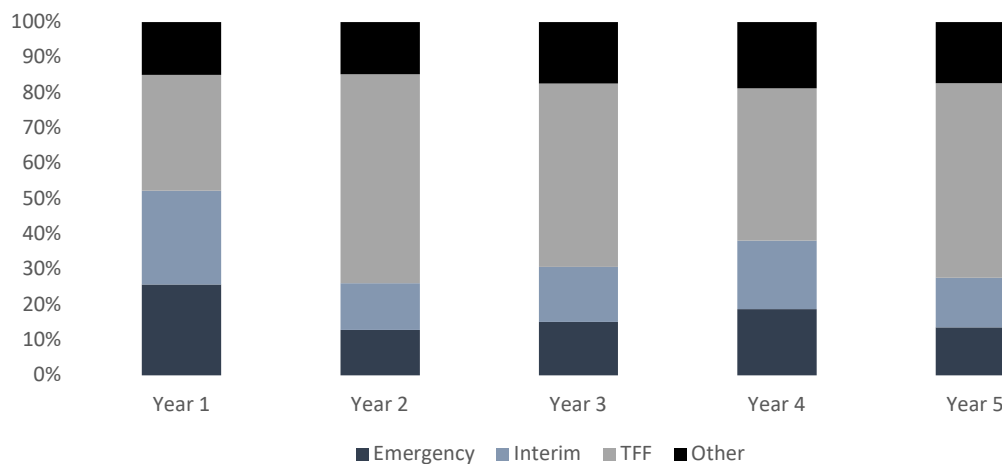
There were 479 units of potential temporary accommodation capacity at 31 March 2024 (excluding B&B and hotels). This accommodation is spread throughout the city and comprises of flats, hostels, supported accommodation and supervised units. This is approximately a 38% increase from the previous year and a 67% increase from the baseline.

The total capacity can fluctuate throughout the year depending on demand and flipping of temporary accommodation to permanent stock.

3.2. Type of provision

Based on the overarching type of the accommodation, the composition of Dundee City Council's provision of temporary accommodation at 31/03/2024 was:

Proportion of temporary accommodation types across plan



Source: Dundee City Council

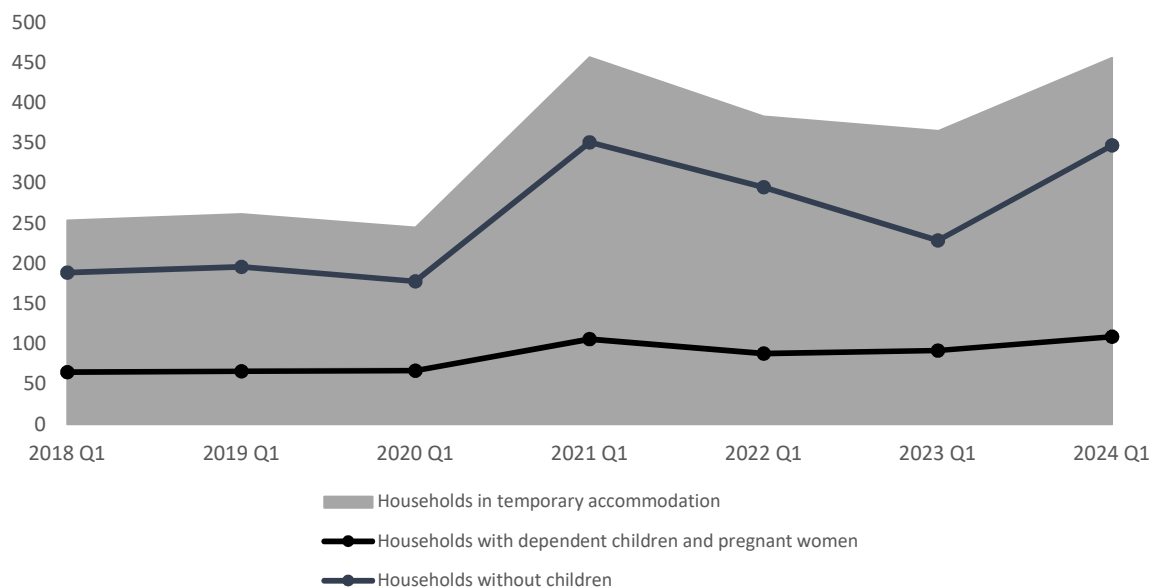
Throughout the year 120 new temporary furnished flats were created to increase temporary accommodation capacity in response to demand. As a result, over half of our temporary accommodation is now temporary furnished flats. The creation of this type of accommodation gives us the greatest flexibility when adjusting our capacity.

The 'other' category includes Women's refuge accommodation and unfurnished flats which can be used for applicants with their own furniture. B&B accommodation is not included in our capacity but has been used to meet surplus demand when normal capacity is exhausted.

3.3. Households in temporary accommodation at end of year

The backlog of households living in temporary accommodation increased through the year from 364 on 31/03/2023 to 464 on 31/03/2024. This was a 27% increase in the number of households staying in temporary accommodation.

Number of households in temporary accommodation at end of financial year 2017/2018 to 2023/2024



Source: Dundee City Council HL3 2023/2024

3.4. Number of households living in temporary accommodation during 2023/2024

During 2023/2024 there were 885 individual households that started new temporary accommodation placements, this was an increase on the 799 households that started new placements in 2022/2023. When these figures are added to the applicants who were in temporary accommodation from the previous reporting period there were an estimated 1179 households living in temporary accommodation throughout 2023/2024.

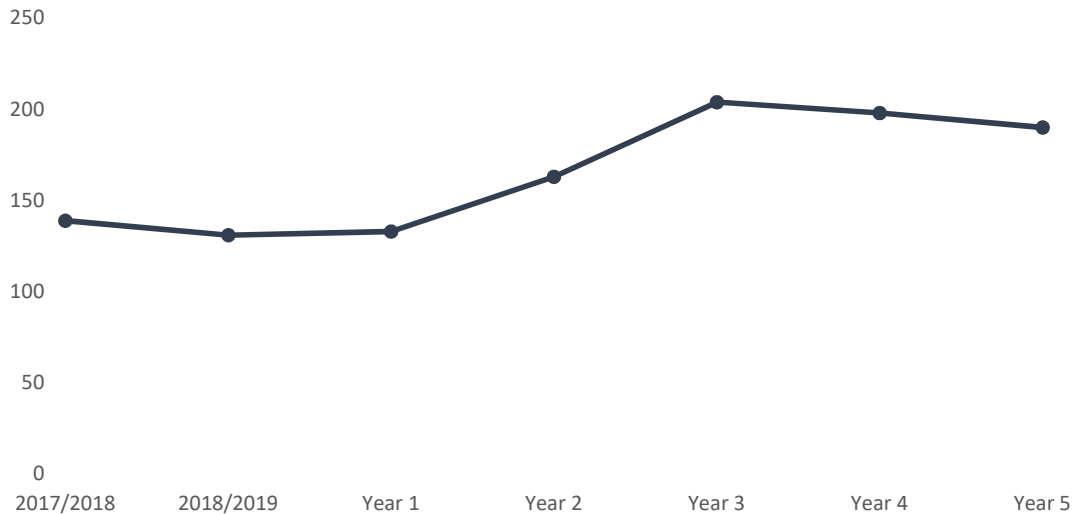
3.5. Type of households

During 2023/2024 there were 1179 unique households living in temporary accommodation. Approximately 79% of these households were single persons. This proportion has increased from 75% in 2017/2018. The majority of multiple placements were made by households without children.

3.6. Length of placements

The total length of stay in temporary accommodation has risen by almost 50 days from the baseline position to 190 days. There is some variance between household types (mainly due to size of accommodation required) but the overall averages for households containing children is higher than for single people at approximately 225 days.

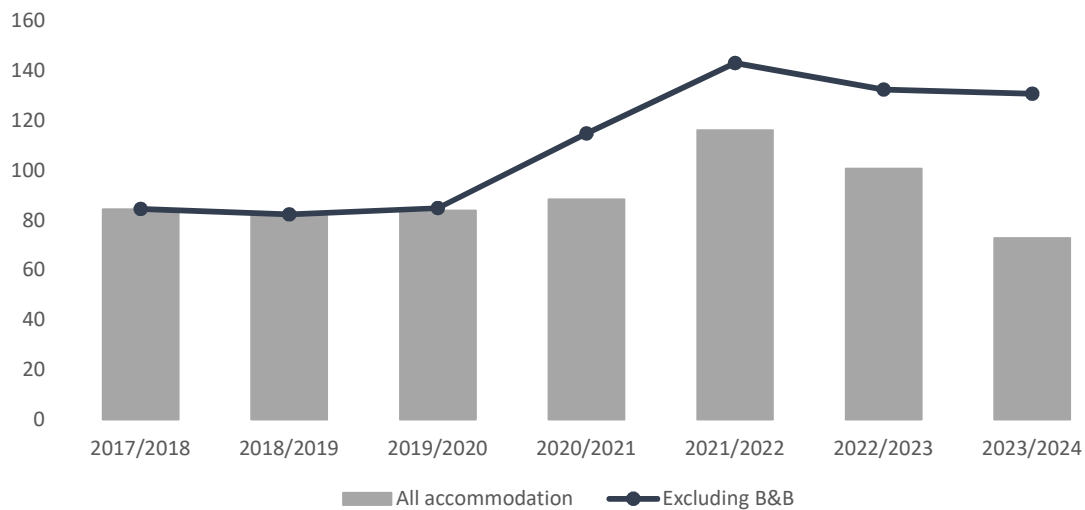
Average length of stay across all placements during plan



Source: Dundee City Council HL1 2022/2023

The average length of stay in temporary accommodation placements in 2023/2024 was 73 days this was a 27% decrease from 2022/2023 and actually an 11 day decrease from 2017/2018. However, this is a result of 848 B&B/hotel placements at an average of 5.8 days. With B&B removed, the average length of stay per placement was 131 days. This is a 47 day increase since the baseline.

Average length of stay per placement in temporary accommodation 2017/2018 to 2023/2024



Source: Dundee City Council HL3 2023/2024

The longest average length of placements was in temporary furnished flats at 219 days. However, there is significant variance within this category.

Average length of placements within interim accommodation was approximately 187 days. There is still some variance between the length of stay between accommodation providers in this type of accommodation. There is some speculation that this will rise next year due to people not being housed in previous years.

'Other' temporary accommodation includes a variety of temporary accommodation such as women's refuge, B&B and unfurnished properties, as such there is significant variance in this category. The average length of placements in Emergency B&B/hotel accommodation were considerably shorter at 5.8 days than other types of temporary accommodation. Applicants tend to be accommodated in this type of temporary accommodation initially before being moved on to other types of temporary accommodation.

4. Temporary accommodation projections

It was projected that the Rapid Rehousing Transition Plan would reduce the need for temporary accommodation by the end of Year 5 through the review and remodelling of temporary accommodation as set out in our original Rapid Rehousing Transition Plan.

As a result of the Covid-19 pandemic these assumptions required to be revisited and have resulted in the creation of models well out-with the range of the original assumptions. Divergence from the original plan occurred during Year 2, 3 and 5. All models in the original plan were linear in nature and based on relatively predictable variables which is no longer the case.

It is still unknown what the ongoing trend will be. As a result, there will be models created with various assumption. There are concerns that there may be an increase in homelessness and demand for accommodation as a result of the current economic situation and recently declared national housing emergency.

4.1. Assumptions

This section of the original plan was based on the primary assumption that there would be a small reduction in homelessness applications, 50% of applicants would require temporary accommodation and a 5% void rate in temporary accommodation. Alternative models were also created for different assumptions.

For this year, the worst-case scenario is that temporary accommodation demand increases, applications rise and lets do not recover back to pre-pandemic levels.

The middle scenario is that lets increase, homeless applications rise slightly and temporary accommodation demand continues at around 50% of new applicants.

The best-case scenario for this year will be for homelessness applications to remain relatively static, demand to remain at around 50% of new applications but backlog in temporary accommodation shrinks, reducing overall temporary accommodation demand as the backlog in void properties is addressed.

4.2. Temporary accommodation capacity

Over the five years of the plan it was envisaged that the supply of temporary accommodation would be reduced considerably. This was mainly through much shorter length stays due to providing settled accommodation in reduced timescales, making better use of the existing supply and transforming units into permanent supported accommodation to provide settled accommodation.

The increase in temporary accommodation demand and capacity since the pandemic has made the original plan obsolete.

To achieve an improved position at the end of 2024/2025, we would need to reduce our average total length of stay in temporary accommodation which is reliant on other variables such as the number of applications, demand for temporary accommodation and lets.

It is not expected that temporary accommodation capacity will significantly reduce during 2024/2025. The main goal in relation to temporary accommodation will be to stop the use of B&B and hotel accommodation. It is envisaged that this will mainly be achieved through an increase in lets to address the backlog in temporary accommodation. The position will be reviewed after 6 months and additional temporary furnished flats will be created if this proves insufficient.

4.3. Types of households

It is not envisaged that the general profile of applicants requiring temporary accommodation will change over the remainder of the plan.

In the baseline model, single people have the greatest need for temporary accommodation and make up the majority of placements. It is likely that this will continue to be the case during the course of the plan.

If evictions increase from the Private Rented Sector following the removal of emergency legislation, there is a potential for an increase in families containing children ending up as homeless and requiring temporary accommodation. The cost of living crisis could also be a driver of this.

4.4. Type of provision

A key aspect of the plan is to reduce the reliance on hostel-type accommodation and move towards a temporary accommodation model which has greater reliance on temporary furnished flats and interim temporary accommodation where on-site support is provided and the occupant provided with self-contained fully furnished accommodation.

The majority of new supply created over the pandemic was temporary furnished flats. It is felt that these will give the greatest flexibility in adjusting our capacity as the ongoing demand becomes clearer.

To provide greater flexibility and effectively use our 2 bedroom stock to meet demand for single households, a trial will take place of providing shared accommodation for 2 individual households within a 2 bedroom property. To comply with the unsuitable accommodation order, this would require the consent of the individual involved to be placed in this type of accommodation.

4.5. Time in Temporary Accommodation

Our initial 5-year RRTP target was to reduce the average total length of stay in temporary accommodation to approximately 70 days per case. During the first year of the plan there was a decrease and we appeared to be on target to meet this goal. However, the pandemic has changed all assumptions relating to this target as length of stay in temporary accommodation has generally increased.

Any placement in temporary accommodation will be for as short a time as possible until settled accommodation is available. However, where emergency accommodation is provided at point of contact a move to more suitable temporary accommodation will need to be arranged.

5. Support Needs

The provision of the appropriate level of support for each applicant will be a key determinant of the success of the transition to rapid rehousing.

- Housing First is the first response for people with complex needs and facing multiple disadvantages where assertive, intensive housing support will be provided.
- Where mainstream housing, including Housing First, is not possible highly specialised supported accommodation with on-site support provision.
- Within tenancies housing support services.

The baseline and predicted levels of support needs are documented in this section of the plan. A more detailed assessment of support needs is required. As part of this assessment, dedicated Social Workers are now available to the Housing Options service as part of our RRTP.

5.1. Type of support needs

Based on HL1 assessment data in 2023/2024, 65% of applicants who were assessed as homeless or threatened with homelessness had no support needs and a further 20% had one identified support need. Two support needs make up 8% of those assessed and 7% have 3 or more support needs. Since the baseline position there has been a significant rise in the proportion with no or one support need and a decrease in those with 2 or more support needs. Anecdotal evidence suggests that although the proportion of applicants with high support needs is decreasing, the level of support that is required for these individuals is significantly increasing.

Of those with identified support needs in 2023/2024, the most common support needs identified were for mental health (36%) and Basic housing management/independent living skills (24%). Drug and/or alcohol dependency was a recognised support need for 12% applicants who were identified as having support needs. In the baseline position Basic housing management was the most common support need but this has now been surpassed by mental health.

5.2. No/low support needs

The majority of homeless applicants to Dundee City Council will fall into this category. These applicants will have no or low support needs except for assistance in being provided with suitable accommodation. Based on current data this is currently at 65%. This group of applicants would need case management and housing options assistance to source a suitable property as well as sign-posting and low-level housing support provided by housing providers.

5.3. Medium support needs

This proportion of homeless cases would be approximately 17-18% on an annual basis. This is based on the proportion of applicant's who have been assessed as requiring support excluding applicants who fall into other categories. This group would be capable of sustaining mainstream housing with the support of visiting housing support, along with other statutory and third sector supports.

5.4. SMD/Complex needs

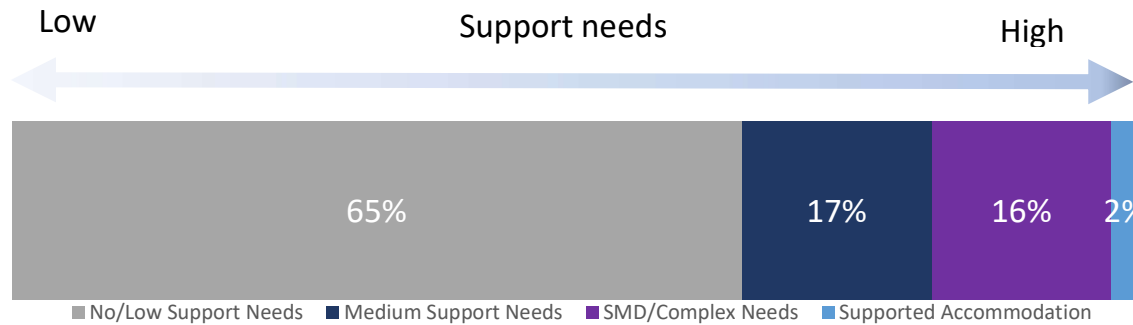
Based on research carried out by Heriot-Watt University, Dundee City Council has one of the highest incidences of Severe and Multiple Disadvantage/Complex needs on Scotland. This includes applicants with history of involvement with homelessness, criminal justice and substance misuse. By applying this methodology to HL1 data from subsequent years, approximately 16% of applicants assessed as homeless could fall into this category. With suitable multi-agency planning a proportion

of this cohort would be capable of sustaining a mainstream tenancy with housing support and other professional supports. This may reduce the proportion requiring a more intensive support-based approach, such as housing first. This approach should reduce the likelihood of repeat homelessness and as a result it could be expected that this proportion would reduce in subsequent years.

5.5. Supported Accommodation

This category would contain applicants where independent living within the community is not possible and permanent supported accommodation would be the most appropriate outcome. It is expected that the proportion of applicants requiring this form of accommodation would be lower, with perhaps only 1- 2% of cases per annum falling into this category. It is expected that the proportion could drop once appropriate supported accommodation is available for all applicants that require this type of accommodation. The supply for this accommodation could be met by realigning from existing temporary accommodation stock.

Proportion of support requirements across plan



Source: Dundee City Council

6. Rapid Rehousing Plan

This section will contain the main plans, targets and projects to achieve the overall aims of our rapid rehousing plan over the course of the plan. It is acknowledged the plan will remain dynamic and the main focus will be on plans for the next year and will be continually monitored and adapted.

6.1. Proportion and numbers for rehousing supply requirements to meet demand over plan

The backlog of cases at the end of Year 1 was 478, this has now risen to 759. To reduce this backlog will require an increase in lets across all housing providers and tenures. Due to the uncertainty over the number of lets which will become available and the level of homeless applications in the future, this element of the plan remains extremely changeable.

The baseline assumption was a small annual decrease in homeless applications but an increase to 75% of applicants being assessed as unintentionally homeless, that model required the total lets to homeless households across all sectors to be in the region of 1,000 per annum across the 5 years of the plan (not including those requiring supported accommodation). However, there was still some lost contacts, applicants who make their own arrangements or return to previous arrangements which would reduce the total number of lets required.

A void recovery plan will operate alongside this plan from May 2024 to October 2024. It is intended that this will make a significant improvement in the number of void properties that DCC hold. The plan is to reduce the number of voids from c.500 to c.200. The majority of these properties will be targeted at homeless applicants.

Using the central assumptions of 1400 homeless applications. In order to reduce the backlog to reasonable levels, the following targets and assumptions will be required:

- Based on the assumption that the void improvement plan clears the backlog of properties and voids return to pre-pandemic levels. These additional properties being made available for let would result in an at least 800 lets from Dundee City Council and 200 lets from Registered Social Landlords in the CHR.
- An increase in lets from Registered Social Landlords not currently in the Common Housing Register. This would result in approximately 60 lets.
- Approximately 80 private sector tenancies per year. This is a significant increase on the baseline position and would be achieved through increased use of the rent deposit guarantee scheme.
- Approximately 8% of lost contacts after discharge of duties. This would be an improved position but should be achievable through improved case management
- 10% of applicants resolving their homelessness through other means such as returning to family or remaining in their accommodation
- This would see the backlog reduce to under 500 applicants by the end of the year.
- This would be the highest number of outcomes achieved over the plan

Either an increase in homelessness or a decrease in lets would likely see the backlog increase. A worst-case scenario where there is an increase in homelessness in the remaining year of the plan and a reduction social sector lets would see the backlog increase significantly if the other variables remained constant.

6.2. Securing accommodation under homelessness legislation

Due to pressures on housing stock and temporary accommodation, all applicants that are being assisted under homelessness legislation will be required to maximise their housing options. This means that all tenures, areas and property types will be considered when securing accommodation.

This will apply to all applicants that Dundee City Council consider to be homeless or threatened with homelessness. It will also apply to applicants that have been allocated notice to quit points to prevent homelessness from occurring.

6.3. Working with social housing providers to optimise the rehousing process

Dundee City Council have an established Common Housing Register including Abertay Housing Association, Caledonia Housing Association and Hillcrest Housing Association as full partners. These housing providers also share a Common Allocations Policy with Dundee City Council. The agreed quota of lets to homeless applicants is 55%.

There are several Registered Social Landlords that have housing in Dundee but are not part of the Common Housing Register. Where Dundee City Council nominate or refer to another landlord to secure accommodation, it will be for all property types and areas as per above. Individual applications can also be made to these landlords and it is expected that housing options will be maximised to enhance prospects.

The Registered Social Landlords are currently developing new build housing throughout the city and have committed to nominations and referrals from Dundee City Council for all developments.

6.4. Rehousing solutions in the private sector

The Rapid rehousing Transition Plan will require increased utilisation of the Private Rented Sector. This will be used for applicant's requiring housing in areas or property types which have a low turnover in the social rented sector.

Homefinder, our Rent Deposit Guarantee Scheme will work to increase accessibility to the PRS. This team will provide specialised support to liaise with private sector landlords, facilitate viewings and secure private sector housing for applicants in housing need to alleviate and prevent homelessness. This was also supplemented with a rent in advance scheme during Year 5 to further enhance accessibility to this sector and will continue this year.

This will be required to be used where an applicant has a preference for a particular property type or area. Where no suitable properties are identified in the private sector, Dundee City Council will look to secure an offer of social housing in all areas and house types that we deem to be reasonable.

During 2024/2025, we aim to deliver an enhanced PRS Access Scheme incorporating the existing Rent Deposit Guarantee Scheme. This proposal would see the Homefinder team qualified to deliver an enhanced service which would allow a more interactive service for PRS landlords whereby the team could assist landlords with creating tenancy agreements and other tenancy notices and providing ongoing support and assistance to maintain and sustain tenancies.

Included in the service redesign would be further support to assist both landlords and tenants to manage and sustain tenancies in a responsible manner. This could significantly reduce the number of evictions from the private rented sector to ease pressure on homeless services.

Action For Children Family Sustainment Service work in partnership with Dundee City Council to prevent families residing in private rented accommodation from eviction. The service works with the

families to maximize their income and overcome any disputes they may have with the Landlord. The service assisted 37 families which contained 92 children over the last year. Homelessness was prevented in all but 3 cases.

Positive Steps provide supported accommodation within the private rented sector. This service provides furnished properties to vulnerable individuals who require substantial support to maintain and engage a tenancy. These properties are leased from both the social and private sector and decorated and furnished by Positive Steps. The individual is supported for a minimum of 2 years and when independence is reached, the property is signed over to the tenant and they become the tenant of the social or private landlord from which the property is leased. This service provides homes to over 50 individuals at any one time and properties are dispersed throughout the city. This provides choice of area and properties to the individuals that are supported. This service has been operational for more than 15 years and has now also purchased properties to expand this service within Dundee.

6.5. Converting temporary furnished flats to settled home/Scottish Secure Tenancies

The original plan featured a target to convert 20 temporary furnished flats to Scottish Secure Tenancies. As a result of a significant increase in temporary furnished flats being created to provide temporary accommodation during the pandemic this was increased in Year 2 as part of our recovery plan. There have now been well over 100 units of temporary accommodation converted to permanent accommodation. During Year 5 there were 32 flipped properties against the target of 24 properties over the course of the year (average of 2 per month). The target for this year will be increased to 36 (3 per month). This will also be reviewed following the completion of the void improvement plan to determine whether there is scope to accelerate this project.

This would provide permanent housing which minimises disruption for the household. The suitability of the accommodation will always be considered as well as the demand for accommodation in the area. This model will be mainstreamed at the end of the R RTP

6.6. Housing First

The initial plan outlined the transition and mainstreaming of Housing First if successful, would be funded through the reconfiguration of existing support services being delivered across the hostel/temporary accommodation supply in the city. This commenced in March 2020 when the partnership closed one of the largest hostels in the city with Transform Community Development and reconfigured the service to deliver outreach housing support aligned with Housing First principles. In year 3 of our R RTP, this service was mainstreamed to deliver Housing First support to residents of Dundee.

Transform Community Development will continue to provide a community-based Housing First programme in partnership with Dundee City Council and the Dundee Health & Social Care Partnership. Hillcrest and Home Group also form an integral part of the partnership by providing permanent tenancies for the project. Funding for this project has increased due to the closure of a supported accommodation unit. This now gives a staff team of 12 with capacity for 84 participants. There were 33 new housing First tenancies started in 2023-2024 with the project running at capacity throughout the year.

There is an acceptance that for some households mainstream housing or community based housing first will not be appropriate. An assessment of need will take place during this year to develop housing based solutions for this group with appropriate support. This demand could be met by the reconfiguration of units currently used as temporary accommodation.

6.7. Furnished tenancies

Dundee City Council used RRTP funds to provide furnished permanent lets during year 5 of the plan. The properties were carpeted, have basic furnishings and white goods provided. The purpose of this was to allow homeless people to move into their permanent accommodation as soon as they have signed for the property.

53 tenancies were set up using this fund during year 5. This investment will continue during 2024/2025 but will also expand to include community involvement and the opportunity to be involved in the upcycling of second hand furniture for use in their property.

This will particularly be targeted at those moving on from temporary accommodation who would struggle to obtain their own furnishings. The intention of this is to reduce time in temporary accommodation and allow for successful integration into the local community.

Dundee City Council also provide grant funding to Transform Community Development to enable provision of furniture at a reduced cost for people by referral from support organisations.

6.8. Particular Pathways

Our original plan identified 3 particular pathways that required particular responses as part of our Rapid Rehousing Transition Plan.

These pathways will continue to develop in the following ways -

People leaving prison

A pilot was carried out by Positive Steps where they provided supported housing in a private sector flat for people leaving prison directly on release. This pilot was expanded in Year 5 of the plan where a housing first tenancy is provided on liberation. This is a Dundee City Council property which Positive Steps lease and let as a Private Residential Tenancy to the applicant with housing support. This will continue in 2024/2025, where up to 33 tenancies can be provided for this purpose.

A dedicated support programme, Positive Pathways, will support offenders on liberation. This support can range from tenancy support, sourcing storage of personal goods, benefit and poverty support, sign posting to specialised external agencies, addressing substance use, relationship issues, sourcing accommodation on liberation, meet and greet on liberation, etc. the aim is to reduce repeat homelessness, support will continue for 12 months after liberation. The service enables individuals to move to settled accommodation on release and for staff to support with preventative and reactive assistance.

Gendered approach

The scope of the original domestic abuse pathway has increased to a gendered approach to service provision.

Following research from University of Dundee and Dundee Women's Aid we have repurposed a temporary accommodation unit to a gender specific service for homeless females. This accommodation will provide 11 self-contained 1-bedroom flats along with gender specific support.

Gender specific support has also been recognised as a key factor in sustainment and part of the RRTP funding has continued to be allocated to provide 2 gender specific support workers with Dundee Women's Aid.

Young People

Action For Children will continue to deliver Youth Prevention Service in partnership with Dundee City Council. This service has been set up to proactively prevent young people leaving the family home, if it is safe to do so. AFC support young people and families to take a solution focus approach through facilitated conflict resolution until a permanent outcome is achieved. This service assisted 75 young people in the last year and it is expected that numbers will be similar in the coming year. There is also longer term early intervention work carried out such as delivering housing and homeless awareness sessions in local schools (HEY Dundee). Temporary accommodation is also provided by AFC for homeless young people within dedicated blocks of supported temporary accommodation.

7. Investment

The successful implementation of this plan will rely on the appropriate resources being available. Some of these actions such as increasing quotas of social lets will have no additional cost.

This section will mainly focus on planned investment using existing allocations and will adapt as further resources and allocations are known.

Scottish Government funding for the additional year will be invested in the following initiatives.

Activity	Description
Private Sector Rent Deposit	Dundee Homefinders provides access to the private rented sector through a rent deposit guarantee scheme and rent in advance. This is a vital component of our Rapid Rehousing Transition Plan and maximises housing options. Arrange training through Landlord Accreditation Scotland (LAS) for Homefinder staff. A fully qualified Homefinder team can offer to prepare lease agreements and prepare/issue other tenancy notices and offer a dedicated Tenancy Officer service to assist with any tenancy issues which may arise signposting to relevant teams/agencies. Full details of proposal at Appendix B
Youth Housing Options Service	Working in partnership with Action For Children to provide tailored housing options and prevention advice to young people. This forms part of our youth specific pathway
Family Sustainment Service	This service supports families who reside in private rented tenancies and are at risk of homelessness. Strongly focussed on early intervention and prevention of homelessness. Support includes budgeting, benefit maximisation, setting up repayment plans for rent arrears, and mediation between tenants and landlords.

Support for those at risk of rough sleeping	To enable support workers to provide immediate support to people rough sleeping or at risk of rough sleeping through the provision of accommodation or other support.
Women's Aid Housing First Support Workers	Housing First support workers provide creative permanent housing and support solutions, whilst providing gender specific support consistent with current best practice and housing first fidelities
Furnished tenancy initiative	To provide white goods and furnishings to allow homeless people to move from temporary accommodation to a permanent tenancy without delay.

7.1. Activities

Activities in 2024/2025 will be focussed on the following three elements of the plan.

Temporary Accommodation Remodelling and Increase Supply of Settled/Supported Accommodation

Over the next year we aim to:

- Continue to ensure compliance with temporary accommodation standards and factor this within the review of hostel accommodation.
- Explore use of shared temporary accommodation in 2 bedroom flats
- Continue maximising access to the Private Rented Sector through our Homefinder Service
- Continue with increased lets to homeless applicants as part of our void recovery plan to work through the backlog of cases.
- Continue the programme to flip temporary accommodation to permanent
- Use a housing options approach to maximise use of available stock to rehouse homeless applicants
- Develop and implement a Personal Housing Action Plan for Homeless applicants to facilitate rehousing and support in quickest possible timescales.

End Rough Sleeping

- Ensure appropriate support and accommodation is available to those at risk of rough sleeping and deliver this in partnership with 3rd Sector organisations.
- Implement recommendations and outcomes from development of temporary accommodation charter led by Shelter Scotland
- Provide funding for 3rd Sector support focusing on individuals rough sleeping or at risk of.
- Continue to provide Housing First support for those with the most complex needs who are most at risk of rough sleeping

Prevent Homelessness from occurring

- Ensure service delivery across our Housing Options Team is accessible and provide community based surgeries to maximise opportunities to prevent homelessness
- Work in partnership with Action For Children to continue delivering Youth Housing Options and Family Sustainment with a focus on prevention of homelessness.
- Review our Housing Options and Homeless Strategy.
- Review our Housing Options and Homeless Policy

7.2. Monitoring

This Rapid Rehousing Transition Plan is intended to:

- End Rough Sleeping
- Prevent homelessness from occurring
- Improve the standards and types of temporary accommodation
- Reduce time spent in temporary accommodation
- Increase supply of permanent accommodation options
- Provide appropriate support and accommodation

These intended outcomes are monitored on a monthly and an annual basis. In addition the Homeless Strategic Partnership monitors quarterly to ensure that the implementation is successful and that appropriate resources are harnessed to deliver the RRTP.

This page is intentionally left blank

8. Appendix A Temporary Accommodation Provision

Accommodation Type	Name of accommodation	Description	Number of units at 31/03/2024
Temporary Furnished Flats	Network Flats (including Single Network Flats)	Dundee City Council fully furnished properties in various property sizes	244
	Single Supervised Unit - DCC	Supported accommodation block for single people. Support provided by Housing First	11
	RSL Managed Accommodation	Temporary accommodation block managed and supported by Hillcrest Housing Association	9
Interim	Transform Community Development	Supported temporary accommodation managed by Transform Community Development within self-contained flats	22
	Salvation Army	Supported temporary accommodation managed by Salvation Army within self-contained flats	20
	Dundee Survival Group Phase 2	Supported temporary accommodation managed by Dundee Survival Group within self-contained flats	14
	Action For Children	Supported temporary accommodation for young people managed by Action For Children within self-contained flats	11
Emergency	Dundee Survival Group Phase 1	Direct access temporary accommodation managed by Dundee Survival Group	14
	Salvation Army	Direct access temporary accommodation managed by Salvation Army	25
	Lily Walker Centre	Direct Access Assessment provided by Dundee City Council	26
Other	Low Management Accommodation	Dundee City Council Unfurnished and part furnished temporary accommodation in various sizes	64
	Dundee Women's Aid	Refuge accommodation provided by Dundee Women's Aid	19

This page is intentionally left blank

9. Appendix B Homefinders Proposal

Dundee Homefinder Service - Enhanced Service Proposal

Purpose – To plan and deliver an enhanced PRS Access Scheme incorporating existing Rent Deposit Guarantee Scheme. This proposal would see the Homefinder team qualified to deliver an enhanced service which would allow a more interactive service for PRS landlords whereby the team could assist landlords with creating tenancy agreements and other tenancy notices and providing ongoing support and assistance to maintain and sustain tenancies.

Included in the enhanced service proposal would see the current title of Contact & Assessment Officer role changed to PRS Tenancy Officer (sustainment) with the aim to provide a service for private sector landlords/letting agents and tenants in the Dundee area, to assist both landlords and tenants to manage and sustain tenancies in a responsible manner. With an effective PRS Tenancy Officer Service (TOS), the main aim would be to provide good quality affordable private sector housing and provide tenancy assistance and significantly reduce the number of evictions from the private rented sector to ease pressure on homeless services.

Also, to enable Homefinder to construct the Private Residential Tenancy Agreement and any other formal tenancy notices on behalf of landlords, the lead person of the Service would be required to undertake formal letting agent qualification delivered by Landlord Accreditation Scotland through its LETWELL Programme.

Plan (Landlords/Letting Agents) – Encourage private landlords/letting agents to sign up to receive the enhanced service on the condition properties provided are managed by landlords/letting agents registered with local authority, and the properties offered are of good standard and meet all legislative requirements. A fully qualified Homefinder team can offer to prepare lease agreements and prepare/issue other tenancy notices and offer a dedicated Tenancy Officer service to assist with any tenancy issues which may arise signposting to relevant teams/agencies. In return property rentals must be set at pre-agreed affordable levels (within 10-15% of LHA).

Plan (Tenants) – Prospective tenants agree to work with Tenancy Officer to develop tri-party working relationship alongside landlord with focus on the tenancy being managed and sustained appropriately, rental/deposit agreements being adhered to, properties being looked after with any repairs reported and dealt with promptly. PRS Tenancy Officer would provide ongoing advice, assistance and signposting to relevant support agencies.

-
- Develop Tenancy Officer Service (TOS) agreement for landlord/tenants
 - TOS would be managed and staffed employing existing resources with Dundee Homefinder Service
 - 1 x Project Co-ordinator
 - 2 x PRS Tenancy Officers (Sustainment)
 - Arrange training through Landlord Accreditation Scotland (LAS) for Homefinder staff to enable the team to create Private Residential Tenancies and other applicable notices on behalf of participating landlords.
-

Participating private sector landlords/letting agents would be required to:

- Be registered as a landlord with local authority
- Ensure smoke/heat detection conform with legislative requirements
- Provide current valid gas safety certificate
- Provide current valid electrical installation condition report (EICR)
- Provide current energy performance certificate (EPC)
- Adhere to Repairing Standard legislation
- Provide confirmation of PAT testing
- Set monthly rental of said property at no more than 10-15% over Local Housing Allowance levels
- Ensure any fixtures/fittings, soft furnishings including floor coverings are in good condition and property meets Repairing Standard legislation.

- Have established contacts with maintenance professionals to provide an efficient and reactive repairs service.
- Lodge all deposits with Safe Deposit Schemes

Dundee Homefinder Service would agree to carry out/provide:

- Tenant finding service
- Previous housing reference checks
- Employee reference checks
- Affordability checks
- Prepare lease agreements and any other formal tenancy notices
- Dedicated Tenancy Officer
- Advice and assistance in dealing with local authority departments
- Advice and assistance in dealing with Department of Work & Pensions to ensure set up of Housing Costs
- Arrange for housing costs to be paid directly to landlords (where appropriate and available)
- Regular tenancy review visits (Quarterly)

Contact has been made with Elspeth Boyle (Landlord Accreditation Scotland) regarding formal PRT & NTQ training for Homefinder staff. Costing for this training in 2024 was £324 per course per person (costs for 2025 are not yet available).

Contact has also been established with Landlord Accreditation Service re LETWELL Programme regarding full training for the lead person in the service (Homefinder) to undertake formal Letting Agent training. Cost of full training in 2024 was £2,220 per person which included all five courses including qualification with CIH (costings for LETWELL Programme training beginning January 2025 are not yet available).

In Dundee and every other local authority area, there are huge pressures placed upon local authorities to provide all types of housing. In Dundee there are more private sector properties than social properties for rent and it is essential that we work closer with private landlords/letting agents to be able to source more of these properties to help alleviate ever-increasing waiting lists for housing.

We are seeing more and more private landlords opting to either sell properties, or place properties in the hands of letting agents to manage as they find it too onerous to manage themselves. According to FOISA figures provided upon request to DCC's Landlord Registration Team, over 1,000 private landlords have left the sector, with the loss of some 4,000 PRS properties since 2020.

Once properties are placed with letting agents, this typically sees the monthly rentals increase by as much as £100 - £200 over the set Local Housing Allowance rates, and as a result placing these properties out of financial reach of a large proportion of the general public who are in receipt of welfare benefits or on low incomes, which then would see a continuing rise in the number of people being placed on waiting lists, or indeed homeless presentations.

Using the existing resources of Dundee Homefinder Service (albeit with a job title amendment from Contact & Assessment Officer to PRS Tenancy Officer (Sustainment), Dundee City Council could again lead the way by working even closer with our private sector housing partners to enhance the opportunities of the general public to secure good quality affordable private sector housing that has been inspected to ensure each property meets all legislative standards required of private rented sector housing.

This plan, if approved, would continue to see private sector landlords/letting agent being responsible for carrying out repairs and maintenance, registering deposits etc. It would also allow for the local authority to consider whether there is a need to create a Social Letting Agency which would see revenue being generated through landlord fees, with the possibility for the local authority to also investigate whether establishing a Mid-Market Rent service would be feasible which again has the possibility of generating additional income for the local authority and offset the costs of operating Dundee Homefinder Service.

Integrated Impact Assessment

Committee Report Number: 293-2024

Document Title: Rapid Rehousing Transition Plan Year 5 Update

Document Type: Other Description:

Yearly update of 5 year Rapid Rehousing Transition Plan Intended

Outcome:

To reduce time spent in temporary accommodation for homeless applicants

Period Covered: 01/04/2024 to 31/03/2025 Monitoring:

Monthly, quarterly and annual monitoring of homelessness statistics and projects Lead

Author:

Ross Lyons, Housing Options & Lettings Manager, Neighbourhood Services,

ross.lyons@dundee.gov.uk , 01382307249,

169 Pitkerro Road

Director Responsible:

Tony Boyle, Executive Director of Neighbour Services, Neighbourhood Services

tony.boyle@dundee.gov.uk, 01382 434538

5 City Square

Equality, Diversity and Human Rights

Impacts & Implications

Age: No Impact

Disability: No Impact

Gender Reassignment: No Impact

Marriage & Civil Partnership: No Impact

Pregnancy & Maternity: No Impact

Race / Ethnicity: No Impact

Religion or Belief: No Impact

Sex: No Impact

Sexual Orientation: No Impact

Are any Human Rights not covered by the Equalities questions above impacted by this report?

No

Fairness & Poverty

Geographic Impacts & Implications

Strathmartine:	No Impact
Lochee:	No Impact
Coldside:	No Impact
Maryfield:	No Impact
North East:	No Impact
East End:	No Impact
The Ferry:	No Impact
West End:	No Impact

Household Group Impacts and Implications

Looked After Children & Care Leavers: No Impact

Carers: No Impact

Lone Parent Families: No Impact

Household Group Impacts and Implications

Single Female Households with Children: No Impact

Greater number of children and/or young children: No Impact

Pensioners - single / couple: No Impact

Unskilled workers or unemployed: No Impact

Serious & enduring mental health problems: No Impact

Homeless: Positive

The plan is intended to minimise time spent in temporary accommodation for homeless people

Drug and/or alcohol problems: No Impact

Offenders & Ex-offenders: No Impact

Socio Economic Disadvantage Impacts & Implications

Employment Status: No Impact

Education & Skills: No Impact

Income: No Impact

Caring Responsibilities (including Childcare): No Impact

Affordability and accessibility of services: No Impact

Fuel Poverty: No Impact

Cost of Living / Poverty Premium: No Impact

Connectivity / Internet Access: No Impact

Income / Benefit Advice / Income MaximisationPositive

Family Sustainment Service provides benefits advice to prevent rent arrears and homelessness for families in the private rented sector

Employment Opportunities: No Impact

Education: No Impact

Health: No Impact

Life Expectancy: No Impact

Mental Health: No Impact

Overweight / Obesity: No Impact

Child Health: No Impact

Neighbourhood Satisfaction: No Impact

Transport: No Impact

Environment

Climate Change Impacts

Mitigating Greenhouse Gases: No Impact

Adapting to the effects of climate change: No Impact

Resource Use Impacts

Energy efficiency & consumption: No Impact

Prevention, reduction, re-use, recovery or recycling of waste: No Impact

Sustainable Procurement: No Impact

Transport Impacts

Accessible transport provision: No Impact

Sustainable modes of transport: No Impact

Natural Environment Impacts

Air, land & water quality: No Impact

Biodiversity: No Impact

Open & green spaces: No Impact

Built Environment Impacts

Built Heritage: No Impact

Housing: No Impact

Is the proposal subject to a Strategic

Environmental Assessment (SEA)?

No further action is required as it does not qualify as a Plan, Programme or Strategy as defined by the
Environment Assessment (Scotland) Act 2005.

Corporate Risk

Corporate Risk Impacts

Political Reputational Risk: No Impact

Economic/Financial Sustainability / Security & Equipment: No Impact

Social Impact / Safety of Staff & Clients: No Impact

Technological / Business or Service Interruption: No Impact

Environmental: No Impact

Legal / Statutory Obligations: No Impact

Organisational / Staffing & Competence: No Impact

Corporate Risk Implications & Mitigation:

The risk implications associated with the subject matter of this report are "business as normal" risks and any increase to the level of risk to the Council is minimal. This is due either to the risk being inherently low or as a result of the risk being transferred in full or in part to another party on a fair and equitable basis. The subject matter is routine and has happened many times before without significant impact.

This page is intentionally left blank