

## Workplan - Year 1

**COUNCIL PLAN 19.8: Implement the Housing Options and Homelessness Strategy which will provide assistance to those at threat of Homelessness**

Ref	Action	Lead Service/Organisation	Lead Officer	Strategy outcome/link to Council Plan
<b>Theme 1: Homelessness Prevention</b>				
1.1	All homeless staff complete Housing Options Toolkit	Housing Options & Homeless Service	Joanne Weir, Homeless Team Leader	RRTP Action Point 1.1, Homeless Strategy objective: All front-line staff in public sector are able to sign-post or advise on Housing Options
1.2	Prevention section set up within HOHT and parameters of joint working with Welfare and Housing Options work agreed	Housing Options & Homeless Service	Joanne Weir, Homeless Team Leader	RRTP Action Point 1.2, Homeless Strategy Objectives: Multi-agency prevention pathways for specific user groups and improved tenancy sustainment, The number of households presenting as homeless within Dumfries & Galloway is reducing.
1.3	Information and guidance for staff within education and roll out of Education Programme within Secondary Schools	Wheatley Homes South/Housing Options & Homeless Service	Alison Lamont, Head of Housing	RRTP Action Point 1.2 Homeless Strategy Objectives: Multi-agency prevention pathways for specific user groups and improved tenancy sustainment, Children's Services Plan 23-26 priorities: Care experience, Poverty and Getting it Right for Every Child
1.4	Roll out of Young People's Homelessness Prevention Pathway across services	Housing Options & Homeless Service	Heather Sloan, Homeless Strategy Officer	RRTP Action Point 1.3 Multi-agency prevention pathways for specific user groups and improved tenancy sustainment, The number of households presenting as homeless within Dumfries & Galloway is reducing, joint policies and processes across public sector supporting a "no wrong door" approach Council Plan 23/24: 14.3, 14.4, 22.2 Children's Services Plan 23-26 priorities: Care experience, Poverty and Getting it Right for Every Child
1.5	Review current provision and develop clear pathway for those from armed forces experiencing or threatened with homelessness	Housing Options & Homeless Service, Homes4D&G, Loreburn Housing	Joanne Weir, Homeless Team Leader	RRTP Action Point 1.3 Multi-agency prevention pathways for specific user groups and improved tenancy sustainment, The number of households presenting as homeless within Dumfries & Galloway is reducing, joint policies and processes across public sector supporting a "no wrong door" approach Council Plan 21.2
1.6	Review any proposed legislative changes to prevention duty and agree steps for implementation/compliance within organisations/services affected	Strategic Homeless Forum	TBA once details of changes known	RRTP Action Point 1.4, Homeless Strategy Objectives: All front-line staff in public sector are able to sign-post or advise on Housing Options, joint policies and processes across public sector supporting a "no wrong door" approach, Housing Options advice is easily accessible to all and widely advertised.
<b>Theme 2 : Communication and Service Improvements</b>				
2.1	Project Officer in place to assist with review of internal processes	Housing Options & Homeless Service	Lorna Campbell, Financial Wellbeing & Revenues Manager	RRTP Action Point 2.4 Homeless Strategy Objectives: Internal process are efficient and effective in offering a consistent service to all
2.2	Review of core processes and procedures	Housing Options & Homeless Service	Joanne Weir, Homeless Team Leader	RRTP Action Point 2.4 Homeless Strategy Objectives: Internal process are efficient and effective in offering a consistent service to all, We provide a reliable and accessible service across the region using a variety of contact methods, service users have meaningful input into service development and delivery

2.3	Develop IT and Technology Plan to increase staff mobility	Housing Options & Homeless Service	Joanne Weir, Homeless Team Leader	RRTP Action Point 2.6 Homeless Strategy Objectives: We provide a reliable and accessible service across the region using a variety of contact methods, service users have meaningful input into service development and delivery Council Plan 23/24: 11.1,11.2
2.4	ABRITAS System Upgrade	Housing Options & Homeless Service	Joanne Weir, Homeless Team Leader	RRTP Action Point 2.6 Homeless Strategy Objectives: We provide a reliable and accessible service across the region using a variety of contact methods, service users have meaningful input into service development and delivery Council Plan 23/24: 11.1,11.2
2.5	Review of Out of Hours Accommodation	Housing Options & Homeless Service	Joanne Weir, Homeless Team Leader	RRTP Action Point 2.3 Homeless Strategy Objectives: We provide a reliable and accessible service across the region using a variety of contact method Council Plan: 19.3
2.6	Customer and Stakeholder Engagement Plan in place	Housing Options & Homeless Service	Joanne Weir, Homeless Team Leader	RRTP Action Point: 2.6 Homeless Strategy Objectives: A Customer and Stakeholder Engagement Plan for the service is in place.
2.7	Strategic Homeless Forum terms of reference and membership updated	Homeless Forum	Heather Sloan, Homeless Strategy Officer	RRTP Action Point 2.5 Homeless Strategy Objectives: The Strategic Homeless Forum oversees a cross sector approach to strategic issues and legislative changes affecting housing options and homelessness
<b>Theme 3: Temporary Accommodation</b>				
3.1	Review of Lease Agreement and Occupancy Agreement to ensure compliance of outcome from Sheriff Ruling (Fife Council)	Housing Options & Homeless Service	Joanne Weir, Homeless Team Leader	RRTP Action Point 3.1 Homeless Strategy Objectives: A flexible temporary accommodation portfolio which meets the needs of homeless households and can flex with demand, High quality accommodation which complies with legislation, temporary accommodation standards and guidance.
3.2	Review temporary accommodation offering on a regular basis to ensure service users needs are met in line with temporary accommodation policy.	Housing Options & Homeless Service	Jane Ross, Temporary Accommodation Co-ordinator	RRTP Action Point 3.1 Homeless Strategy Objectives: High quality accommodation which complies with legislation, temporary accommodation standards and guidance. RRTP Action Point 3.3 Homeless Strategy Objectives: A flexible temporary accommodation portfolio which meets the needs of homeless households and can flex with demand, High quality accommodation which complies with legislation, temporary accommodation standards and guidance.
3.2	Annual review of compliance requirements: EPC and Gas Safety Certificates	Housing Options & Homeless Service	Jane Ross, Temporary Accommodation Co-ordinator	RRTP Action Point 3.1 Homeless Strategy Objectives: High quality accommodation which complies with legislation, temporary accommodation standards and guidance.

3.3	Work in partnership to increase throughput through temporary accommodation and reduce the use of bed and breakfast accommodation and improve compliance with the Unsuitable Accommodation Order.	Housing Options & Homeless Service, Homes4D&G, Loreburn Housing	Jane Ross, Temporary Accommodation Co-ordinator	RRTP Action Point 3.2 Homeless Strategy Objectives: A reduction in the number of days households spend in temporary accommodation before moving on to a settled solution (recognising a settled solution does not always mean a mainstream tenancy).
3.4	Develop plans for Young People's Temporary Accommodation Housing with Support Unit in Dumfries	Housing Options & Homeless Service	Lorna Campbell, Financial Wellbeing & Revenues Manager	RRTP Action Point 3.3 Homeless Strategy Objectives: A flexible temporary accommodation portfolio which meets the needs of homeless households and can flex with demand, High quality accommodation which complies with legislation, temporary accommodation standards and guidance. Council Plan: 23.4
<b>Theme 4: support</b>				
4.1	Development of process for tenancy health checks up to 12 months post tenancy start date	Housing Options & Homeless Service	Nichola Broadfoot, Housing Options & homeless Assessment Co-ordinator	RRTP Action Point 4.4 Homeless Strategy Objectives: Tenancy checks and housing support provision for up to 12 months post tenancy start date, Increase access to Housing Support as part of homelessness prevention
4.2	Engage commissioned services and service suppliers with procurement supplier development programme	Procurement Team	Rebecca Scott, Senior Procurement Officer	RRTP Action Point 4.1 Homeless Strategy Objectives:Housing Support Services which are flexible and meet the demand needs of homeless households Council Plan Delivery 23/24 : 1.3
4.3	Review demand for Mediation Service and reasons why procurement process was unsuccessful	Housing Options & Homeless Service/Procurement Team	Heather Sloan, Homeless Strategy Officer/Rebecca Scott, Senior Procurement Officer	RRTP Action Point 4.1 Homeless Strategy Objectives:Housing Support Services which are flexible and meet the demand needs of homeless households Council Plan Delivery 23/24 : 1.3
4.4	Contract Management for Housing Support contracts is undertaken in line with contract requirements	Housing Options & Homeless Service	Heather Sloan, Homeless Strategy Officer	RRTP Action Point 4.1 Homeless Strategy Objectives:Housing Support Services which are flexible and meet the demand needs of homeless households
<b>Theme 5: Client Outcomes</b>				
5.1	Review the allocation percentage to homeless clients to ensure it reflects service demand on a quarterly basis	Homes4D&G, Loreburn Housing	TBC	RRTP Action Point 5.1 Homeless Strategy Objectives:Households are rehomed in accommodation that meets their needs as quickly as possible.

5.2	Monitor the effects of the introduction of a new Allocations Policy for Homes4D&G and review content in line with any identified issues/gaps in service.	CHR Board	CHR Chairperson	RRTP Action Point 5.1 Homeless Strategy Objectives: Households are rehomed in accommodation that meets their needs as quickly as possible. Housing models across the Region are accessible and meet the needs of Homeless households.
5.3	Commission extension to Housing First Project in Dumfries	Housing Options & Homeless Service	Lorna Campbell, Financial Wellbeing & Revenues Manager	RRTP Action Point 5.2 Homeless Strategy Objectives: Housing First is the preferred option for those with multiple disadvantage across the region
5.4	Develop plan for Housing First pilot in Stranraer and secure required funding	Housing Options & Homeless Service	Heather Sloan, Homeless Strategy Officer	RRTP Action Point 5.2 Homeless Strategy Objectives: Housing First is the preferred option for those with multiple disadvantage across the region
5.5	Implement clear pathways for employability and skills services to improve customer outcomes	All Partners	TBA	RRTP Action Point 5.4 Homeless Strategy Objective: Clear pathways for individuals to access services such as employability & skills or welfare benefit advice.
5.6	Ensure the needs of homeless clients are recognised in the Development of Complex Needs Plan, Assertive Outreach Team and supported accommodation for those with complex needs	Social Work Services	TBA	RRTP Action Point 5.1 Homeless Strategy Objectives: Households are rehomed in accommodation that meets their needs as quickly as possible. Housing models across the Region are accessible and meet the needs of Homeless households. Council Plan 20.2
5.7	Contribute to the Housing Needs and Demand assessment process to ensure the needs of homeless customers are understood and addressed	Housing Options & Homeless Service, Strategic Housing	James Little	RRTP Action Point 5.6 Homeless Strategy Objectives: Housing models across the Region are Accessible and meet the needs of Homeless Households Council Plan 23.1, 23.3, 23.4