Home First

Rapid Rehousing Transition Plan
Updated Plan - January 2021

Contents

Introduction

Perth & Kinross Council was in a unique position in 2017/18 when the Homelessness and Rough Sleeping Action Group (HARSAG) presented its recommendations to the Scottish Government. We had already transformed our Service over a number of years, significantly reducing our temporary accommodation portfolio, implementing a B&B reduction plan, reorganising the homelessness and allocations functions into one Team and implementing a rapid rehousing system through Home First. We also had an established and successful suite of private-sector access initiatives and a long-standing Common Housing Register in partnership with our Registered Social Landlords.

Because the Home First approach had already been introduced the requirement to develop a Rapid Rehousing Transition Plan 🖑 (RRTP) presented a different challenge.

We had already implemented a programme of transformational change through the development of our Home First model so we focussed our RRTP on ways in which we intended to further develop our model based on identified *'Key Challenges'*. Progress against these is Key Challenges is outlined from page 23.

Home First Vision

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

Objectives

- *To remove any unnecessary time spent in temporary accommodation.*
- *To reduce the duration of homelessness.*
- *To provide a better housing solution for a vulnerable group.*
- *To have the 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 different types of accommodation.*
- *To offer best value to the customer and Council.*

This report provides an update on progress with the implementation of our RRTP since its submission to the Scottish Government in December 2018. It provides a detailed analysis of homelessness data and outcomes for 2019/20 and a comparison with the baseline data from 2017/18 that was included in the first iteration of the RRTP. The report also outlines how Perth & Kinross Council has further developed Home First, improved outcomes for homeless people and consolidated its position nationally in this area.

"I didn't want to be homeless, I was worried about the stigma and didn't want to be in temporary accommodation, so I stayed where I was until I was rehoused and it was a relief that it didn't take long to be offered a tenancy."

(Service User)

Homeless Presentations

Between 2017/18 and 2018/19, **we experienced a reduction in presentations of around 6% with a further reduction of almost 20% between 2018/19 and 2019/20**. The drivers for these reductions are related to the ongoing delivery of our Home First approach and the implementation of our Rapid Rehousing Transition Plan.

The age profile of people presenting as homeless in 2019/20 remains consistent with most presentations (around 66%) coming from people aged 26-59 years.

Table 1 - Homeless Presentations	2017/18	2018/19	2019/20	% change compared to baseline
Total presentations	**999**	**943**	**758**	**-24%**
Presentations by age group:				
16-17	33	37	25	-24%
18-25	275	274	186	-32%
26-59	648	590	506	-22%
60+	43	42	41	-5%
All	**999**	**943**	**758**	**-24%**

The gender and household composition profile of people presenting as homeless in 2019/20 was broadly in line with previous years. Most presentations are from single males (50%) and this group makes up a higher proportion of all presentations compared to the previous year. We have however seen **a significant reduction of around 38% in the number of presentations from households containing children**.

| Table 2 - Applications by Household Type and Sex		2017/18	2018/19	2019/20	% change compared to baseline
Single Person	*Male*	416	387	379	
	Female	172	221	154	
	All	**588**	**608**	**533**	**-9%**
Single Parent	*Male*	76	41	31	
	Female	182	159	103	
	All	**258**	**200**	**134**	**-48%**
Couple	*All*	**67**	**60**	**53**	**-21%**
Couple with Children	*All*	**76**	**66**	**28**	**-63%**
Other	*Male*	4	2	2	
	Female	4	3	3	
	All	**8**	**5**	**5**	**-38%**

		2017/18	2018/19	2019/20	% change compared to baseline
Other with Children	*Male*	0	1	1	
	Female	2	3	4	
	All	**2**	**4**	**5**	

The chart below shows a breakdown of the homeless presentation reasons in 2019/20. The most common reason is *'Asked to Leave'* which accounted for 32% of the presentations in 2019/20. Relationship breakdowns including those with a domestic abuse component account for 26% of presentations whilst *'Action by Landlord'* (resulting in termination of tenancy) was the reason for 9% of presentations.

Chart 1 – Homeless Presentation Reasons 2019/20

Asked to leave	32%
Relationship breakdown	17%
Action by landlord	9%
Domestic abuse	9%
Discharge prison/hospital	8%
Other reasons	23%
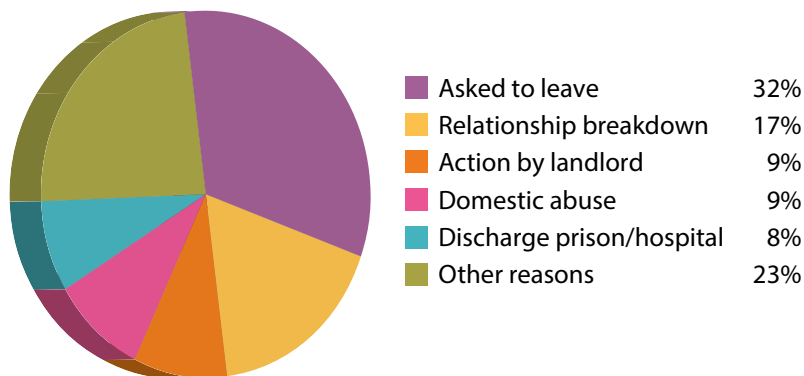
Proportionally, the profile is similar to previous years. Taking account of the significant reduction in overall homeless presentations, this suggests that the reduction is spread fairly equally across different presentation reasons.

Table 3 – Applications by Property Type

	2017/18	2018/19	2019/20	% change compared to baseline
Own property – LA tenancy	80	79	49	-39%
Own property – RSL tenancy	40	27	28	-30%
Own property – private rented tenancy	204	194	117	-43%

Notes on Table 3:

- *A significant majority of the LA Tenancy cases are relationship breakdowns where the person presenting as homeless is a joint tenant.*

- *The RSL tenancy cases are a mix of action taken by the landlord to recover possession and relationship breakdowns involving joint tenants.*

- *Almost all of the private rented tenancy cases are due to the landlord taking action to recover possession (although in most cases, this is actually due to the tenant not paying rent or failing to fulfil some other obligation).*

Youth Homelessness

Reducing youth homelessness is a key priority for Perth & Kinross Council and we have invested substantial resources in this area including:

- *developing an integrated school education programme to educate young people about homelessness;*

- *commissioning a bespoke support service for young people from The Rock Trust which was implemented in April 2020;*

- *working in partnership with The Rock Trust to deliver a Future Builders programme to assist young people with accommodation, training and employment. This is the first time this programme has been delivered in Scotland;*

- *dedicating Support Officers that are trained in family mediation to work with young people across our Common Housing Register partnership.*

As a result of this commitment and investment, we have seen **a reduction in homeless presentations from young people aged 16-25 of around 31%** in 2019/20 compared to our RRTP baseline position in 2017/18 (see Table 1 above).

Families with Children

Minimising the impact of homelessness for families with children is another key priority for us given the impact that homelessness has on children's health, wellbeing and life milestones. Our baseline position in 2017/18 was that almost a third of all homeless presentations were from families. The main reason for these presentations were *'asked to leave'*, *'relationship breakdown'* and *'action by landlord'*.

We have actively prioritised families through our Home First approach in order to avoid or minimise the need for temporary accommodation which has a disruptive impact, particularly on children. This has been successful and in 2019/20, we only had 167 presentations from households including children, **a reduction of around 50%** compared to our baseline position in 2017/18 (see Table 2 above). This approach has also been an important factor in enabling us to significantly reduce our portfolio of temporary flats and has enabled us to avoid breaching the Unsuitable Accommodation Order since 2008.

Lost Contacts

Maintaining contact with people who are homeless or threatened with homelessness is important to ensure that they are provided with the necessary advice and support, and to prevent repeated homelessness. There are two ways in which the prevalence of losing contact with applicants is measured – before assessment and after assessment. In 2019/20, contact was lost with 15 applicants before their homelessness assessment and 57 applicants after their assessment had been completed, and they had received their homeless decision.

For the small number of homeless households that we are unable to rehouse quickly through our Home First approach, we try to maintain contact through carrying out regular reviews of their application and circumstances. In some cases, we lose contact with applicants because they have resolved their accommodation issue themselves and no longer need our assistance. The *'after assessment'* indicator is monitored by the Scottish Government and the 57 cases equates to 7% of the applications closed in the year against a national average of 6%.

Rough Sleepers

In 2019/20, 60 (7.9%) of the 758 people who presented as homeless advised that they had slept rough at some point in the three months preceding their application. Of these, 35 people (4.6%) said that they had slept rough the night before they applied. Both of these indicators are in line with the current national averages of 8% and 4% respectively.

We have very little visible street homelessness in the Perth and Kinross area so whilst the figures quoted above are in line with the national average, they seem quite high in relation to what we see in our communities. Analysis suggests that most people reporting that they have slept rough have not been *'street homeless'* but have actually been temporarily without accommodation following a relationship breakdown at night or over the weekend. Some people reported sleeping in a vehicle following such an event. Monitoring arrangements are in place to ensure that we are accurately recording rough sleeping. These arrangements include contact with the applicant to establish if there are any improvements, we can make to prevent rough sleeping, where possible. We also have a range of measures to identify and support any rough sleepers. These include close partnership working with Community Wardens and Police Scotland, and we also fund the CATH outreach support team.

Repeat Presentations

Repeat homelessness is measured when an applicant had presented previously within a 12-month period and indicates that the initial response and action taken to resolve their homelessness has been unsuccessful. There were 24 repeat presentations in 2019/20, the majority of these were either previously closed as lost contacts, had re-presented following liberation from Prison or had an offer of housing from their previous presentation which they refused resulting in their case being closed-down. The table below provides a comparison with previous years.

Table 4 - Repeating Cases (SG Definition)

2017/18	2018/19	2019/20
41	23	24

Prison Leavers

During 2019/20, 57 homeless applications were received from prison leavers. Under normal circumstances, the Housing Options & Support Team deliver a weekly surgery at HMP Perth (visits to the prison stopped in March 2020 as a result of the Coronavirus pandemic). The purpose of these surgeries is to ensure a prisoners' release is managed in a planned way and that suitable accommodation is available upon release. This intervention includes trying where possible to preserve pre-existing accommodation for short-term prisoners.

Whilst it has not been possible to deliver weekly surgeries at HMP Perth since March 2020, we receive weekly reports from the Scottish Prison Service which detail forthcoming liberations. This has enabled us to develop a new, multi-agency protocol to plan for the liberation of prisoners. This is an example of a new approach that has been developed through necessity during the pandemic that will be retained post-Covid. Our intention however would be to compliment this new process by resuming the weekly surgeries when this becomes possible again or hosting surgeries virtually.

For high-risk offenders and/or long-term prisoners seeking parole, a robust process is followed involving Criminal Justice Services and the Safer Communities Team to facilitate appropriate accommodation.

The approach to engaging with prison leavers to discuss housing options is consistent with the *'Sustainable Housing On Release for Everyone'* (SHORE) Standards.

Strategic Need Pathway

Our Common Allocations Policy contains a Strategic Need provision to recognise applicants with an urgent need for rehousing but who may not be homeless or who may not require temporary accommodation. This provides an opportunity to take a planned approach rather than responding to a crisis situation where an individual or family may become homeless. The typical timescale for making an offer of housing is similar to what we achieve for some homeless applicants.

Strategic Need priority is only awarded to a relatively small number of applicants in specific circumstances. There are typically around 70 applicants with Strategic Need Priority at any given time. Applicants who fall into the undernoted categories will generally be prioritised through strategic need:

- *looked-after and accommodated (care-experienced) young people;*
- *foster/kinship carers whose current property is unsuitable;*
- *people at risk of or experiencing domestic abuse;*
- *people at risk of or experiencing serious harassment;*
- *people leaving supported accommodation;*
- *Armed Forces personnel leaving full-time, regular service;*
- *people who have to leave home due to regeneration activity;*
- *witness protection cases;*
- *people who are in hospital and their current accommodation is no longer suitable;*
- *served with a Closing Order;*
- *staying in adapted housing but no longer require the adaptations;*
- *exceptional circumstances.*

Domestic Abuse

70 households presented as homeless during 2019/20 with the presentation reason recorded as *'dispute within household – violent or abusive'*. This represents 9% of all presentations received during the period. Proportionally this is slightly higher than the previous year although the actual number of presentations recorded with this reason is almost the same (67 presentations in 2018/19).

We continue to work in close partnership with Women's Aid and Housing staff are active participants in the Violence Against Women Partnership.

The Council leases several properties to Perthshire Women's Aid for use as refuge accommodation. This pool of properties is regularly rotated, and it is not uncommon for the tenancies to be transferred to Scottish Secure Tenancies with the individual or family remaining in-situ.

Perth & Kinross Council was the second Scottish local authority to sign-up to the *'Make a Stand'* Pledge. This is an initiative developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance. By signing up to the Pledge, the Council has highlighted its commitment to preventing homelessness arising from domestic abuse and to respond sensitively and appropriately when it does occur.

Minority Groups

The tables below detail the number of homeless presentations from minority groups. Although presentations are relatively low a proactive approach ensures that services are accessible and tailored to meet the specific needs of these groups.

We have a Service-Level Agreement in place with the Scottish Refugee Council through which, we work in partnership to support minority groups. In addition, we provide translation and interpretation services as required and all our staff have completed Equality and Diversity training.

Table 5 - Number of Gypsy/Travellers	2017/18	2018/19	2019/20
Yes	12	7	9
No	911	413	577
Not known/Refused	76	523	172
All	**999**	**943**	**758**

Table 6 - Applications from EU Nationals	2017/18	2018/19	2019/20
British, EEA, pre-EU expansion in 2004, Swiss	973	921	717
A8, A2 or joined the EU since then	13	13	30
Lawfully present	7	4	7
Not eligible	6	5	4
All	**999**	**943**	**758**

Analysis - Reasons for the Reduction in Presentations

In 2019/20, we completed 2,733 enhanced housing options interviews which was a slight increase compared to the previous year. This suggests that the substantial reduction in homelessness presentations was not simply due to a natural fluctuation in demand. There are however several significant and interlinked Policy interventions that have contributed towards the reduction.

- *Effective and Targeted Prevention Activity*
  As detailed above, we have invested significant resources in a focussed approach to reducing homelessness for young people and families. This has included targeting pre-existing resources in a different way and commissioning new services. The reduction in presentations from these groups is clear evidence that this approach has been successful.

- *Reduction of Backlog of Homelessness Cases*
  We strongly believe that this is central to the successful delivery of a rapid rehousing model and should be a central theme of a Rapid Rehousing Transition Plan. In the development of our Home First model over the last

5-6 years, this has been one of our key strategic objectives and we have successfully reduced the number of homeless applicants waiting for an offer of housing by almost 80% since 2016.

- *Revised Common Allocations Policy (CAP)*
  We implemented a revised CAP on 1 April 2019. This included provision to award additional priority to applicants in insecure housing situations such as private tenants that have been served with a Notice to Leave. Taking account of the significantly reduced backlog of homeless applicants mentioned above, this new provision in the CAP has enabled us to rehouse applicants in insecure housing situations before they become homeless. This avoids the need for a homeless presentation which in some cases, was often just a means of getting sufficient priority for rehousing. This also avoids the applicant having to go into temporary accommodation.

Homelessness Assessments

To ensure an effective and prompt response to people facing housing crisis a decision on a household's homelessness should be made within 28 days of the date the household presents as homeless. In 2019/20, all homelessness assessments were competed

within the required **28-day period with an average assessment time of just 11 days**. The national average in 2019/20 was 18 days.

The table below highlights the trend in assessment decisions since the RRTP baseline position in 2017/18. The total number of assessments completed varies slightly from the total number of presentations in the period as some assessments recorded near the beginning of the year relate to presentations from the previous years, and presentations at the end of a year are likely to be recorded as assessments/decisions in the following year. The overall profile of homelessness decisions has remained fairly consistent in recent years.

Table 7 - Trends in Assessment Decisions (number)	2017/18	2018/19	2019/20
Homeless - priority unintentional	743	703	604
Homeless - priority intentional	34	45	37
Potentially homeless - priority unintentional	47	48	0*
Potentially homeless - priority intentional	5	3	0*
Neither homeless nor potentially homeless	84	72	55
Applicant resolved homelessness prior to assessment decision	34	50	32
Lost contact before assessment decision	9	25	15
Withdrew application before assessment decision	12	6	21
Ineligible for assistance	6	5	4
All	**974**	**957**	**768**

Note on Table 7:

The reason we have recorded no assessments as 'potentially homeless' in 2019/20 is due to changes to the Common Allocations Policy which are outlined in the analysis section on page 9. Almost all of the applications that would have previously been given a 'potentially homeless' decision involved a Notice to Quit/Leave from a private-sector tenancy and these are now treated differently as described above.

Homeless Case Duration

A key measure of the impact of homelessness is the duration of homelessness, measured in terms of the length of time between the homelessness decision and an offer of settled accommodation.

The table below shows the average case duration for 2019/20 and highlights a further **reduction of 44 days or 33% compared to the RRTP baseline position**. In 2019/20, the national average for homeless case duration was 224 days, and Perth & Kinross Council achieved the best-case duration performance in Scotland (Homelessness in Scotland 2019-2020, Data Table 52).

| Table 8 - Case Duration (days) from assessment to closure for applications assessed as homeless or threatened with homelessness	2017/18	2018/19	2019/20	% Change Compared to Baseline
Case Duration (days)	133	101	89	-33%

Responding to homelessness and the provision of suitable housing fulfils a basic need essential to meet wider life outcomes. A home, its location and its immediate environment can have a major impact on a person's health and wellbeing. We recognise that good-quality housing of the right size and close to family and social networks can have a positive impact on children's development and educational outcomes. Providing suitable housing quickly minimises the duration and stigma of homelessness.

The Chart below shows a significant and continuing improvement in reducing overall case duration as a result of successful policy interventions. The chart also shows that during this period, the national average has remained relatively static.

Chart 2 - Homeless Case Duration

Homeless Case Duration (days)
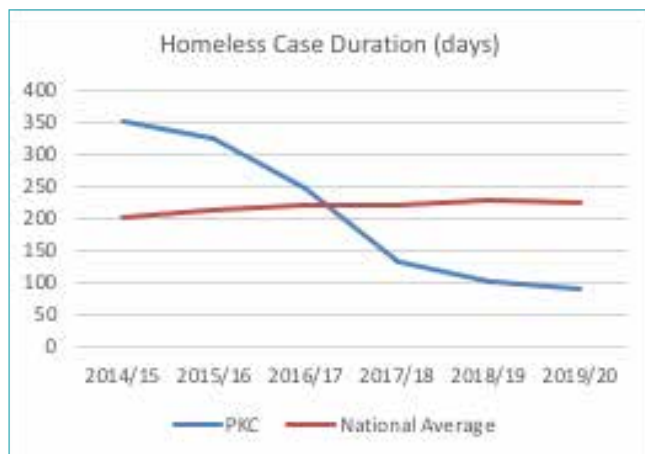
Live Homeless Cases

Another key measure of the effectiveness of responding to homelessness is the number of live homeless cases awaiting an offer of permanent housing, often referred to as the *'Homeless Backlog'*. In the context of Home First or Rapid Rehousing, it is essential that the backlog is minimised in order that newly presenting households receive an effective response. The table below shows the *'gross'* backlog figure as at 31 March in each of the last 3 years.

Table 9 - Number of Live Cases

	Total
Live cases as at 31 March 2018	218
Live cases as at 31 March 2019	191
Live cases as at 31 March 2020	116

It is also useful to look at the *'net'* homeless backlog which is the number of homeless accepted applicants that are waiting on an offer of housing. **At 31 December 2020, we had 104 live homeless cases** with 22 of these applicants *'under-offer'* to a secure tenancy. The number of homeless applicants waiting on an offer of housing was therefore 82.

Outcomes for Homelessness Cases

Our vision is to deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness where it cannot be avoided.

The table below details the outcomes recorded for all homeless cases closed each year. The *'no duty owed to applicant'* row refers to homeless applications that were closed due to an assessment of *'neither homeless or potentially homeless'*, *'intentionally homeless'* or where the applicant resolved their homelessness themselves or otherwise withdrew their application.

It has always been difficult to discharge our homelessness duty into the private-rented sector (PRS) due to the number of conditions that need to be satisfied. We have however been very successful in preventing homelessness by assisting households into the private-rented sector through a range of PRS access initiatives. The numbers in the table recorded as homeless outcomes are not therefore representative of the scale of the contribution made by our PRS access initiatives.

Table 10 – Homeless Outcomes (number)

	2017/18	2018/19	2019/20
Scottish Secure Tenancy	657	630	507
Private Rented Tenancy	26	37	29
Hostel	0	6	3
Bed & Breakfast	0	0	0
Returned to previous/friends/vol org	55	64	62
Women's Refuge	0	0	0
Residential care/nursing home/shared supported	0	0	0
Other - Known	18	31	30
Other - Not Known	20	15	21
No duty owed to applicant	144	167	121
Contact lost before duty discharge	70	59	36
All	**990**	**1,009**	**809**

Temporary Accommodation

Since 2010/11 the portfolio of temporary accommodation has been significantly reduced through service improvement and redesign. Excluding 3rd sector hostel provision, we have **reduced our portfolio of temporary furnished flats from 326 to 62 units, since 2010/11**.

The table and chart below show the steady reduction in the number of households in temporary accommodation over the last nine years which is a direct result of transformational change, service redesign and the implementation of the Home First model.

Table 11 - Households in Temporary Accommodation

|	End of Year Position
2011/12	411
2012/13	406
2013/14	334
2014/15	333
2015/16	240
2016/17	118
2017/18	113
2018/19	74
2019/20	60

Chart 3 - Households in Temporary Accommodation

The undernoted chart is from the Scottish Government's *'Homelessness in Scotland 2019-2020'* publication and shows that Perth & Kinross Council had the lowest prevalence of households in temporary accommodation in 2019/20.

Chart 4 – Households in Temporary Accommodation per 1,000 population (aged 16+) as at 31 March 2020
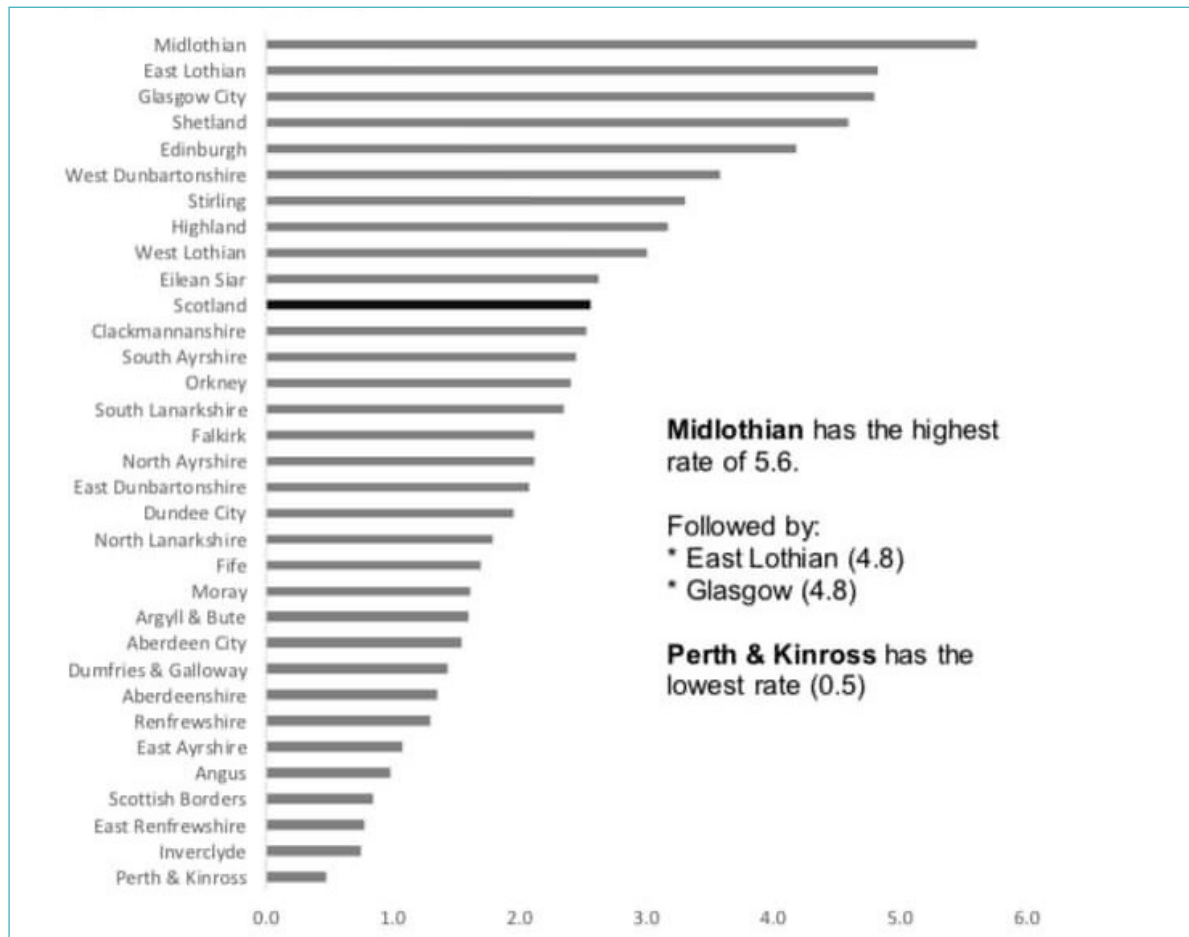
At the end of June (Quarter 1) in 2012, 411 households were accommodated in temporary accommodation, many of them in Bed & Breakfast. This was the highest recorded figure ever. Comparing this with the position at 31 December 2020, **the number of households in temporary accommodation has reduced by 89% to 45 households**. Nationally in 2019/20, there was a 6% increase in the number of households in temporary accommodation.

Minimising the length of stay and the number of transitions between different temporary accommodation types are *key recommendations from the Homeless and Rough Sleeping Action Group* (HARSAG) report on *'Transforming the Use of Temporary Accommodation'*.

The table below highlights the significant reduction in the length of stay achieved through the full implementation of Home First in 2017/18.

Table 12 – Length of Stay in Temporary Accommodation

	Length of Stay (All Types)
2019/20	71 *(national average 184 days)*
2018/19	70
2017/18	86
2016/17	153
2015/16	136
2014/15	160

Allocation of Housing

We continue to operate a successful Common Housing Register (CHR) with RSL partners Caledonia Housing Association (CHA) and Hillcrest Housing Association. This was further strengthened with Fairfield and Kingdom Housing Association joining the CHR in 2019/20. The CHR now provides access to all the main social-rented housing providers in the area who collectively manage a stock of around 11,700 properties.

The CHR is underpinned by a Common Allocations Policy, revised in 2019, with an overall aim to meet housing need fairly and help secure accommodation for households in the greatest housing need.

The Councils' Housing Options & Support Team undertake the overall administration of the CHR on behalf of the partners. This includes the assessment of housing applications against the policy and allocating and matching vacant properties for all partners to applicants on the CHR.

The combination of the CHR, the Common Allocations Policy and the administrative arrangements ensures a consistent, efficient and fair approach to determining housing need and accessing social housing in the area. Furthermore, the approach has been a key factor in the success of Home First and has been identified as unique in Scotland and *highlighted as an example of good practice by HARSAG.*

Table 13 below shows the number of vacant properties that became available to CHR partners over the last three years.

Allocations to Homeless Applicants

A key success factor of Home First has been to increase the number of properties allocated to homeless applicants. The Common Allocations Policy aims to allocate around 50% of vacancies to homeless applicants. The RRTP Guidance encourages local authorities to undertake a predictive modelling exercise to establish the number of vacancies to be allocated to homeless applicants to reduce existing backlogs and respond to homeless demand timeously.

Table 14 below shows the number and percentage of properties allocated to homeless applicants by partners.

Table 13 - Total Lets by the CHR Partners

	2017/18	2018/19	2019/20
Perth & Kinross Council	761	854	754
Caledonia Housing Association	312	263	236
Hillcrest Housing Association	73	125	151
Fairfield Housing	n/a	n/a	25
Kingdom Housing Association	n/a	n/a	34
Total	1,146	1,242	1,200

Table 14 - Properties Allocated to Homeless Applicants

	2017/18	2018/19	2019/20	Total
PKC	443 (62%)	426 (52%)	327 (43%)	1,196
Caledonia Housing Association	154 (55%)	113 (43%)	86 (36%)	353
Hillcrest Housing Association	48 (68%)	63 (50%)	48 (32%)	159
Fairfield Housing	n/a	n/a	11 (44%)	11
Kingdom Housing Association	n/a	n/a	8 (24%)	8
Total	**645**	**602**	**480**	**1,727**

The information in the table highlights a drop-off in the proportion of properties allocated to homeless applicants. This is because we have reduced the backlog of homeless applicants to such an extent that there are no homeless applicants on some waiting lists, so it is impossible to allocate some properties to a homeless applicant.

Supporting Homeless People or Those Threatened with Homelessness

Preventing homelessness and tenancy sustainment are key components of our Home First model. All homeless applicants or those threatened with homelessness are offered support. **More than 1,000 people were supported by the Central Support Team in 2019/20.**

Prevention activity is varied and can either be proactive and at scale such as the Integrated Schools Programme or proactive and individualised such engaging with prisoners through surgeries. Prevention activity can also be reactive for example where someone approaches the service for advice and assistance because they are threatened with homelessness or where the Council has received a Section 11 notification.

Prevention and tenancy sustainment activity are very closely linked as by definition, the objective of supporting someone to sustain their tenancy is to prevent them losing the tenancy and becoming homeless.

In 2019/20, we provided a range of proactive and reactive support across a number of areas:

- *Youth Homelessness*
  We have a range of bespoke support services for young people which are outlined on page 6.

- *Family Mediation*
  All Support Officers are trained in family mediation to provide support where a young person has been asked to leave the family home.

- *Prison Protocol*
  Weekly surgeries delivered at HMP Perth and the sharing of information between the Scottish Prison Service and the Housing Service to ensure a planned approach for prisoners nearing release and to assist short-term prisoners to maintain their existing tenancies during sentence to minimise and prevent homelessness upon release.

- *Hospital Discharge*
  An Officer works closely with Health and Social Care Partnership colleagues to assist people ready to be discharged from hospital but who cannot return to their home.

- *Domestic Abuse*
  Joint partnership working with Women's Aid and involvement in other domestic abuse partnerships to ensure that suitable accommodation is available for people who are victims of domestic abuse.

- *Personalised Budgets*
  A small (£25K per annum), recurring budget has been available since April 2018. Frontline staff are empowered to use this budget for homelessness prevention or crisis response situations.

- *Eviction Prevention*
  We have an Eviction Prevention Panel and associated arrangements which take a cross-service and multi-agency approach to preventing evictions from Council tenancies. In addition, we have dedicated a Support Officer to work with RSL partners to support tenants and prevent evictions. Another Support Officer focusses on Section 11 notifications, engaging with private landlords and lenders in this capacity. ***We responded to 224 Section 11 Notices in 2019/20****.*

- *Veterans*

  Armed Forces personnel leaving full-time, regular service are prioritised through our Strategic Need pathway. This provides an opportunity to take a planned approach rather than responding to a crisis situation where an individual or family has become homeless. The typical timescale for making an offer of housing is similar to what we achieve for homeless applicants.

- *Refugees*

  We provided accommodation for several families resettled through the Home Office Vulnerable Persons Relocation Scheme in 2015 and 2016. We have commissioned the Scottish Refugee Council to deliver a service to support these families.

- *Floating Housing Support*

  *We recommissioned this service in 2019 and three third-sector providers now **deliver 1,020 hours of support per week** across Perth ad Kinross. 338 people were supported by this service during 2019/20.*

- *Transitional Move-On Support*

  A Support Officer is dedicated to work with the Housing Options Officers that allocate properties across the CHR partners. This ensures an applicant is supported to have a smooth transition from homelessness or temporary accommodation into their new home.

Independent Living Panel

The Independent Living Panel (ILP) was established in November 2019 following a long period in development. The multi-agency and multi-disciplinary group have a broad remit including:

- *managing the independent living pathway for people with low to complex support requirements - assessment, allocation and identification of accommodation;*

- *review existing supported accommodation placements and consider new applications for supported accommodation;*

- *create and manage a register of people with a current or future need for a supported housing solution;*

- *develop and progress models of accommodation to meet independent living needs.*

More than 50 service-users have been referred to the Independent Living Panel (ILP) since November 2019. Four supported housing placements have been allocated by the ILP and a number of other service-users have been prioritised for mainstream housing with a support package. At the time of writing, ten separate future accommodation projects are under consideration or in progress with oversight from the ILP.

The client group served by the ILP are not usually homeless, but their property requirements and support needs are typically complex, and this new pathway provides a framework for forward planning and minimises the instances where this client group would become part of the homelessness system usually as a result of delayed hospital discharge. This client group would not generally fall within the scope of a rapid rehousing approach, but the new pathway is an important part of the overall system.

Access to the Private Rented Sector

The RRTP guidance suggests that local authorities should develop rehousing solutions in the private rented sector (PRS) including enhanced use of Rent Deposit Scheme, development of Social Letting Agencies and use of Empty Homes Grants with conditions for rehousing homeless households.

Key to the success of Home First has been the continued development and delivery of a wide range of private-sector access initiatives. Our approach to engaging with the private sector to secure access to housing has been recognised through various awards including our local Securing the Future Awards and the National Empty Homes Champion awards.

Rent Bond Guarantee Scheme

The Rent Bond Guarantee Scheme (RBGS) continues to expand despite more challenging market conditions associated with changes to the tax regime for landlords, welfare reform, an uplift in the private house sales market, increasing regulation of the sector and the introduction of the Private Residential Tenancy (PRT).

The table opposite shows the number of households assisted through the RBGS since it was established in 2009.

PKC Lets - Social Letting Agency

PKC Lets has continued to develop, **increasing the fully-managed property portfolio from 100 to around 180 units**. Providing this service also helps us to drive up the standard of private sector housing within Perth and Kinross.

Section 61 of the Housing (Scotland) Act 2014 requires Letting Agents in Scotland to register with the Scottish Government. PKC Lets is covered by this legislation and we achieved registration in 2019.

Empty Homes Initiative

Grants totalling more than £295,000 enabled **26 properties across the area to be brought back into use** through the Empty Homes Initiative during 2019/20. A key criteria of the Empty Homes Initiative is that properties are made available to applicants through the Rent Bond Guarantee Scheme for an initial 5-year period.

Increased funding in 2019/20 allowed an increase in the number of projects supported and included a large town centre development which provided 13 properties for a range of tenants (studio flats for under 35s on benefits, 1, 2 and 3-bed flats) whilst also contributing to wider Council objectives relating to regeneration of town centres. A total of 124 properties have been brought back into use as affordable housing since 2014.

Table 15 - RBGS Tenancies Created Since 2009/10

	RBGS Tenancies Created
2009/10	75
2010/11	200
2011/12	175
2012/13	131
2013/14	176
2014/15	191
2015/16	153
2016/17	175
2017/18	181
2018/19	185
2019/20	160
Total	1,802

Perth & Kinross Council had already completed a substantial reduction of the temporary accommodation portfolio prior to the first iteration of the Rapid Rehousing Transition Plan. This reduction was delivered and facilitated through longer-term redesign of homelessness services. It was also associated with the implementation of our Home First model which reduced the need for temporary accommodation by enabling more homeless people to move straight into settled accommodation.

The RRTP outlined how the temporary accommodation portfolio (excluding third-sector provision) had reduced from 326 units in 2010/11 to just 56 units in 2017/18. The current position is outlined in the table below. The more recent temporary accommodation reduction effort began in 2016/17 so the position at the end of 2015/16 was used as a baseline reference position in the RRTP.

Table 16 - Total Temporary Accommodation Stock

Temporary Accommodation Type	RRTP Baseline (2015/16)	Current Position (at 30 September 2020)
Local Authority Furnished Accommodation *(dispersed furnished flats)*	109 units	20 units
Local Authority Furnished Accommodation *(St Catherine's Square) (temporary furnished flats)*	43 units	42 units
Housing Association/RSL Dwelling *(dispersed furnished flats)*	10 units	0 units These units were decommissioned and returned to the RSL's as part of the Home First TA reduction programme.
Local Authority Hostel *(Greyfriars House and Rio House) (supported accommodation with emergency/direct access)*	38 units	30 units Rio House was decommissioned and closed in December 2016.
Hostel Other *(Third sector providers) (interim supported accommodation)*	92 units	53 units
B&B *(emergency accommodation)*	n/a commissioned as required	Total of 10 short-term placements during 2019/20.
Total Units	**292**	**145**

Perth & Kinross Council had the lowest prevalence of temporary accommodation usage in Scotland in 2019/20 as outlined in Chart 4 (see page 13). **The total number of households in temporary accommodation has reduced by around 89% since 2010/11** and this has resulted in a corresponding reduction in the temporary accommodation portfolio.

The Rapid Rehousing Transition Plan outlined proposals for further reductions in some types of temporary accommodation provision. An update on these proposals is provided in the table below.

Table 17 - Update on Further Temporary Accommodation Reduction Proposals

Temporary Accommodation Type	RRTP Targets (outlined on pages 42 & 43 of the RRTP)	Current Position (at 30 September 2020)
LA Furnished Accommodation *(dispersed flats)*	15 units Further reduction of our dispersed portfolio in line with the introduction of other elements of the RRTP (furnished tenancies).	There are no short-term plans to further reduce the provision of dispersed, furnished flats from the current number of 20 units. This will be reviewed annually, and a flexible approach will be taken which enables units to be added/removed as required.
LA Furnished Accommodation *(St Catherine's Square)*	0 units Pre-existing plans to regenerate St Catherine's Square and re-designate as mainstream, general needs housing. The regeneration activity will take place during years 1 & 2 of the RRTP period.	Progress with plans to regenerate St Catherines Square have been delayed due to a range of factors including the Coronavirus pandemic. An assessment will be undertaken during 2021/22 to assess the impact of losing the use of these units as temporary accommodation on the overall model of provision.
Housing Association/RSL Dwelling	0 units No plans to lease further units from RSL's for use as TA.	There are no plans to lease units of accommodation from RSL's for use as temporary accommodation.
LA Hostel *(Greyfriars House and Rio House)*	20 units (estimate) Greyfriars House will be retained and remodelled as *'Supported Accommodation'* rather than Hostel accommodation. Direct access will be retained, and we will continue to operate our *'out-of-hours'* service from Greyfriars. It is anticipated that this will involve some physical alterations to the layout and that this will result in a reduction in the total number of rooms. Further consideration regarding phasing required but anticipated to be during years 2 & 3 of the RRTP period.	Work has been undertaken to ensure that Greyfriars House fits within the accepted definition of *'Supported Accommodation'*. We no longer anticipate a need to carry out physical alterations to the layout of the building and as such, the current plan is to retain all 30 rooms.

Temporary Accommodation Type	RRTP Targets (outlined on pages 42 & 43 of the RRTP)	Current Position (at 30 September 2020)
Hostel Other *(Third Sector providers)*	Number and type of units to be confirmed. We have already begun work to review our commissioned Third Sector temporary accommodation provision. This will be completed in year 1 of the RRTP with a view to recommissioning a range of new services during year 2 of the RRTP. The focus of the recommissioning will be on different types of supported accommodation and/or specialist provision for certain groups. It is not envisaged that the total number of units will increase from the current baseline as a result of this exercise.	The review of Third Sector provision is ongoing and will be complete by the end of 2020/21. The current position is that the review will provide an opportunity to update Service Level Agreements etc, but we do not now anticipate fully recommissioning these services as a result of the review.
B&B	n/a commissioned as required We continue to use B&B infrequently in emergencies for one or two nights until something more suitable can be made available. Our B&B usage is so minimal that we do not see a need to set a reduction target for this.	No change to position outlined in the RRTP. B&B usage remains minimal.
Total Units	**98 (estimate)** It is envisaged that at least 50% of the remaining units will be *'supported accommodation'* rather than temporary accommodation.	**Current position is 145 units.** For the reasons outlined above, there are no plans for further reductions in overall number of temporary accommodation provision in the short-term.

Impact of the Coronavirus Pandemic

The Coronavirus pandemic has presented many challenges for society and has changed the way we live and work. For housing providers, the challenges have been difficult and numerous and as a local authority, we have had to adapt to significantly different ways of working and engaging with our customers and service-users. These changes have had to be implemented at pace within an environment of continuously changing advice, guidance and regulations.

Because Home First is fully developed and embedded we were in a strong position to provide an effective homelessness response during the pandemic. We have not therefore experienced the same impact of the pandemic on the implementation of the RRTP as experienced by some other local authorities.

We have seen a further **reduction in homeless presentations of around 14% for the year to date in 2020/21** (up to 31 December). This is in addition to the **24% reduction we achieved in 2019/20** compared to the RRTP baseline position in 2017/18. Our analysis of the drivers for the 2019/20 reduction are outlined on pages 8 and 9 and we believe that the further reduction in the year to date is directly influenced by the pandemic - especially factors such as the Regulations which prevent most evictions from the social and private rented sectors.

The demand for temporary accommodation has not increased in real terms but at times, it has been more difficult to move people on from temporary accommodation due to a limited number of permanent lets being available. The year-to-date position for permanent lets as illustrated in Chart 5 below is a 12% reduction in availability. Despite this, we have seen a further reduction in the average length of stay in temporary accommodation.

During the lockdown period, we continued to progress void properties albeit at a slower pace than normal due to social distancing requirements. This meant that we could continue with priority allocations and lettings to homeless people which reduced the

impact that the lockdown restrictions would otherwise have had. Our Registered Social Landlord partners however significantly reduced this activity particularly during April and May and this had an impact in terms of throughput to permanent accommodation.

The Chart below shows a comparison of key performance indicators for the period April to December in the year to date compared with the same period in 2019/20.

Chart 5 - April to December Key Performance Indicators
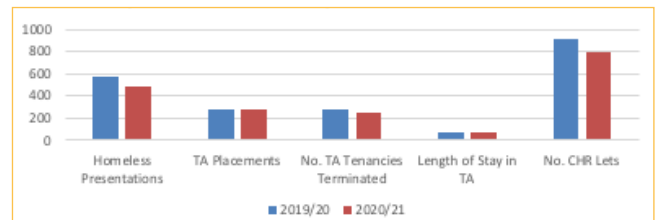
At the time of writing, the pandemic is ongoing but it is useful to benchmark against a recent pre-Covid position to measure the impact of the pandemic to date. The undernoted Chart shows a comparison between the position on 31 December 2020 and 31 December 2019 across a different range of indicators from the previous chart.

The chart highlights significant reductions in the number of live homeless cases, those waiting for an offer of accommodation and households in temporary accommodation. The chart also highlights that there has been no impact on the duration of homelessness associated with the pandemic. These outcomes are the result of the flexibility and responsiveness of our Home First model.

Chart 6 - Pre-Covid Comparison
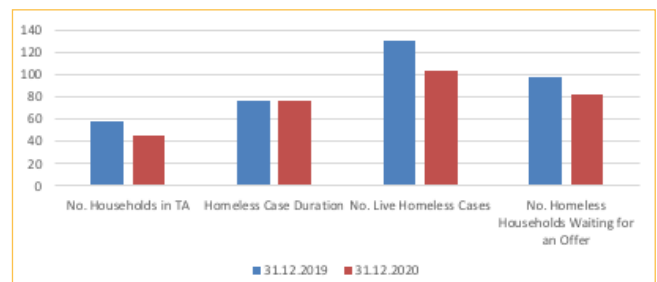
Looking Ahead to a *'New Normal'*

As disruptive as the pandemic has been, it has also provided opportunities to redefine the way we work and to reprioritise in terms of what is and isn't important. It was very difficult to implement new ways of working at the end of March against the backdrop of a viral threat the people didn't really understand. Staff across the Service however have been extremely flexible and resilient, and we have reached a situation where we plan to retain various aspects of the new way of working.

In the short-term, the key priorities for Perth & Kinross Council are to:

- *continue to deliver a full range of housing options and homelessness services ensuring that the disruption caused by the pandemic and associated restrictions is minimised, homelessness is prevented where possible and households are supported to sustain their tenancies;*

- *adapt to and embed new ways of remote and contactless working in a way that preserves access to services for all groups including those that are digitally excluded;*

- *ensure that we have a robust recovery and renewal plan in place.*

"It was a pretty quick process, I was offered a house quickly, I got a starter pack and a sofa and bed which helped a lot. The local housing officer visited me a week after I moved to see how I was settling in."

(Service User)

Rapid Rehousing Plan Update

Our Home First model was implemented in April 2017 following a lengthy period of service redesign and transformational change. Home First is now fully mature and is largely delivering the outcomes for people facing homelessness outlined on page 24 of the Rapid Rehousing Transition Plan (RRTP).

Key Challenges

In the RRTP, we identified a number of *'Key Challenges'*. These were areas where we recognised that our performance could be improved or where investment of funding and other resources would be required. Progress against each of these Key Challenges is detailed below.

> **Key Challenge**
>
> ***Homeless presentations*** *increased by 21% in 2017/18 compared to the previous year.*

From the RRTP baseline in 2017/18, we saw **a reduction in homeless presentations of around 6%** in 2018/19 **followed by a further reduction of 19% in 2019/20**. This represents a reduction of 24% compared to the 2017/18 baseline.

> **Key Challenge**
>
> ***Rough Sleeping*** *is relatively low in Perth and Kinross but we had a slight increase in 2017/18.*

There is very little visible rough sleeping in Perth and Kinross. Recorded levels based on the way applicants have answered the standard questions have remained broadly in line with the national average since 2017/18.

> **Key Challenge**
>
> *Better understanding of the local homelessness context and the role of our partners.*

Substantial progress has been made across a number of areas/initiatives which has made us better informed about our local context and the contribution that our partners can make to preventing homelessness.

- *A homelessness research project was commissioned to look at homelessness and health, youth homelessness and rough sleeping in a local context. Findings from the research have been progressed through various new initiatives and actions that are detailed in this report.*

- *We have developed an Independent Living Panel in partnership with the Health and Social Care Partnership to provide access to supported accommodation and to provide a mechanism for the forward-planning of specialist accommodation.*

- *We expanded the membership of our Common Housing Register to provide a single point of access to more than 95% of the social-rented housing in Perth and Kinross.*

- *We launched a multi-agency Protecting People Group (PPG) to consider collaborative ways of supporting people with multiple and complex needs.*

> **Key Challenge**
>
> ***Settled Accommodation –*** *barriers to entry around furnishings and other goods required to make a property a home.*

During 2019/20, we spent £99,972 providing furnishings, appliances and floor-coverings for homeless people rehoused through our Home First approach. This was made up of £74,972 from our Scottish Government RRTP funding and £25,000 from Perth & Kinross Council budgets.

> **Key Challenge**
>
> ***Co-ordination of Home First Activities***

We appointed an additional Housing Options Officer in 2019/20 to assist with the delivery of our Home First approach. We have now mainstreamed this oversight through the creation of a permanent Senior Officer post.

Key Challenge

Temporary Accommodation

During 2019/20, we maintained a reduced portfolio of temporary accommodation and had the lowest prevalence of households in temporary accommodation in Scotland and the shortest length of stay nationally.

Key Challenge

Hostel Accommodation

Remaining hostel provision has been reconfigured as *'Supported Accommodation'* and complies with the exemption in the extended Unsuitable Accommodation Order.

Key Challenge

Regeneration of St Catherine's Square

This regeneration project remains a key priority but has been delayed for various reasons not least the Coronavirus pandemic.

Locally Agreed Targets

In the RRTP, we set locally agreed targets for specific indicators that are vital to creating the conditions for the delivery of a rapid rehousing model. The indicators consider the extent of the backlog of homeless people waiting for an offer of settled accommodation, the efficiency of our temporary accommodation model and the overall duration of homelessness.

Performance against these indicators is covered in more detail in **Homeless Context and Outcomes** section of this report, but the following table provides an update on progress to meeting these targets. We are currently either achieving or close to achieving these targets and two of them have been adjusted slightly to make them more ambitious.

In addition to the key challenges identified and the setting of locally agreed targets for key indicators, we also recognised that further work was required to strengthen and further develop links with the Health and Social Care Partnership (HSCP) and Alcohol and Drugs Partnership (ADP).

We have made some progress in this area and the undernoted actions are either in place, in progress or under discussion;

- *Identification of a Lead Officer for Homelessness in the Health and Social Care Partnership.*

- *A 'Homelessness Contribution Statement' from the Health and Social Care Partnership.*

- *Greater support/input and improved joint working in relation to complex cases - Housing a core member of the weekly Protecting People Group.*

- *Re-introduction of streamlined pathway to access services similar to the Central Healthcare Team that was in place previously.*

- *Dedicated and agreed time for the Drug and Alcohol Team and Drug Treatment Services to provide surgeries in our Supported Accommodation.*

Table 18 - Locally Agreed Targets	RRTP Baseline (2017/18)	2019/20 Performance	Target (by end of Year 5 of the RRTP - 2023/24)
Number of homeless households waiting for an offer of settled accommodation	129 households	96 days	90 households
Average length of stay in temporary accommodation	86 days	71 days	65 days
Homeless case duration – decision to discharge of duty	133 days	89 days	70 days

Next Steps

Through our Home First approach, we seek to achieve a balance between:

Prevention
⇓
Rapid Rehousing (Home First)
⇓
Tenancy Sustainment

As mentioned previously, our rapid rehousing model is fully mature. We have significantly reduced the backlog of homeless applicants waiting for an offer of housing and have developed and implemented a rapid rehousing system that enables us to respond to real-time demand. This is evident from average **homeless case duration timescale which was 89 days in 2019/20 against a national average of 224 days**. Despite the impact of the pandemic, this improved further in the first half of 2020/21 to an average of 77 days.

An effective rapid rehousing system is only part of the solution as it is equally important to prevent people becoming homeless in the first place and to sustain those that have been rehoused. This prevention and tenancy sustainment activity not only avoids the impact of homelessness for individuals and families but also keeps the numbers of people in the homelessness system at a manageable level for the rapid rehousing element to work effectively.

Homelessness Prevention Activity

There are numerous examples of our effective homelessness prevention and tenancy sustainment activity in **Homeless Context and Outcomes** section of this report and collectively, these contributed **towards a 19% reduction in homeless presentations during 2019/20** and a **tenancy sustainment rate of just over 83%** for previously homeless applicants.

Key Challenge

Maintain lower levels of homeless presentations

Our Home First model is dependent on maintaining a low level of homeless applicants waiting for an offer of settled accommodation. Reducing the number of people coming into the system through an effective housing options approach and prevention activity are therefore a key objective.

Homelessness prevention activity takes many forms and can be proactive or reactive and can be a long-term strategic approach or a crisis response to a particular situation. We feel it is important to have a balanced mix of different types of interventions.

Where the activity is targeted towards keeping people in tenancies, it could be described as either homelessness prevention or tenancy sustainment activity as the objective is often to support someone to remain in their tenancy avoiding them becoming homeless. Details of our homelessness prevention activity are outlined on page 15.

Key Challenge

Potential for an increase in evictions from RSL partners post-Covid

Enhanced Section 11 Protocol

We have engaged with our Registered Social Landlord (RSL) partners around an enhanced protocol which is based on the Section 11 notification process and all partners have indicated their agreement to follow an enhanced process.

This will involve a much earlier, voluntary notification of *'at risk'* tenancies, primarily at the point a Notice of Proceedings is served.

This notification will result in a joint offer of support from the RSL and Council support staff with the objective of intervening early to try to support the tenant to resolve the issues that are placing the tenancy at risk.

It is anticipated that the enhanced process will be implemented in January 2021 when an additional Support Officer has been recruited.

Focussed Support for Private-Sector Landlords and Tenants

With the restrictions on evictions in the private-rented sector associated with emergency Coronavirus legislation, we are concerned that there may be significant numbers of tenants experiencing difficulties perhaps due to a reduced ability to pay their rent.

We plan to proactively engage with landlords and tenants in the sector to offer support where it may be required with the objective of preventing homelessness.

A number of key actions are actively being progressed as below:

- *Support is being targeted towards private-sector tenants that have sought housing options advice or applied for housing based on a perceived risk to their tenancy.*

- *An additional Private Sector Officer has been recruited with a specific remit to engage with private landlords and tenants and to provide and/or facilitate support to prevent tenancy failure, where possible, and where this is appropriate.*

- *A survey will be sent to private landlords to enable us to better understand the extent to which tenants are having difficulties particularly with payment of rent and also to establish the types of support that landlords would find most useful.*

A wider Communication Plan/Strategy is being developed to raise awareness on the sources of support available for private tenants and landlords.

Rapid Rehousing

The process of rehousing a homeless person quickly is relatively straightforward and we have been doing this for several years. There is no universal definition of what *'rapid'* actually means in this context, but we have set targets for homeless case duration which are outlined on page 24 and based on our current performance, there is still some room for improvement. The main challenge however is maintaining the conditions and relationships required to support a rapid rehousing approach.

Key Challenge

Maintain the operating conditions and relationships required to support the rapid rehousing system

- *Minimal backlog of homeless people waiting for an offer of housing.*

- *Maximised supply of vacancies including re-lets, new-builds, buy-backs and private sector.*

- *Efficient and flexible void property processes and communication.*

- *Flexible allocation process including 'just in time' allocations.*

- *Good throughput for homeless people into RSL partner tenancies.*

- *PRS as a homelessness diversion (prevention) option.*

- *Effective targeting of support resources.*

- *Flexible and responsive provision of furnishings and appliances to make properties 'ready to occupy'.*

Key Challenge

Mainstream funding for Property Ready Fund or significantly improve fulfilment timescales for Community Care Grants

Tenancy Sustainment Activity

The SHR definition is the standard measure of tenancy sustainment and includes all tenancies that end within a 12-month period. However, some tenancies end for positive reasons such as moving to more suitable housing, completing a mutual exchange, buying a property etc. In addition, tenancies that end due to circumstances outwith a landlord's control such as where the tenant

dies or goes into prison are deemed to have not been sustained.

Taking account of the above, a sustainment rate of around 83% for 2019/20 is acceptable but we have experienced a slight reduction in this rate during the first half of 2020/21 to below 80% and this is an area that we need to improve on. The new actions outlined in the table below have been developed to ensure there is an increased focus on tenancy sustainment during 2020/21 and beyond.

<table>
<tr><td>**Key Challenge**</td></tr>
<tr><td>*Improve tenancy sustainment rate for previously homeless applicants*</td></tr>
</table>

Our Home First model is dependent on maintaining a low level of homeless applicants waiting for an offer of settled accommodation. Reducing the number of people coming into the system through effective tenancy sustainment activity is therefore a key objective.

Early Warning System
We have undertaken detailed analysis of failed tenancies and identified a range of common factors which can be used to predict where an applicant may be at a high risk of tenancy failure.

This assessment of risk will be undertaken at the application assessment stage and will compliment and inform the assessment of support needs.

Enhanced support will be targeted towards tenancies and tenants that have been identified as high risk.

Tenancy Sustainment Accountability Framework
A new framework has been established to ensure there is more robust ownership and accountability for tenancy sustainment across the Housing Service.

This involves monthly monitoring of the points below along with quarterly reporting to the Housing Management Team:

- *At risk tenancies*
- *Failed tenancies (including interviewing outgoing tenants where possible to establish reasons for failure)*
- *Abandonment Notices*
- *Eviction Cases*
- *Requests for Strategic Need prioritisation to move*

What do our Key Stakeholders and Service-Users Think?

The Rapid Rehousing Transition Plan was developed in partnership with key stakeholders with input from people with lived experience of homelessness. We recognise that this collaboration needs to be a continuous process, so we intend to have a greater focus on this in the second half of 2020/21 and in 2021/22.

<table>
<tr><td>**Key Challenge**</td></tr>
<tr><td>*Ensure continuous collaboration with key stakeholders and service-users on the development and delivery of Home First*</td></tr>
</table>

We will progress a range of actions in 2021/22:

- *Feedback questionnaire for stakeholders.*
- *Stakeholder event (format depending on Covid restrictions).*
- *Continue to identify ways and methods to seek feedback from people using our service and key stakeholders.*
- *Undertake a further self-evaluation of our Home First approach with people with lived experience of homelessness.*

The Scottish Government asked local authorities to submit an update report outlining how the first year of RRTP funding had been spent in 2019/20 and how we proposed to spend the second-year funding during 2021. The Scottish Government also asked for details of the levels of funding invested directly from local authority budgets and plans for mainstreaming activities moving forward.

Perth & Kinross Council submitted the report described above to the Scottish Government in June 2020 and this is included as Appendix 1.

Perth & Kinross Council has been allocated £196,000 funding by the Scottish Government for Year 3 of the RRTP process (2021/22). An additional £5M was allocated to local authorities in December 2020 for Year 2 (2020/21) to accelerate the implementation of RRTP's and Perth & Kinross Council has received £133,000 of this funding. This will be carried-forward so a total of £329,000 will be available for 2021/22. Detailed consideration is currently being given to funding priorities for the next 12 months.

"Very pleased with the accommodation and how you managed to secure somewhere for me to stay on such short notice."

(Service User)

Conclusion

Since the submission of its Rapid Rehousing Transition Plan (RRTP) in December 2018, Perth & Kinross Council has further developed its Home First approach, improving outcomes for homeless people and consolidating its position as the sector-leading local authority in terms of preventing and responding to homelessness.

This report has provided a detailed overview of progress made with the implementation of the RRTP and has identified new Key Challenges that will be the focus of further investment and development effort moving forward.

Home First continues to be our aspiration for, and commitment to people facing homelessness in Perth and Kinross. We recognise the negative impacts that poor housing, temporary accommodation, rough sleeping and homelessness can have on people's lives and outcomes. Through the proposals detailed in the RRTP and the further and future developments outlined in this report, we intend to continue to reduce the duration, stigmas, costs and experiences of homelessness within Perth and Kinross.

"I avoided going into a hostel or B&B with my children which I was very happy about."

(Service User)

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000

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الاسم: Customer Service Centre
رقم هاتف للاتصال المباشر: 01738 475000

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Nam bu mhath leat fhèin no neach eile as aithne dhut lethbhreac den phàipear seo ann an cànan no ann an cruth eile (uaireannan cha bhi ach geàrr-iomradh den phàipear ri fhaotainn ann an eadar-theangachadh), gabhaidh seo a dhèanamh le fios a chur gu Ionad Sheirbheis Theachdaichean air 01738 475000.

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