

REPORT TO: HOUSING, DUNDEE CONTRACT SERVICES AND ENVIRONMENTAL SERVICES COMMITTEE – 25 JUNE 2007

REPORT ON: DUNDEE HOMELESSNESS STRATEGY PROGRESS UPDATE REPORT 2006/07

REPORT BY: DIRECTOR OF HOUSING

REPORT NO.: 348-2007

1. PURPOSE OF REPORT

- 1.1. To inform Housing Committee of the progress and the format of reporting back to the Scottish Executive, the objectives achieved for the period 2006-07 as part of Dundee's Homeless Strategy.

2. RECOMMENDATIONS

It is recommended that Committee:

- 2.1. Agree the contents of this Progress Report.
- 2.2. Remit the Director of Housing to submit this report to the Scottish Executive detailing the objectives achieved as part of the Homeless Strategy for 2006/07.

3. FINANCIAL IMPLICATIONS

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

4. SUSTAINABILITY POLICY IMPLICATIONS

- 4.1. This report contributes to the Council's anti-poverty principles through delivering specialised services to homeless people, and providing advice and information.
- 4.2. Homeless people are helped to obtain accommodation through representation, and advocacy.

5. EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1. Carrying out statutory duties to persons who present as homeless fulfils the Council's commitment to assist those in need by ensuring that needs are assessed and a range of accommodation is available for local people.

6. BACKGROUND

- 6.1. Correspondence from the Scottish Executive in March 2007, requested that the local authority submits an update of progress against Dundee's Homelessness Strategy over 2006/07.

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

- 6.2. This update will also be used to advise Ministers on progress towards the full implementation of the Homelessness etc. (Scotland) Act 2003 and also on the specific timing and arrangements for abolition of Priority Need distinction by 2012.
- 6.3. The format adopted for this reporting mechanism 2006/07 has been based on a model suggested to all local authorities by the Scottish Executive and will become an integral part of the strategy and the strategy process locally. Use of this model demonstrates consistency to the Scottish Executive, the Homeless Strategies Assessment Panel and Communities Scotland.
- 6.4. The main funding streams for the Homelessness Strategy are:
- The Rough Sleepers Initiative.
 - Homelessness Task Force Funding.
 - Communities Scotland Furnished Tenancies Grant.
 - Supporting People Funding.
- 6.5. Dundee City Council was allocated £498,867 Task Force grant for 2006/07. This funding was specifically linked to the delivery of our Homelessness Strategy and Appendix 1 shows progress to date.
- 6.6. Revenue funding of £262,000 was secured from the RSI for 2006/07. Appendix 2 details the projects that this money was spent on.
- 6.7. A further £53,122 was obtained from Communities Scotland as a furnishings grant. This grant is to facilitate lets to homeless persons. As detailed in the "Conditions of Grant" issued by Communities Scotland, essential goods are provided. These furnished tenancies should benefit those identified as being homeless, at risk of homelessness/repeat homelessness and unable to access essential goods from other sources.
- 6.8. Housing Management Team and Housing Committee gave their approval to the 2006/07 funding framework to deliver the Homelessness Strategy and develop accommodation and services as a priority.
- 6.9. The overall strategy however, not only includes Task Force, RSI and Furnished Tenancies Grant, but various other funding avenues are used to deliver the Homelessness Strategy. The delivery plan attached at Appendix 1 gives a comprehensive view of the homelessness projects within the City.

7. KEY ACHIEVEMENTS

- 7.1. Alongside reported progress against specific actions set out in the strategy, the Scottish Executive are requesting a general position statement setting out the key achievements and challenges in implementation to date.
- Burnside Mill opened in September 2006. This is a 20 bed resettlement hostel and is a joint venture between Dundee City Council, Hillcrest and the Salvation Army.
 - Rosefield Street opened in March 2006. This supervised block provides direct access accommodation for nine families and interim accommodation for five single people.
 - Transform Furniture Project is now up and running replacing Tayside Furniture Project. Client's can select items and those on low incomes or who have obtained a Community Care Grant may maximise their limited income by purchasing goods direct.

- Alcohol Related Brain Damage (ARBD) research has now been completed. Implementation plan has now to be formulated between Health, Social Work and Housing.
- Homepoint Training is ongoing for all homeless staff and due for completion by Summer 2007. Full accreditation is to be sought within this financial year.
- The new Homeless Application Form has now been implemented allowing for a more indepth assessment of needs and analysis to assist the Council to meet its statutory requirements. This will be followed by an up-to-date Information Technology System to analyse and interpret homeless issues.
- Furnished Tenancies Grant – An additional 38 tenancies have been set up using this "Essential Goods" Grant.
- The Health, Education and Training (HEAT) Project now renamed Housing Education for Youths (HEY) has now brought the Antisocial Team on board. This programme, in consultation with the Education Department, is to be further extended. This is a preventative approach to homelessness by ensuring youths are aware of the responsibilities of maintaining and sustaining a tenancy.
- Single Homeless Research is now complete and findings will be used to inform the new Homeless Strategy for 2007.
- The Positive Step's Temporary Accommodation Officers, have assisted the Council to move clients on from Bed and Breakfast accommodation by advising and assisting them to move to accommodation appropriate to their needs. Two hundred and twenty seven (227) clients have been moved on from inappropriate Bed and Breakfast Accommodation this financial year.
- The Independent Living Skills Programme was targeted at those who require intensive support to enable them to move on from hostel accommodation, many of these clients have high dependency needs and/or mental health issues. This programme has freed 12 beds in direct access hostels and clients were either long term homeless or repeat homeless cases. Many of these clients had become institutionalised and the primary role of this programme was to promote independence and empowerment.
- Financial Inclusion Funding has allowed for a Pre-tenancy Financial Inclusion Officer. This post focuses on prevention of homelessness and all clients who are allocated housing through the homeless route will be offered indepth financial assessments to assist with tenancy sustainment.
- A reconfiguration of services within National Children's Homes (NCH) Youth Project is underway. This will allow for a further (8) eight supported tenancies with a Short Scottish Secure Tenancy. These tenancies will enable youths who are homeless to gain the skills required to manage a mainstream tenancy within the community.
- A grant of £59,500 was awarded from the Scottish Executive as part of their Prevention of Homelessness Innovation Funding. This money will be utilised to provide opportunities for discharged prisoners via group work to develop skills for daily living to minimise episodes of re-offending and repeat homelessness.

8. **MAIN CHALLENGES TO IMPLEMENTATION LOCALLY**

- Uncertainty about future years' Supporting People Grant continues to restrict new project development. Insufficient grant uplift puts pressure on existing projects as any inflationary grant increases can only be funded through efficiencies.
- Provision of additional temporary accommodation takes time to develop. Short term funding exacerbates this problem.
- Homepoint Standards – This is a challenging target to train all staff up to the required level. Training and accreditation is time consuming and a frontline service still requires to be maintained.
- Long term and repeat homeless clients continue to be an issue. Many of these clients have challenging behaviour, chaotic lifestyles and complex needs. Finding the most sustainable solution can be difficult. This Supporting People Strategy and the Homeless Strategy require to address this issue as often a mainstream tenancy is not the best option.

9. **CONSULTATION**

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

10. **BACKGROUND PAPERS**

- 10.1. Report on Use of Homelessness Funding 2006/07, approved by Housing Committee, 15 May 2006, Report No. 327-2006.
- 10.2. Note on Extension of Fixed Term Posts (Homeless Strategy Team) approved by Personnel and Management Services Committee – March 2007.
- 10.3. Note on Extension of Fixed Term Posts (Homeless Services Unit) approved by Personnel and Management Services Committee – March 2007.

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

JUNE 2007



Dundee's Homelessness Strategy Monitoring and Evaluation Framework 2006-2007

1.

Objectives:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
1.1	Co-ordinate 100 referrals to contribute to homeless clients' Health Needs Assessment exercise.	3 & 5	NHS Tayside and Homeless Task Force funding.	Identify health needs of homeless people.	June 2003	Project complete. HNA published in June 2004.	Nancy McFarlane, NHS.	Complete.
1.2	Review of joint assessments for under-25s at Lily Walker Centre to ensure housing and support needs are met.	1 & 3 4 & 5	Dundee City Council (Homelessness and Social Work Department).	Increase access to service for young people.	2003-2005	Project complete. Review has been carried out. Assessments are re-designed to identify immediate areas of need which are then followed up by other specialist agencies as required. Collaborative working between Housing, Social Work and NCH allows a comprehensive assessment process. These assessments are carried out for 16/17 year olds in all cases and 18/21 year olds where it is identified there is a vulnerability.	Ian Dobson, HSU.	Complete.
1.3	Review service delivery by extending implementation of Single Shared Assessments (SSA) to all hostel clients, including Homeless Services Unit.	3	Tayside Health Board and Dundee City Council.	Increase accommodation and services for homeless households through Tayside Health and Homelessness Action Plan.	2003-2007	Documentation - process for older people's service has been in place for sometime now. D1 has been reviewed to kick-start rollout in adult services. Likely to take a further 18 months for process to be implemented. Health & Homeless Outreach Team using Single Shared Assessment documentation.	Diane McCulloch/ Richard Kennedy SWD. Nancy McFarlane – CHP	Ongoing. Complete.

1.

Objectives Cont'd:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
1.4	Introduce a Rough Sleepers Initiative (RSI) database to prioritise Outreach and Resettlement support service provision for 90 hostel clients moving to own tenancies.	1	RSI funding	Increase number of sustained tenancies evidenced by RSI database.	2003-2007	Review of the system needs to take place, now that Glasgow Homeless Network no longer monitoring. See 6.2	Bryan Smith, Cyrenians OAR Serv. & Brenda Fenton, Housing Dept.	Complete.
1.5	Review all services funded by Supporting People Grant.	1 & 3 5	Supporting People Implementation funding.	Ensure service meets strategy and Best Value.	2005-2007	Review ongoing. Contracts Department are reviewing all financial contracts along with Supporting People Contracts. Due for completion by May 2007.	Ailsa McAllister, S. People & Brenda Fenton, Housing Dept.	On target.

2. Objectives:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
2.1	Homeless Health Outreach team to work with partner agencies to develop pathways and processes to improve access to healthcare. Provide opportunities to develop skills for daily living. If evaluated positively, seek sustainable funding for team.	3 & 5	Unmet Needs Funding (Scottish Executive). £171,000 per annum until November 2006.	Increase access to services for homeless households. Improve skills for independent living.	2003-2007	Nurse led health and homelessness outreach team now in place - May 2005. Pilot research project. To cover all aspects of physical, mental and emotional health, identify gaps in service provision and make recommendations on how to fill these gaps. Homeless, Health Outreach Team assessing need in hostels. The Dundee DAAT has commissioned a new Direct Access service aiming to encourage and help people affected by substance misuse to access services. The service will become operational from January 2007.	Nancy McFarlane, Dundee Community Health Partnership.	Complete.

2. Objectives: (Cont'd)

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
2.1a	Provide opportunities to develop skills for daily living.	3 & 5	<p>New Futures Successor Fund until March 2008. European Social Fund (Prolongation).</p> <p>Dundee Communities Literacy Partnership</p> <p>Application for Task Force funding submitted Feb. '07)</p>	To assist developing of skills for daily living, including communication skills, diet and cooking, literacy/numeracy and assertiveness training. General guidance including referrals to other agencies/providers.	Ongoing Dependent on continued funding,	<p>Continued development of building close working relationships with other agencies to ensure relevant and continued support for people.</p> <p>If Task Force funding bid were successful, we would be able to expand this provision, affording more progression opportunities for people. In addition, expansion of this provision would increase opportunities for partnership working which in turn increases support levels for people ultimately allowing for more sustainable progressions.</p>	Craigowl Communities 20 Stirling Street (The Learning Place).	Ongoing.
			Dundee Communities Literacy Partnership.	General guidance including referrals to other agencies/providers.	2006/08	A new employability service (ECLIPS) for recovering drug and alcohol users has been commissioned by the three Tayside DAATs. ECLIPS has been operational since Sept.2006.	Moyra Gordon Craigowl Communities	On target.

2.

Objectives: (Cont'd)

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
2.2	Agree funding for provision of furnishings which include starter packs and white goods for homeless households moving to own tenancies.	1, 3	Communities Scotland Furnished Tenancies Grant £47,934. Dundee City Council and various Trusts. Also utilising some of the Grant funds detailed at 2.2a – 2006/07	38 tenancies set up with essential goods. This will assist to increase sustainability of tenancies.	2003-2007	Flats are set up in both local authority stock and RSL stock working in consultation with voluntary agencies. Essential goods supplied by Communities Scotland Grant. Starter packs supplied from Starter Pack Dundee. Additional second hand goods supplied by DCC through Transform Furniture Project.	Brenda Fenton, Housing Department..	On target.
2.2a	Provide furnishings for homeless households.	1, 3 4 & 5	DCC and Task Force Funding	To sustain a furniture recycling unit within the city which will assist homeless households by supplying low cost recycled goods?	2005-2007	Service currently being taken over by Cyrenians – New Protocol to be in place 2007/08.	Brenda Fenton, Housing Department.	On target.

2. Objectives Cont'd:

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

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

2. Objectives Cont'd:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
2.6	Collaborate with Finance staff to achieve Housing Benefit administration targets for improvements.	4 & 5	Homelessness funding.	Arrears reduced. Tenancies sustained. Recovery rate of rebateable rent charge 2003/4 = 69%	2003-2007	Recovery rate of rebateable rent charge 2006/07 now 90%.	Robin Grimmond, Homeless Services Unit.	On Target.

3.

Objectives:

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

H'sless Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
3.1	Implement additional temporary accommodation plan to create 130 units for vulnerable households. (Priority furnished accommodation). See details on Temporary Accommodation Plan.	1	Homelessness funding, Communities Scotland and RSI funding.	Additional supported temporary accommodation available.	2003-2007	<ul style="list-style-type: none"> Burnside Mill Resettlement Hostel, open Sept. 2006, with 20 single rooms. 	Brenda Fenton, Housing Department.	Complete.
		1, 3 & 5	Hillcrest Housing Association and Communities Scotland.	Additional supported temporary accommodation available.		<ul style="list-style-type: none"> 14 additional temporary accommodation units at Rosefield Street due to open March 2007. 9 x 4-apt and 4 x 2-apt. 	Brenda Fenton, Housing Department	Complete.
		1, 3 & 5	Hillcrest and DCC	Additional supported temporary accommodation available.		<ul style="list-style-type: none"> Street Level now open. Additional 8 bedspaces at Arthurstone Tce now operational and to date has catered for 14 young homeless people with more complex needs. 	Angie McDonald, NCH	Complete.
		1	Hillcrest and DCC	Additional supported temporary accommodation available.		<ul style="list-style-type: none"> Refurbishment of Red Admiral Court now underway – 26 additional spaces. Due Autumn 2007 	Brenda Fenton, Housing Department	On Target.
		1, 3 & 5	Hillcrest Housing and Communities Scotland	Additional supported temporary accommodation available.		<ul style="list-style-type: none"> New build at Reid Square to provide 10 family units to replace Honeygreen. Currently being developed. 	Ian Dobson, Housing Department.	On Target.
		1, 3 & 5	DCC funding for furnishings	Additional supported temporary accommodation available.		<ul style="list-style-type: none"> 12 networks now achieved. 	Brenda Fenton, Housing Department	Complete.

3. Objectives Cont'd:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
3.1a	Implement Section 5 Referral Agreement to accommodate homeless households.	3 & 5	Homelessness funding.	Section 5 Protocol to be operational between DCC and RSLs.	2003-2007	Section 5 protocol now live. Monitoring arrangements now in place protocols are now signed. To review and agree annual targets.	Brenda Fenton, Housing Department.	Complete.
3.2	Develop accommodation solutions for long-stay hostel clients. Challenging behaviour/those leaving institutions.	1, 2 5	Homelessness funding. Dundee City Council – SWD Health Department	Prevents repeated homelessness.	2005/7	The brief for the research is being concluded before being put out to tender and that the work of the focus group is nearing completion and a report will be forwarded to the Homeless and Hostel Sub-Group by the Summer.	Richard Howat, Homeless and Hostel Sub-Group.	Complete.
3.3	Develop 5 additional supported lodging places to contribute to Temporary Accommodation Plan.	3 & 5	Dundee City Council.	Additional supported temporary accommodation for young vulnerable.	2003-2007	Total number of places currently stands at 5. This is considered adequate for current demand.	Dave Innes, 'Moving On Team', SWD	Complete.

3. Objectives Cont'd:

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

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

3. Objectives Cont'd:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
		3 3 & 5 4 4				SSSTs New policy and procedure now in place. Access/Suspensions Now included in Letting Centre. Arrears/Evictions Process being reviewed - now included in Rent Recovery Centre. Anti-Social Behaviour New corporate strategy now in place. Joint training has been carried out with Criminal Justice, Housing, SWD and some youth voluntary agencies.	Brenda Fenton, Housing Department	Complete. Complete. Complete. Complete.
3.5	Collaborate with Salvation Army/partners to accommodate clients during refurbishment of Strathmore Lodge.	1, 3	Salvation Army funding.	To provide direct access and rehab accommodation for homeless people. Joint working arrangements with TOPAZ to provide up to 2 drug detox bed spaces. Direct Access now closed due to failure of HMO Licence.		Work now complete. Opened April 2005. Total bed spaces available – 25. All bed spaces are now direct access with 100% referral rights from Lily Walker Centre. Topaz no longer within building but have now merged with Tayside Drug and Alcohol Team.	Geoff Findlay, Salvation Army.	Complete.

3. Objectives Cont'd:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
3.6	Develop register of landlords willing to accommodate those on benefits, to encourage hostel clients to move on.	3	Scottish Executive funding.	Introduce a register consisting of private landlords who are willing to assist homeless people by giving them the opportunity to access private accommodation.	2003-2007	List to be issued by McKay Rent Deposit Scheme of Landlords who will accept homeless clients. Work ongoing to extend this list.	Bryan Smith, Cyrenians.	On target

3. Objectives Cont'd:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
3.7	<p>To meet targets of Dundee Local Outcome Agreement:</p> <ul style="list-style-type: none"> • Assist 72 rough sleepers to access hostel accommodation/OAR. • Create 96 hostel vacancies/OAR. • Resettle 72 clients to own tenancies/OAR. • Operate Resettlement Database for hostel clients/OAR. • Identify 24 tenancies with private landlords/RDGS. • Provide housing support for 36 young tenants/NCH. • Access support for 36 young tenants from relevant services/NCH. • Establish 6 dispersed tenancies/NCH. • Deliver lifeskills training for 16 young tenants/NCH. 	1, 2 3, 5	RSI and Supporting People funding.	<p>Achieve agreed targets.</p> <p>106 – target achieved.</p> <p>56 – target not achieved. Processes reviewed for 2007.</p> <p>79 – target achieved.</p> <p>24 – target achieved.</p>	2003-2007	<p>Brenda to liaise with relevant agencies involved to ensure that they meet the targets in the strategy</p> <p>All figures to be reviewed in new Homeless Strategy document 2007.</p> <p>Monitors supplied by Cyrenians April 2007.</p> <p>NCH have exceeded all targets set. Copy of Business Plan Review forwarded April 2007 to evidence statistics.</p>	<p>Brenda Fenton, Housing Department.</p> <p>Richard Howat, Cyrenians</p> <p>Angie McDonald, NCH</p>	<p>On target.</p> <p>On target.</p> <p>On target.</p>
3.8	Refurbishment of Homeless Services Unit (Lily Walker Centre)	1	Homeless Task Force funding.	To provide self contained accommodation for single people.	2007	Lily Walker Centre in the process of being refurbished. Accommodation to comprise of 26 self contained flats for single persons and couples. Completion date – May 2007.	Ian Dobson, Housing Services Unit.	On target.

4. Objectives:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
4.1	Investigate feasibility of one stop shop/provision of services. To include medical, nursing, drugs, alcohol, mental health, advocacy and therapies.	N/A	Unmet Needs Bid.	Increase access to services for homeless households.	2003-2006	This project is now closed. Health Needs Assessment showed that an Outreach Health Team was more appropriate. All actions now referred to 2.1.	Nancy McFarlane, NHS.	Complete.
4.2a	Investigate feasibility of developing effective referral pathways for homeless families between Health and Lily Walker Centre.	3, 5	Within existing resources.	Ensure that health needs of homeless families are identified and referred to appropriate agency.	2006/7	Discussions taking place between Lily Walker Centre and Homeless Health Outreach Team.	Nancy McFarlane, NHS.	On Target.
4.2	Introduce housing support services to assist 25 Council households sustain tenancies.	4	Supporting People funding.	Prevent homelessness and sustain tenancies.	2004-2006	Project ongoing. 128 Council households. Assisted to sustain tenancies. 86 of these referrals were from homeless services.	Ian Dobson Housing Department.	On Target.
4.3	Investigate inter-agency response to remove street begging.	1 & 2	Homelessn ess funding and RSI.	Improved access to services.	2004-2006	Interagency response is ongoing and now with Roger Mennie, Legal Services. Protocols are in place at grass roots level to deal with individuals who beg.	Bryan Smith, Homeless-ness and Hostel Sub Group.	Complete.

4. Objectives Cont'd:

- To ensure homelessness is a priority in stakeholders strategies.
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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
4.4	Contribute to implementation group preparing for removal of benefits paid to those who have been looked after up to age 16.	4 & 5	Homelessness funding.	Rent allowances paid. Homelessness prevented.	April 2004	This project item now implemented.	Brenda Fenton, Housing Department.	Complete.
4.5	Liaise with agencies to arrange support for any victims of harassment (<i>hostels, private/social rented sector</i>), due to race, sexuality, health issues, belief etc.	4 4	Scottish Executive Anti-Social funding.	Support available tenancies sustained.	2004-2006	Project now complete. Housing Department's Equalities Policy approved in November 2004. Housing Department will work towards ensuring that all partner agencies have an effective equalities policy in place. Additional Victim Support Officer now in place for 3 years, predominantly dealing with referrals from Housing Department.	Brenda Fenton, Housing Department.	Complete.
4.6	Input strategy/policy/ project developments to increase education, training and employment opportunities.	N/A	No funding available to proceed further with this project at Burnside Mill.	Training and education to assist homeless people gain employment skills/opportunities.	2004-2006	Estimated cost of £190,000 required for capital funding. Unless full capital funding can be obtained, this project will not be viable.	Brenda Fenton, Housing Department.	This project will not go ahead.

4.

Objectives: Cont'd.

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
4.6a(i)	Provide flexible housing and housing related support services to 120 vulnerable adults. Also aiming to assist 60 service users "out of hours".	1, 3, 4 & 5	Supporting People	Preparation of independent living.	2003-2007	In addition to accommodation, Positive Steps provide specific housing support services to assist people in achieving maximum independence. Currently 95 from a variety of landlord's incl. RSLs and Council. This includes out of hours and weekend services, currently 40 service users. In addition, the use of Living Skills group activities to enhance the ability to maintain and sustain a tenancy independently, with adults who have been identified as facing homelessness without intervention and support.	Iain MacPherson Positive Steps.	On Target.
4.6a(ii)	Provision of a Living Skills course to at least 30 Direct Access Hostel Residents giving them the opportunity to develop the skills necessary to move on to the "next stage" of independent living.	3, 4 & 5	Homeless Task Force Funding.	Preparation for independent living.	2006-2007	4 x 12 week courses planned for 2006-07. Each course accepts 9 participants. During the course needs are identified and discussed with participants and Hostel Staff.	Iain MacPherson Positive Steps.	On Target.

4.

Objectives: Cont'd.

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
4.6a(iii)	Reduce the number of homeless households living in B&B accommodation.	1, 2, 3 & 5	Homeless Task Force Funding.	Provide advice and assistance to up to 80 households allocated temporary accommodation in B&Bs, with a view to assist them to move to accommodation appropriate to their needs.	2006-2007	<p>Following a process of assessment and assistance to move on from B&Bs to more appropriate accommodation, that is more suitable to the needs of the individual/ household. Achieved by liaising with all other agencies involved in provision of accommodation and related requirements (fuel suppliers, furniture suppliers, accommodation providers, Benefits Agency, Housing Support, Health, Social Work, Legal, ASBT etc).</p> <p>To date, assessments carried out = 157. Currently receiving service = 9, reduced from 86 spaces. Amongst this figure are the most difficult to move on who require intensive support. Initial targets that were set have been exceeded. PS have responded to needs of individuals and LA.</p>	Iain McPherson Positive Steps	On target.

4.

Objectives: Cont'd.

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
4.6b	Support development of Hillcrest/NCH Initiative for Skills Sector training.	N/A	Application to be lodged with Future Builders, Scottish Enterprise Tayside and Job Centre Plus.		2005-2007	Hillcrest and NCH have put together a partnership proposal to establish a project that will offer a pathway into employment for up to 24 young people, providing life-skills and education opportunities. No funding available to date.	Angie MacDonald/ NCH.	This project will not go ahead.
	Skills Sector training Developing employability skills	3 & 4	New Futures Successor Fund until 2008. ESF (Prolongation) Dundee Community Learning Partnership Learndirect learning bites. (Application for Task Force funding submitted February 2007).	To encourage working towards certification to increase employability skills and opportunities. SQA Core Skills Qualifications in partnership with DCLP. REHIS Food Hygiene and Food and Health Accreditation. ECDL part or full module accreditation. Learndirect branded centre.	Ongoing dependent on continued funding.	Continue to work with individuals and their support agencies to ensure relevant progression pathways and in addition, liaise with employers to provide positive placement opportunities. Ongoing liaison with Economic Development re. linking with workforce plus – employability framework.	Craigowl Communities 20 Stirling Street (The Learning Place)	Ongoing.

4.

Objectives: Cont'd.

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
4.7	Develop registered/response to households and private landlords reporting eviction action (required by Homelessness etc. (Scotland Act 2003). Ensure relevant information available.	4	Homelessness funding.	Information provided. Homelessness prevented.	2004-2007	Yet to be progressed. This project needs to be reviewed and re-prioritised in our next Strategy document. Response to consultation from Scottish Exec. - await date of enactment.	Brenda Fenton, Housing Department	On target.
4.8	Review arrangements with schools to have regard to best interests of dependant children of homeless/vulnerable households. Section 4 of Housing (Scotland) 2001 Act.	4	Homelessness funding.	To encourage equal opportunities and avoid exclusion.	2005-2007	Yet to be progressed. Chartered Institute of Housing currently carrying out a survey on behalf of the Scottish Executive.	Brenda Fenton, Housing Department	Not achieved.
4.9	Review arrangements with health service and leisure providers to have regard to best interests of dependant children of homeless/vulnerable households.	3 & 4	Homelessness funding.	To encourage equal opportunities and avoid exclusion.	2005-2006	Child Protection Policy in place.	Ian Dobson, Housing Department.	Complete.

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

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

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
5.2a	Develop and implement a Housing, Education and Training Programme.	4 & 5	Homelessness funding. Lottery Bid being considered.	Young people aware of their rights and responsibilities. Awareness of support services will help sustain tenancies.	2005-2007	<p>Youth Housing Group have developed a programme called Hey Dundee (Housing Education for Youth in Dundee), previously, the HEAT project. From October 2006, rolled out to St John's, Morgan and Grove and will run through 2007.</p> <p>Youth group are looking at possible funding avenues which will enable them to run more sessions throughout the schools in Dundee.</p>	Brenda Fenton, Housing Department.	Complete.
5.2b	Prevention of homelessness - young tenants. Joint project with NCH.	4	Scottish Executive's Antisocial Funding.	Prevent youth homelessness via tailored support packages to meet identified needs and reduce and prevent antisocial behaviour threatening tenancies.	2006-2007	Project began 1 September 2006. Project to be evaluated by Robert Gordon University.	<p>Angie McDonald, NCH</p> <p>Brenda Fenton, Housing Department</p> <p>Alison Grimmond, Housing Department.</p>	Ongoing.

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
5.3	Conduct 3 joint training session for Welfare, Benefits, Housing Department and hostel staff to promote income maximisation to assist vulnerable households.	4	Homelessness funding.	Raise awareness and increase access to services, prevent homelessness.	2004-2005 June 2005	Sessions have taken place during December 2004 and March 2005. Staff attended were from SWD, Health, Housing and voluntary agencies. Further work to be carried out see 5.6.	Brenda Fenton, Housing Department.	Complete.
5.4	Implement Discharge Protocols to ensure people leaving hospital do not become homeless.	3 & 4	NHS Tayside. Delayed discharge monies hoping to be secured.	Standards will be adopted for homeless and vulnerable clients. Implementation of protocol and monitoring framework to ensure effectiveness.	2003-2007	Initial work completed for discussion at the NHS Tayside Discharge Strategic Policy Group over next 2 months for implementation 2006/07.	Nancy McFarlane, Dundee Health & Homelessness Group.	On Target.
5.5	Devise and deliver necessary joint staff training plan on homelessness strategy to raise awareness, improve service delivery, share good practice.	4	Homelessness funding. NHS Tayside.	Raise awareness and change attitudes. Increase access to services and prevent homelessness.	2003-2006	Now complete 2004. Joint Homelessness and Health presentations carried out to staff.	Nancy McFarlane, Health & Homelessness Action Plan.	Complete.

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Objective:

- To work together on prevention of homelessness.
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H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
5.6	Develop and implement a multi-agency joint training initiative with Health and Housing. Investigate most cost effective method of providing training to staff.	4	Dundee Community Health Partnership Working.	Raise awareness and change attitudes. Increase access to services and prevent homelessness.	2005-2006	Further training to be organised. Multi Agency training on raised awareness of homelessness. To be delivered Sessions to be repeated as in 5.3 above to include Housing Benefit staff, Health, SWD, Housing and Voluntary Agencies.	Nancy McFarlane, CHP/Brenda Fenton, Housing Department.	Complete.
5.6a	Develop a web page to identify training opportunities on homeless and health related topics.	4	NHS Tayside	Improve access to training opportunities.	2005-2006	Resources identified through training sub group. links available to homelessness from: www.taysidepublichealth.com	Nancy McFarlane, CHP	Complete

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

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

6. **Objective Cont'd:**

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
6.2	Collaborate in consultation to access information on accommodation and support needs.	1, 2 3 & 5	Homelessness funding.	Access to agencies information, data used in review and planning.	2005-2007	New I.T. System to be developed Dec. 2007.	Brenda Fenton Housing Dept.	On Target
	Needs Assessment required to determine support needs City-wide.	2, 3 4 & 5	Homeless funding.	To inform new homelessness strategy.	March 07	Single Homelessness. Research now ongoing due for completion March 2007.	Brenda Fenton Housing Dept.	On Target.
	Temporary accommodation plan is required to detail existing accommodation and plan further accommodation needs.	3 & 5	Homeless funding.	To identify gaps in Temp Acc. Needs.	2006/08	Detail of existing provision now available.	Pat Motion Housing Dept.	Complete
	Support services funded by Supporting People Grant monitored by Supporting People.	3 & 4 & 5	S. People funds/Homeless Funding.		2006/07	Yet to assess accommodation needs	Brenda Fenton Housing Dept.	Ongoing
	Rough Sleepers Services monitored by Homeless Strategy Team. Outstanding due to IT problems at Cyrenians.	1, 2	RSI.	New system required due to Glasgow Homeless Network System ceasing to monitor.	2006/07	Due for completion March 2007.	Ailsa McAllister Supporting People, Brenda Fenton Hsg. Dept.	On Target.
						Meeting to be arranged regarding new targets – and monitoring system May 2007.	Brenda Fenton Hsg. Dept. Richard Howat. Cyrenians	On Target.

6. **Objective Cont'd:**

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
6.2a	Support and develop social networks for homelessness and vulnerable people.	3 & 4	Homelessness funding	Promote and support social networks to assist homeless and vulnerable people in the transition out of homelessness into tenancies.	2005-2007	Successful bid for antisocial funding, project now operational – see 5.2b.	Brenda Fenton, Housing Department/ Angie McDonald, NCH.	Complete.
6.2a	Support and develop social networks for homelessness and vulnerable people.	4	New Futures Successors Fund until March 2008. ESF (Prolongation). Dundee Communities Literacy Partnership. (Application for Task Force funding submitted February '07)	To encourage participation in programme of tuition to develop social skills in order to assist transition and sustain tenancy.	Ongoing dependent on continued funding.	We will continue to work with relevant agencies to enable positive and sustainable progression pathways for people. If Task Force funding bid is successful, the opportunities for homeless and vulnerable people to integrate into social networks would be substantially enhanced.	Craigowl Communities 20 Stirling Street (The Learning Place)	Ongoing.

6. Objective Cont'd:

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

H'less Strategy Action	Actions	Task Force Outcome	Resources	Outcomes	Time scale	Update March 2007	Lead	Performance Stage
6.3	Annual strategy review (reported to Social Work and Housing Committees and Health and Homelessness Steering Group), to include user feedback from Consultation.	1, 2, 3 4 & 5	Homelessness funding.	Strategy review completed.	2005-2007	Annual Progress Report for 2006/2007 currently being prepared for approval by Homelessness Co-ordinating Group, Housing Committee and passed to Scottish Executive.	Brenda Fenton, Housing Department.	On Target.
6.4	Commission research on Hidden Homelessness to inform Strategy Review and influence service development.	1, 2, 3 4 & 5	Homelessness funding.	Improved data for response to Homelessness etc (Scotland) Act 2003 legislation.	2003-2006	Research for Single Homelessness now underway. Completion May 2007.	Brenda Fenton, Housing Department.	On Target.
6.5	Develop new 3 year Homelessness Strategy.	1, 2, 3 4 & 5	Homelessness funding.	New 3 year strategy document.	2005-2006	Youth Housing Group working in the youth part of the new Homeless Strategy. Main part yet to be progressed. Await outcome of homeless research.	Brenda Fenton, Housing Department.	On Target.

