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

1 in 9 working-age households rely on some form of benefit.

1 in 5 children do not meet key development milestones at their 27-30 month health review and before they start primary school.

Around 1 in 5 children are estimated to live in poverty – around 4,000 in total.

1 in 8 Perth and Kinross households are classified as being amongst the most socially and financially challenged in the UK. These are found over the whole area.

Almost a quarter of people working in Perth and Kinross are paid less than the voluntary higher Living Wage.

Fuel Poverty

30% (21,000 households) are in Fuel Poverty in Perth & Kinross

12% are classed as 'extremely fuel poor'

Foodbank use in P&K

17/18 Foodbank use 4875

18/19 Foodbank use 5190

6% increase
## Our Homelessness context

<table>
<thead>
<tr>
<th></th>
<th>2017/18</th>
<th></th>
<th>2018/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>999</td>
<td>PRESENTATIONS</td>
<td>938</td>
<td></td>
</tr>
<tr>
<td>306</td>
<td>FAMILIES</td>
<td>232</td>
<td></td>
</tr>
<tr>
<td>207</td>
<td>YOUNG PEOPLE</td>
<td>222</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>ROUGH SLEEPING</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>B&amp;B PLACEMENTS</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

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?
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
- 3rd 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
‘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 3rd 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

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Presentations</td>
<td>6% decrease</td>
</tr>
<tr>
<td>TA Portfolio</td>
<td>81% reduction</td>
</tr>
<tr>
<td>Households in TA</td>
<td>69% reduction</td>
</tr>
<tr>
<td>Length of stay in TA</td>
<td>73% reduction</td>
</tr>
<tr>
<td>Case Duration</td>
<td>82% reduction</td>
</tr>
<tr>
<td>% of lets to homeless applicants</td>
<td>16% reduction</td>
</tr>
</tbody>
</table>
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

Rapid Rehousing Transition Plan

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

January 2019-December 2019
Committee approval
Small tests of change
Partner engagement (RSL, HSCP)

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

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

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