

# Home First –Rapid Rehousing

CLARE MAILER HEAD OF HOUSING , PERTH AND KINROSS COUNCIL

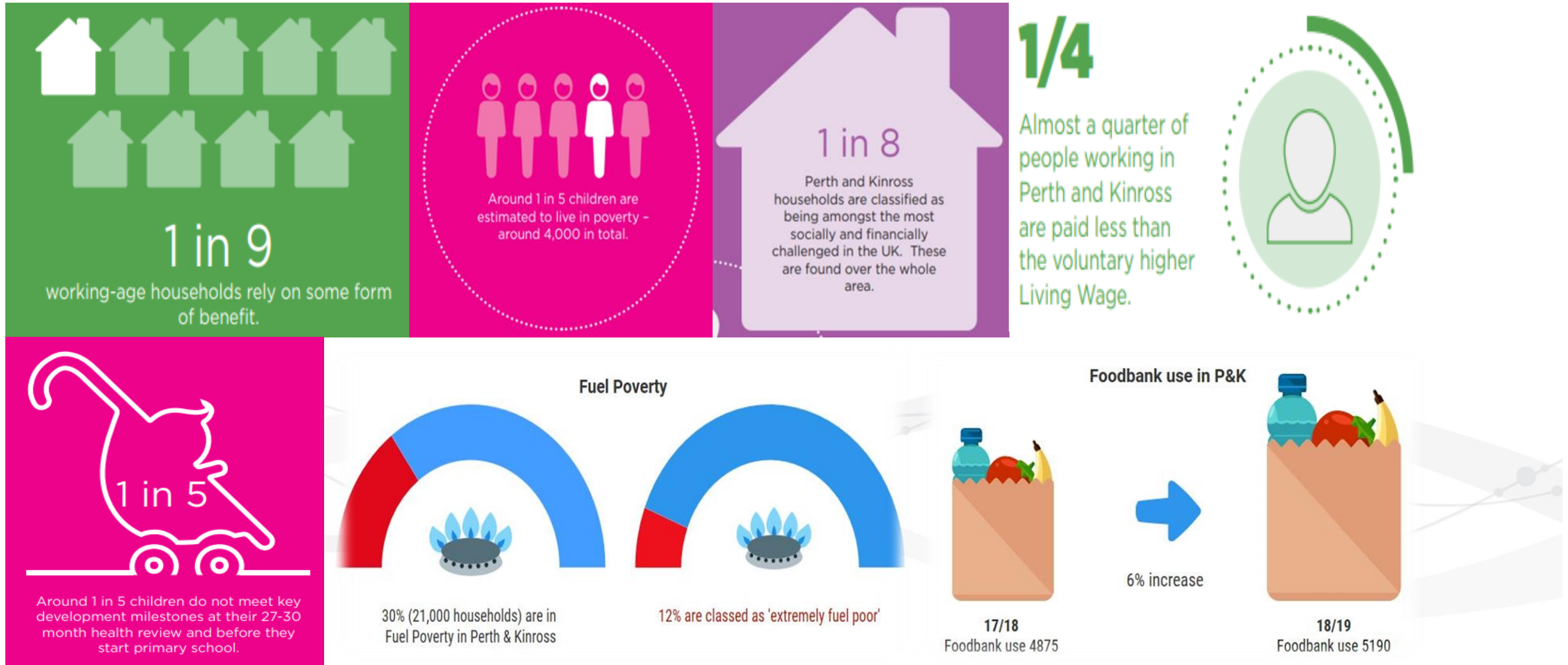
JUNE 2019

# Home First – Perth and Kinross Councils approach to Rapid Re- Housing

- **Background**
- **Journey of transformation**
- **Home First – why and how**
- **Key outcomes, impacts and challenges**
- **Next steps**



# Perth & Kinross – our context



# Our Homelessness context

**2017/18**

**2018/19**

999

PRESENTATIONS

938

306

FAMILIES

232

207

YOUNG PEOPLE

222

24

ROUGH SLEEPING

16

14

B&B PLACEMENTS

4

**B&B placements (1.58 days )**  
**National Average (33 days)**

# Background – Improvement and Transformation



- Reducing use of B&B – estimated cost avoidance £1m p.a.
- Phasing out Private Sector Leasing – savings of £300k pa
- Shift of focus to prevention
  - 25% reduction in homelessness
  - costs avoidance of c£500K p.a.
- Redesigning housing services– Locality Model - savings of £300k
- Integrated Homeless and Housing Allocations teams
  - Common Housing Register
  - Common Allocations Policy
  - PKC assess and allocate



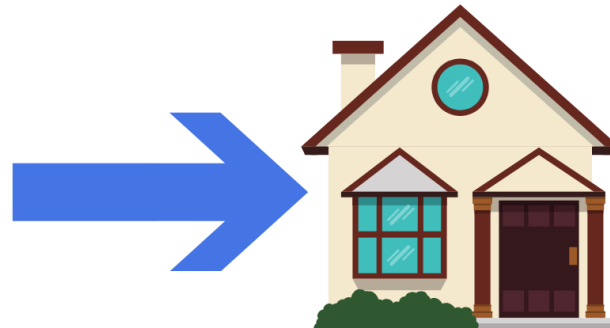
# Background – Issues

- Full extent and impact of welfare reform still to be realised
- Excessive costs of temporary accommodation
- High levels of arrears & irrecoverable bad debt
- Continued high levels of homeless presentations
- Poor throughput into mainstream accommodation
- Long periods spent in temp accommodation
- Households remained homeless for excessive periods of time

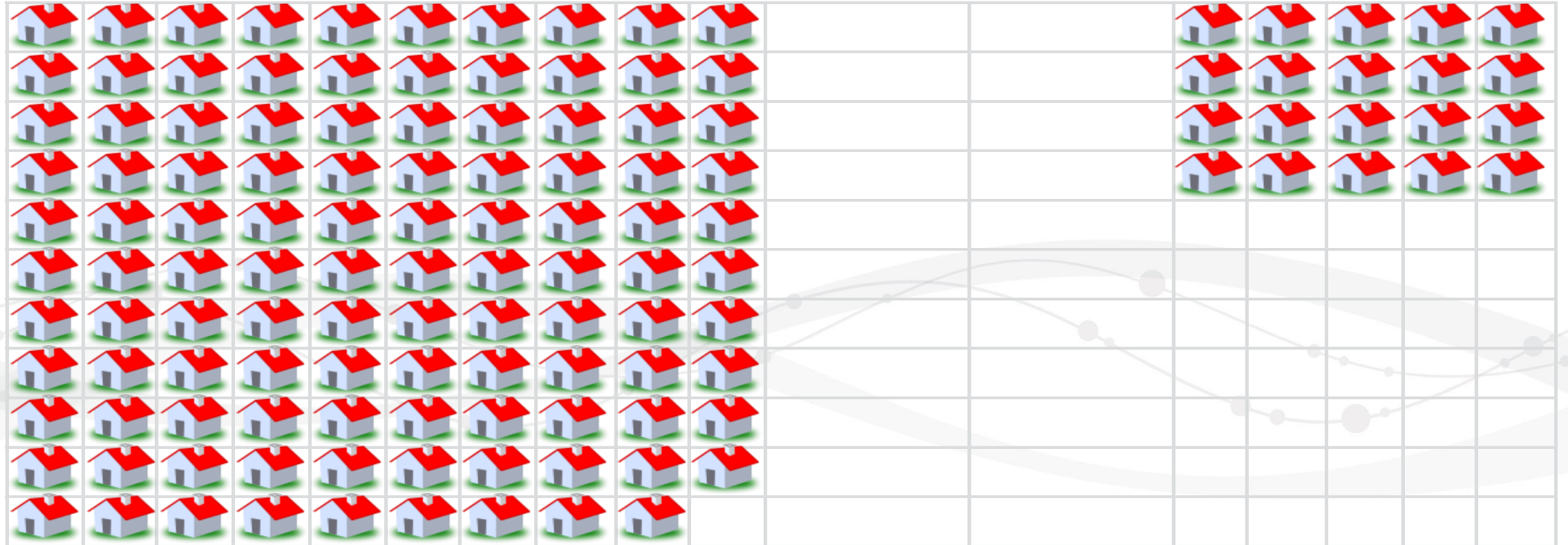


# What is Home First?

**Wherever possible homeless households move directly into settled accommodation avoiding the stigma, cost and uncertainty of temporary accommodation and homelessness.**



# The Reality?





# Project Brief - to deliver Home First

*A new model of service delivery that supports homeless people to move directly to settled accommodation.*

- To remove unnecessary time spent in temporary accommodation
- To reduce the duration of homelessness
- Provide a better housing solution for a vulnerable group
- Flexibility to respond to multiple and complex needs
- To deliver a service that meets our legal and statutory responsibilities
- To reduce inequalities in terms of service provision and affordability between differing types of accommodation
- Offering best value to the Council and to the customer

# How did we achieve Home First?

- **Modelling Exercise (Evaluation of current and future needs)**
- **Dispersed Accommodation Review**
- **Hostels review:**
  - **Greyfriars**
  - **Rio**
  - **Tayview**
- **Customer journey – Process mapping (Prevention, Private Sector and Access)**
- **Communication & engagement**
- **Workforce Planning**
- **3<sup>rd</sup> Sector hostels and Intensive Support review**



# Partnership Working – Positive Practice (access to housing)

*‘Working with social housing providers to optimise the rehousing process – common housing registers, common allocations policies, common matching process/teams...’ (RRTP Guidance p.19)*

- ▶ Long-standing Common Housing Register Common Allocations Policy
- ▶ Dedicated Housing Options Team (combining allocations and homelessness teams)
- ▶ RSL partner vacancies matched by our Housing Options Team – no need for Section 5 referrals
- ▶ Collaborative approach to matching including matching meetings
- ▶ Local Lettings Plans where required

# Partnership Working – Positive Practice (tenancy sustainment/prevention)

***‘Social landlords, both housing associations and local authorities to use all opportunities to support housing sustainment by ensuring that there is ongoing support for all tenants rehoused after homelessness and ensuring that appropriate preventative action is taken at the earliest signs of difficulties’ (HARSAG Recommendation 23)***

- ▶ **Seconded a Housing Support Officer to one of our RSL partners – small test of change**
- ▶ **Co-location between organisations**
- ▶ **Focus on transition into settled accommodation for new tenants and early intervention/prevention for pre-existing tenants**

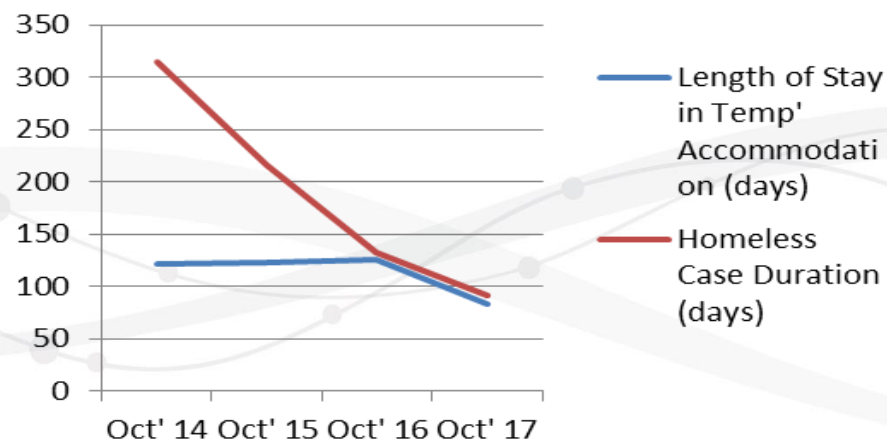
# What have we achieved?

- Home First Full implementation 1 April 2017
- Delivered savings target of £676,000
- New operational practices for Greyfriars House (reduction of hostel provision from 3 to 1)
- Reduced portfolio of temporary accommodation:
  - Dispersed 109 units to 26
  - Total - 2010/11 326 to 56 (excluding 3<sup>rd</sup> sector hostel)
- Reduced number of households in temporary accommodation (213 end of 15/16 to 101 end 17/18)



# What progress has been made to date?

- Significant reduction in average length of time spent in temporary accommodation (258 days to 70 days).
- Reduction in the number of days that people wait from to receive an offer of housing. (April 2016 average wait was 441 days, reduced to 91 days by March 2017 and to 77 current)

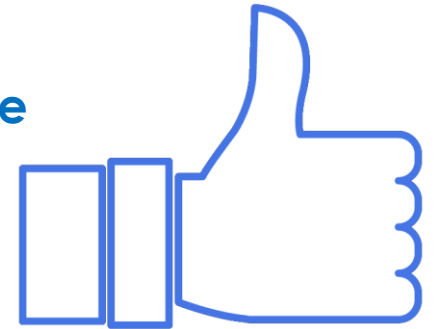


- Increased the percentage of housing lets to homeless households (51% - 15/16) ( 67% -16/17) (62% - 17/18) (51% - 18/19)

# What progress has been made to date?



- **Reduced homeless backlog** (550 live cases to 63)
- **Increased** the number of **new tenancies** created through the **Rent Bond Guarantee Scheme** to 175 in 2016/17 180 in 2017/18
- **Continue** to receive **positive feedback** from homeless households and staff.
- There has been **no adverse impact** on housing mainstream void performance, housing revenue budget or rent arrears.





# Current position

Indicator	
Number of Presentations	6 % decrease ↓
TA Portfolio	81 % reduction ↓
Households in TA	69 % reduction ↓
Length of stay in TA	73 % reduction ↓
Case Duration	82 % reduction ↓
% of lets to homeless applicants	16 % reduction ↓

# Costs of temporary accommodation

The gross cost of Council temporary accommodation:

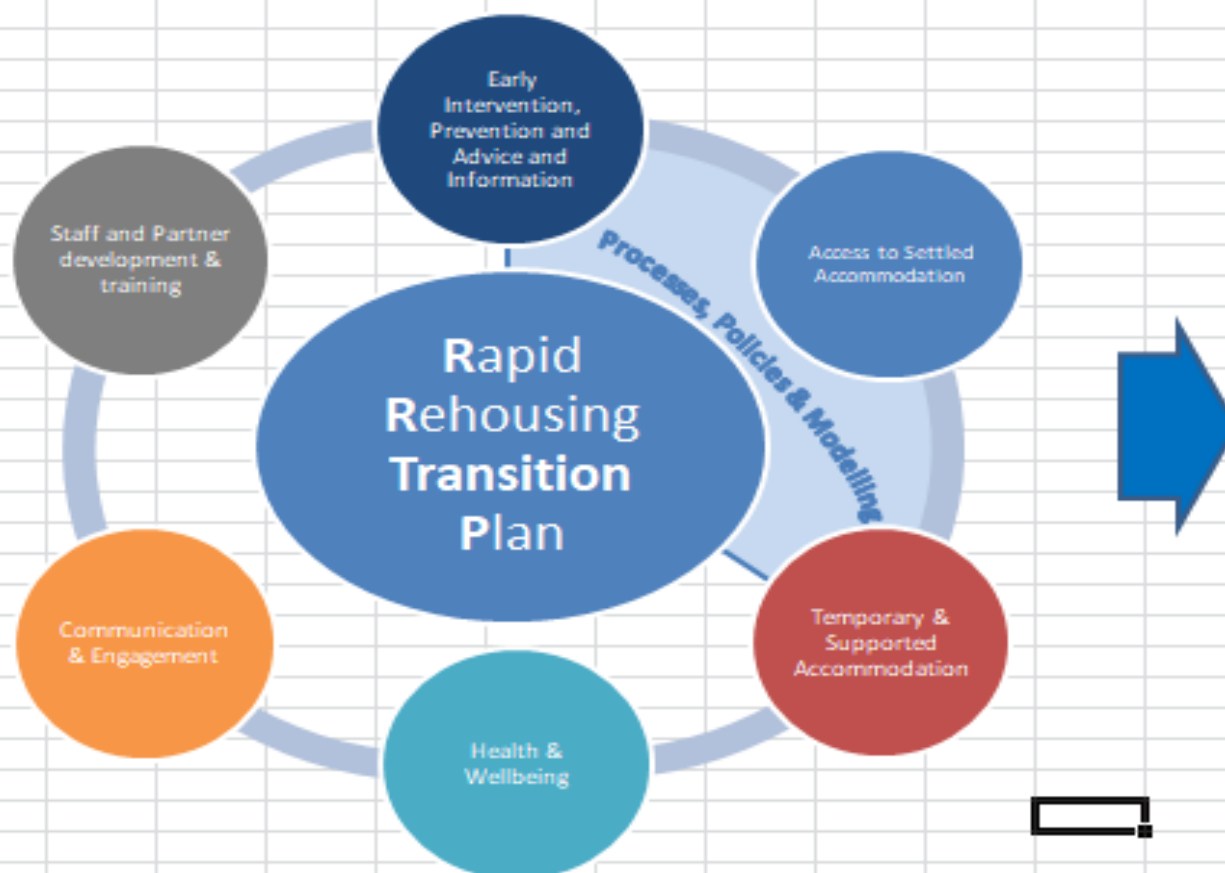
- 2010-11 - £4,298,927
- 2011-12 - £3,759,917
- 2012-13 - £3,495,600
- 2013-14 - £2,829,490
- 2014-15 - £2,364,543
- 2015-16 - £2,387,277
- 2016-17 - £1,924,845
- 2017-18 - £1,146,731



## Project Brief

To work in partnership to review our approach to the delivery of homeless services to:

- Achieve our ambition of minimising (ending) homelessness in Perth & Kinross
- Continue to deliver and improve Home First so that whenever possible homeless households move directly into settled accommodation
- Implement Home First - wraparound support
- End rough sleeping in Perth & Kinross
- Maintain a high standard of temporary accommodation that is short term and meets the needs and choices of homeless households



## Outcomes

For people at risk, homelessness is prevented before it arises

When homelessness does occur;

- > People are provided with a range of information and advice regarding their options
- > People with support needs are provided with the right support to support them through their homeless journey and to help sustain them in their tenancy
- > If alternative accommodation is required, people are moved directly into settled accommodation whenever possible
- > Temporary accommodation is of a high standard, short term and meets the households needs in full
- > No-one sleeps rough in Perth & Kinross

## Short Term

August 2018 - December 2018

Preparation of RRTP  
Set out Local Housing Market and homelessness context  
Baseline assessment  
Undertake modelling exercise  
Agree 5 year vision with partners  
Financial analysis  
Staff, partner and stakeholder engagement

## Medium Term

January 2019-December 2019

Committee approval  
Small tests of change  
Partner engagement (RSL, HSCP)

## Long Term

January 2020 - August 2023

## Workstreams

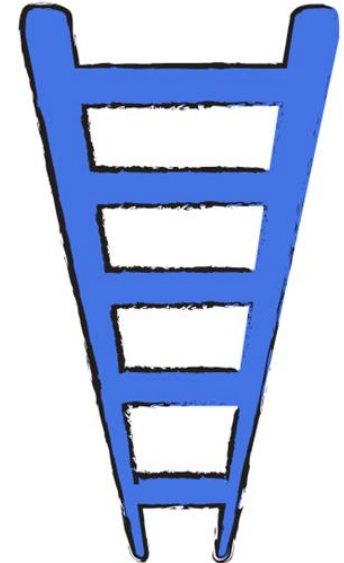
1. Early Intervention , Prevention and Advice and Information
2. Access to settled accommodation and tenancy sustainment
3. Temporary and supported accommodation
4. Health and wellbeing
5. Communications and Engagement
6. Staff and Partner development & training

# Home First – next steps

## Rapid Rehousing Transition Plan



- ▶ Undertake local homelessness research
- ▶ Tenancy Ready Fund /Personal / emergency budgets
- ▶ Rapid Rehousing Officer
- ▶ Intensive Tenancy Sustainment Support
- ▶ Private Sector Access Initiatives
- ▶ Review of voids
- ▶ Regeneration plans
- ▶ Linking RRTP's with Alcohol and Drug Partnership's
- ▶ Prevention and support



# Home First

*Promoting fairness, reducing inequality and addressing socio-economic disadvantage.*

*Reducing the stigma, duration, cost and experience of homelessness.*

