

**REPORT TO: HOUSING COMMITTEE – 20 NOVEMBER 2000**

**REPORT ON: DUNDEE SINGLE HOMELESS HOUSING  
STRATEGY REVIEW 2000**

**REPORT BY: DIRECTOR OF HOUSING**

**REPORT No.: 689-2000**

**1. PURPOSE OF REPORT**

1.1 To report progress and seek the Committee's continued approval of the revised strategy produced in partnership by the Single Homeless Strategy Group.

1.2 To present the Strategy's updated Action Plan for the period 2000-2002.

**2. RECOMMENDATIONS**

2.1 It is recommended that Committee approves the Single Homeless Housing Strategy and updated Action Plan for 2000-2002.

**3. FINANCIAL IMPLICATIONS**

3.1 There will be no increase in the cost of ongoing funding to projects providing accommodation and support to single homeless people as contained within existing Other Housing budgets.

**4. LOCAL AGENDA 21 IMPLICATIONS**

4.1 The objectives of the Single Homeless Housing Strategy are consistent with a number of key Dundee 21 themes; including access to good food, water, shelter and fuel at a reasonable cost; health is protected; access to the skills, knowledge, and information needed to enable everyone to play a full part in society.

**5. EQUAL OPPORTUNITY IMPLICATIONS**

Participation in the Single Homeless Housing Strategy fulfils the Council's commitment to assist those in need by ensuring that accommodation and care is available for vulnerable people.

**6. BACKGROUND**

## **6.1 General**

- 6.1.1** The Council's commitment to meeting the needs of single homeless people in Dundee has been evident since 1992, when the Housing Committee adopted "A Five Year Strategy for Accommodation and Support of Single Homeless People", as produced by the Single Homeless Strategy Group (SHSG)
- 6.1.2** Although the original 5 year strategy was revised in 1995, a comprehensive review was carried out between November 1997 and February 1998.
- 6.2** In August 1998, Housing Committee adopted the Dundee Single Homeless Housing Strategy 1998-2001. This new strategy had been developed through a short life working group involving Tayside Health Board, Scottish Homes, Voluntary Agencies with Housing and Social Work Departments.
- 6.2.1** The outcome was a 3 year Action Plan, detailing over 40 projects, designed to reflect the changing circumstances and priorities in the city, and emphasise the benefits of resettlement for single homeless people.
- 6.2.2** Resettlement has been defined as follows: "To secure access for vulnerable homeless people with a history of sleeping rough, to long-term accommodation which best suits their needs, and to ensure that they do not subsequently lose it or move to less suitable accommodation". G. Randal and S. Brown, DOE 1995.

## **7. THE DUNDEE SINGLE HOMELESS HOUSING STRATEGY 1998-2001**

- 7.1** The success of the above strategy during 1999-2000, and the developments contained in the Action Plan for 1998-2001 can be seen in the following achievements:

With Rough Sleepers Initiative (RSI) and DSS Capital and Revenue funding secured, construction work started on Dundee Reception and Resettlement Centre.

Dundee Survival Group and the Wishart Centre moved into new premises, providing quality accommodation and services for clients.

NCH Action For Children Dundee Stopover have secured Scottish Homes funding for replacement premises which will increase provision of supported accommodation for 16-21 year olds.

Outreach and Resettlement Service attracted 24 months continuation RSI revenue funding. Since the introduction of this service in 1998, the team have supported 78 hostel clients to move into secure tenancies.

NCH Action For Children, Dundee Supported Living Project secured RSI revenue to assist young Council tenants to sustain their tenancies.

A combination of RSI and CRISIS Smartmove funding was awarded to Dundee's first Rent Deposit Guarantee Scheme. This project will establish

30 tenancies for hostel clients in quality private rented accommodation between 2000-2002.

**7.2** The future provision of accommodation and resettlement support for single homeless in Dundee will be delivered in a co-ordinated and transparent manner, by continuing the current effective working of the Single Homeless Strategy Group (See Appendix 1).

**7.3** To review the strategy, the SHSG considered the existing objectives of the strategy in September 2000 and agreed these should remain, as set out below:

- i to eradicate the need for any person to sleep rough
- ii to identify and provide outreach services to anyone sleeping rough
- iii to improve the quality and effectiveness of accommodation and service provision
- iv to address all the needs of single homeless people, including housing, health, and social needs.
- v to maximise the opportunity for individuals to achieve independent living through the delivery of resettlement support.
- vi to pursue initiatives aimed at the reduction and prevention of single homelessness
- vii to maximise collaboration and effective co-ordination between all agencies offering services to single homeless people and those sleeping rough.
- viii to ensure that the strategy is agreed through ongoing needs assessment, progress review, and performance.

**7.4** The annual review exercise involved consideration by members of SHSG who remitted the Hostel Sub Group to update the Action Plan to ensure that the objectives are being met, that resettlement services are effective in Dundee, and that the following 5 areas are being addressed: Information and Advice, Assessment, Accommodation, Support Services, and Co-ordination and Monitoring.

**7.5** The Action Plan for 2000-2002 (see Appendix 2) describes a clear framework of development activities which will be crucial when accessing alternative sources of funding for single homelessness projects.

## **7.6 Monitoring the Strategy**

**7.6.1** The SHSG, led by the Housing Department will continue to monitor progress at its quarterly meetings. The Strategy, reviewed annually, will be completely revised in 2001, as agreed when the strategy was adopted in 1998. Accountability will be sustained through annual progress reports to Housing Committee.

## **8. CONSULTATION**

**8.1** The Chief Executive, Director of Finance, Director of Support Services, Director of Social Work, and Chief Corporate Planning Officer have been consulted in the preparation of this report.

**9.     BACKGROUND PAPERS**

- 9.1**     Housing Committee Report “A 5 Year Strategy for Accommodation and Support of Single Homeless”, June 1992.
- 9.2**     Housing Committee Report “Dundee Single Homeless Housing Strategy 1998-2001”, August 1998.
- 9.3**     Best Value Review of Dundee Stopover
- 9.4**     Housing Committee Report “Dundee Single Homeless Housing Strategy” Review 1999.

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

**SIGNED:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## **APPENDIX 1**

### The Single Homeless Strategy Group – Membership

#### **Voluntary Organisations**

Dundee Survival Group  
 Dundee Comfort and Support Centre  
 Dundee Cyrenians  
  
 Dundee Outreach and Resettlement Service  
 The Wishart Day Centre  
 Salvation Army  
 Positive Steps Partnership  
 NCH Action For Children  
 Womens Aid  
 Carolina House Trust  
 The Scott Project  
 Jericho House  
 Scottish Housing Advice Centre  
 The Big Issue, Dundee  
 Dundee Voluntary Action  
 Tayside Furniture Project  
 YMCA

#### **Statutory Organisations**

Tayside Health Board  
 Tayside Primary Care NHS Trust  
 Dundee Local Health Care Co-operative  
 Scottish Homes  
 Department of Social Security  
 Tayside Police – Community Liaison  
 SDCC - Finance Department  
                     Social Work Department  
                     Housing Department

#### **Housing Associations**

Hillcrest Housing Association  
 Home in Scotland (Cleghorn)  
 Gowrie Housing Association  
 Servite Housing Association

## **SINGLE HOMELESS HOUSING STRATEGY: ACTION PLAN 1998-2002 – Updated September 2000**

### **KEY AREA: Information and Advice**

<b>Gap in Existing Provision/Services</b>	<b>Recommended Action</b>	<b><u>Target/Status</u></b>
1. Hostel Reception Point.	Application to Rough Sleepers Initiative 1998.	1998/1999 – achieved.
2. Comprehensive information on available services.	Expand "A Guide to Accommodation" to include furniture project, support services and update annually.	2000/2001
3. Pre-homelessness education.	Incorporate in Youth Housing Strategy 1999-2002.	1999/2000 – achieved.
4. 24 hour Freephone Helpline.	Local initiative to be considered following examination of Shelter National Helpline in operation.	2001/2002

## **KEY AREA:      Needs Assessment/Client Profiling**

<b>Gap in Existing Provision/Services</b>	<b>Recommended Action</b>	<b><u>Target/Status</u></b>
1. Regular Hostel Occupancy Audit.	To be completed monthly and co-ordinated by Housing Department.	1999/2000 – ongoing.
2. Identify groups unable to access existing services.	Survey of hostels (see 1 above) and other service providers.	2000/2001 – achieved.
3. Community Care Assessment.	Sample assessments to be conducted by Social Works Department to gauge need in Hostels.	2001/2002
4. General Profile for Community Care Plan.	Complex needs to be described for Community Care Plan review of services.	2001/2002
5. Assessment of Mental Health Problems.	Research into Hostels via Mental Health Development Fund application.	2001/2002
6. Regular Hostel Client Assessment.	Survey to be conducted annually and co-ordinated by Housing Department.	2001/2002
7. Information on Private Sector.	Survey to H.M.O.'s in partnership with Shelter.	2000/2001 – achieved.

## KEY AREA: Accommodation

Gap in Existing Provision/Services	Recommended Action	Target/Status
1. Long term service for existing Comfort & Support client group.	Application to Rough Sleepers Initiative & D.S.S. Resettlement Funding.	1998/1999 – achieved.
2. Shortage of specialist places for young people.	Secure retention of Dundee NCH Stopover and investigate alternatives. Incorporate in Youth Housing Strategy 1999-2002.	1999/2000 – achieved.
3. Improvements to Strathmore Lodge/Clement Park.	Proposals for improvements to be developed and sources of funding identified.	2001/2002
4. Short term accommodation for people with physical disabilities.	Agree access to Social Work Department facilities and Dundee Survival Group new build.	1999/2000 – achieved.
5. Network of move-on/individual tenancies.	Agree effective nomination procedures to local authority and Housing Association properties, and quality private sector accommodation.	2000/2001
6. Project for women with a range of multiple problems.	Assess demand through Monthly Hostel Audit and develop project brief if required.	1999/2000
7. Accommodation for Couples.	As above. Investigate flexible design as part of Dundee Reception and Resettlement Centre.	1999/2000 – achieved.
8. Foyer Project.	Housing Department to set up working group including voluntary and statutory sectors to investigate: Youth Housing Strategy 1999-2002.	2001/2002
9. Projects with access for pets.	As 6 above.	2000/2001



10. Long term funding for Dundee Reception and Resettlement Centre.

Finalise ongoing revenue funding arrangements.

2000/2001 – achieved.

## KEY AREA: Support Services

### Gap in Existing Provision/Services

1. Replacement premises for Wishart Centre.

2. Easy Access to Community Care Assessments.

3. 24 hour access to Community Psychiatric Nursing/Social Work.

4. Common Needs Assessment form for hostels/S.W/Health Board.

5. Support packages for individuals taking up new tenancies.

6. Hostels/Hospital discharge policies/protocols.

7. Protocols for dealing with dual diagnosis.

8. Dedicated Resettlement Team.

9. Flexible Housing Department allocation procedures.

10. D.S.S. emergency payment procedures.

### Recommended Action

Secure funding for replacement premises.

Range of issues overlapping with Social Work Department and Health Board to be pursued via discussions, including voluntary organisations, on improved service provision and liaison arrangements.

See 2 above.

See 2 above.

See 2 above.

See 2 above.

See 2 above.

Use of P.I.s and secure retention of service.  
See 15.

S.H.S.G. adopted S.H.A.C. paper on vettings to be considered by Working Group reviewing procedures.

Representatives from hostels to explore problems and establish new procedures with D.S.S. and Housing Benefit sections.

### Target/Status

1999/2000 – achieved.

2001/2002

2001/2002

2001/2002

2001/2002

2000/2002

2001/2002

2001/2002

2000/2001

2000/2001

11. Simplified procedures for processing Housing Benefit.

As 10 above.

2000/2001

## **KEY AREA: Support Services (Cont.)**

<b>Gap in Existing Provision/Services</b>	<b>Recommended Action</b>	<b><u>Target /Status</u></b>
12. Effective liaison with D.S.S. and Housing Benefit sections.	As 10 above.	1999/2000 – achieved.
13. Promote Independent Advocacy.	S.H.A.C. to prepare contact list of existing advocacy services and distribute to all agencies/clients. Housing Department to examine ways of promoting S.H.A.C. services.	2001/2002
14. Availability of furniture for new tenancies.	Potential for expansion to be discussed with Tayside Furniture Project. Details on existing sources to be included in revised information guide.	2000/2001
15. Evaluation of Outreach and Resettlement Service.	Examine performance and contribution to strategy. Identify future funding options.	2001/2002

## **KEY AREA: Co-ordination & Monitoring**

<b>Gap in Existing Provision/Services</b>	<b>Recommended Action</b>	<b><u>Target /Status</u></b>
1. Progress Report/Annual Review on Strategy.	Single Homeless Strategy Group to carry out review annually. Housing Department to programme and prepare report.	2000/2001
2. Annual Report to Housing Committee.	Housing Department to report annually highlighting progress towards objectives.	2000/2001
3. Performance indicators to inform strategy.	Housing Department to assess RSI indicators and discuss with Single Homeless Strategy Group.	2000/2001
4. Ensure homelessness issues at core of Corporate Strategies.	Monitor Healthy Dundee Implementation Plan and D.C.C. Corporate Plan which reflect Single Homeless Housing Strategy.	2000/2001
5. Community Care Housing Trust.	Investigate setting up of organisation as mechanism for private finance to support long-term accommodation and services.	2000/2001