

Aberdeen RRTP 2022/23



1. Monitoring Rapid Rehousing 2021/22

1.1 Scottish Government Indicators

These are the required indicators for monitoring the RRTP as set out by the Scottish Government. Comments from ACC have been put next to the statistics where appropriate to explain the sources. If the sources need to be amended for national benchmarking, this can be done.

	Indicator	2021/22	Comments
1.	Time to close case	105	Unintentional Only
2.	Length of stay in TA		All Temp Placements
3.	Number of homelessness referrals that result in a let	128	Nominations Only.
4.	Number of lets to statutory homeless	769	All ACC Homeless Lets
5.	Households entering TA in year		Exclude Multiple Homeless Placements
6.	Households exiting TA in year		Excludes Multiple Homeless Placements
7.	Households leaving TA by length of stay		Time spent across all placements at case closure
8.	Housing Options approaches in year	2920	PEVENT1
11.	Tenancy sustainment of statutory homeless lets	87.0%	
12.	Repeat Homeless	43	(Estimated)
13.	Number of placements in TA per household		All Homeless Placements Ended
14.	Use of Housing First approach		

1.2 HL-1 Homeless Unintentional Outcomes

Outcome	Total	%
LA Tenancy	769	63.9
RSL Tenancy	128	10.6
Returned to previous accommodation / made own arrangements	112	9.3
Not Known	28	2.3
Other Known	61	5
Supported Accommodation	65	5.4
Private Rented Tenancy	36	2.99
Prison	2	0.1
Hostel / Women's Refuge	0	0

Hospital/Residential Care	1	0.1
Total:	1202	100

1.3 Prevent1 Outcomes

Outcome	Total	%
Secure Home Accessed	365	31.0%
Current Home Maintained	611	52.0%
Lost Contact/Unknown	169	14.4%
Other Known	16	1.4%
Non-Secure Home Accessed	15	1.3%
Hospital/Home or Prison	0	0.0%
YTD Total:	1176	

2. Overview

The previous 12 months has seen continued post pandemic recovery in all aspects of our lives. Some activities have returned to what they were before, some have changed to a “new normal” and some have changed considerably. As we continue to recover from the pandemic we have been able to refocus and re-establish our Rapid Rehousing core aims.

In our 2020 - 2021 report we detailed the impact that the pandemic had had on our Rapid Rehousing activity, most notably the decrease in letting activity in the early part of the year and also effect of the eviction pause that was established by the Scottish Parliament.

This year’s report will detail performance against key measurements: reducing homeless demand, reducing the homelessness journey and reducing our temporary accommodation use. The report will also provide updates on the specific actions that were highlighted in the 2020 - 2021 report and provide detail on our planned work for the forthcoming 12 months.

The Local Outcome Improvement Plan (LOIP) and Locality Plans in Aberdeen include new stretch outcomes to:

- Ensure 100% of people presenting as homeless have a full financial assessment and access all appropriate support required.
- Reduce youth homelessness by 6% by 2023

The Council Delivery Plan 2021/22 sets out the following targets for the Local Authority:

LOIP stretch outcome 11.

Healthy life expectancy (time lived in good health) is five years longer by 2026 (People adults LOIP theme)

Key Driver	Commissioning Intentions	Key Measures
11.1 Supporting vulnerable and disadvantaged people, families and groups	Ensure that all homeless people and people at risk of homelessness are offered support to find a home	<ul style="list-style-type: none"> • Tenancy sustainment rates • Number of tenants in temporary accommodation who remain in that locality upon accessing permanent accommodation • Number of evictions from Council housing due to tenancy arrears • Number of homeless presentations which repeat within a 12-month period • Number of previously homeless households who do not sustain their tenancy for at least one year, unless for positive reasons • Length of homeless and support assessment periods <ul style="list-style-type: none"> • Use of hostel accommodation and temporary properties • Average homeless journey (days)

	Increase number of homeless people receiving health and wellbeing support	<ul style="list-style-type: none"> • Number of homeless people receiving support • Number of referrals to Substance Misuse support agencies • Length of sustained engagement with support agencies
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Council officers and teams who deliver services to people experiencing homelessness are now able to adapt to the Rapid Rehousing Transition Plan. The business case to transform the service was completed during 2020/21 and approval granted in May 2021. Implementation of this service redesign occurred in March 2022 and is ongoing.

The new Housing Access and Support Service now has an increased number of Housing Options Officers. The Housing Options Team is made up of 20 full time equivalent Housing Options Officers who provide housing advice to people to prevent homelessness occurring and where this is not possible assess and resolve homelessness as quickly and as satisfactorily as possible. Within our Housing Options team the number of Allocation and Placements Officers has increased by 2 full time equivalent posts. The role of Allocations and Placement Officer now includes the allocation of temporary accommodation to those in the homelessness process who require emergency accommodation.

The rest of the service will continue to include the Financial Inclusion Team and Private Sector Housing Team.

Actions for 2021/22
Complete Full Sets of Keys Offer Test of Change
Investigate Tenancy Intelligence Model Further
Implement Transformation of Council Services Housing Access and Support Service

The Full Sets of Keys Offer Test of Change was restarted after its pause due to the pandemic. The test of change has produced interesting data and findings which are reviewed by officers quarterly. In the small area of the city where we have been testing this change, we have been able to establish that allocating a full set of keys can benefit and reduce the homelessness journey time. The balancing factor in this is we are very keen for the void period of any property not to be extend unduly. Balancing these two key performance indicators is what we are focusing our efforts on at present.

The Tenancy Intelligence Model is at its final planning stage. We have identified 30 housing events/factors that we record on our NPS housing system. These have been awarded a value after consultation with housing professionals and others across Aberdeen City Council. The value is awarded after considering how good an indicator it may be to predict when intervention is needed to support a client to prevent homelessness occurring or resolving it as quickly as possible. We hope that implementing this will increase our tenancy sustainment and therefore reduce our homelessness demand.

Implementation of the new Housing & Support Officer role has succeeded. The 22,000 Aberdeen City Council tenancies have been divided into 85 "patches". Each patch has roughly 250 tenants and one dedicated Housing & Support Officer working in the locality. The greatly reduced ratio of tenants to Housing & Support Officers, will allow the time and capacity for more meaningful and dedicated relationship to be built to support our tenants, achieve tenancy sustainment and allow tenant to live healthy and happier lives.

Actions for 2022/23
Complete Full Sets of Keys Offer Test of Change
Implement Tenancy Intelligence Model
Implement Housing Options Officers for young people
Implement Community Housing

We aim to progress to a data supported position with the Full Sets of Keys Offer Test of Change. The test will have run for a significant time and we will decide to implement this city wide for all allocations of Aberdeen City Council housing or revert to our previous city wide position of pre allocation of property.

The Tenancy Intelligence Model will be implemented in 2022- 2023. This will help identify as early as possible service users at risk of homelessness or requiring extra support to help sustain their tenancy. The Tenancy Intelligence Model will update automatically every day and the level of intervention needed for an individual tenant will be communicated to their key worker. This will support our aims of tenancy sustainment, reducing homelessness demand and reducing repeat homelessness.

Repeat homelessness presentation from young people remains an area of key focus for ourselves. We are recruiting 2 full time Housing Options Officers to specifically work with 16-18 year olds who present for housing advice. This is a group that we sometimes struggle to keep working with and keep contact with. These roles will focus on long term on going work with these clients to support them to access training, education, employment so when they are looking to move accommodation in the future it can be done in a successful and planned manner. This will help avoid a crisis situation and homelessness.

Aberdeen Foyer are our partners in developing and implementing a Community Hosting resource in Aberdeen. This will be a key additional resource for those at risk of homelessness. The aim is to offer a young person a warm and welcoming place of respite and buy the crucial time to needed assess what options and or support is required to prevent homelessness occurring.

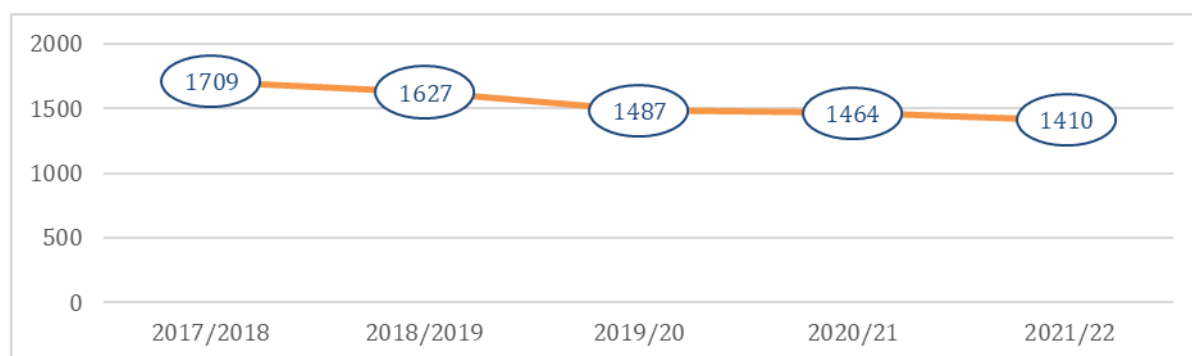
2.1 Financial Reporting

During 2021/22 we were able to refocus our efforts post Covid recovery. We have recruited 2 new Development Officers (Rapid Rehousing). This additional capacity will help expand our focus to gain improvements towards the successful implementation of RRTP.

Our Private Landlord Support Officer business case has been approved and we are at the recruiting stage with this key post. This post will expand our Private Sector Housing Team and develop key supports for private landlords in Aberdeen. We aim to be able to intervene and support both the private tenant and the private landlord to resolve any issue that may put a tenancy at risk. This in turn will help achieve tenancy sustainment and help prevent homelessness.

2.2 Homeless Demand

Our initial adventurous target of reducing homelessness demand to 1200 by the end of 2024 remains as adventurous as it was in 2018. In 2017/2018 homeless demand was 1709 and this has considerably reduced to 1410 in 2021/2022. There has been great progress with reducing homeless demand as the below table indicates.



When initial rapid rehousing plans were submitted to the Scottish Government in 2018/19, all planning was informed using the previous year (2017/18) data where 1709 applications were received. The 1709 applications received forms the baseline against which the 30% reduction is to be measure. The aim is to reduce the number of applications received to approximately 1200 by the end of 2024.

Following submission of the plan, consecutive falls in the number of homeless applications received were recorded, leading to a 17.5% decline in demand during this period. The rate of decline however has slowed during the last 2 years.

Since setting the target to reduce homeless applicant demand the housing landscape has changed. A decline in private sector rents, the buy back of former Council homes and building new social rents has led to an increase in supply and widened access to housing across the

city. This increase in capacity has helped cushion and lessen the impacts a slower rate of decline might previously have caused.

To date the fall in homeless demand has largely been driven by a reduction in applicants becoming homeless from parental/family/relative home and friends/partners, with 26% fewer applications reported among this group in 2021/22 (669) when compared with 2017/18 (904). The net fall of 235 applications accounts for 79% of the total reduction in homeless demand during this period. Half of this decline (116) was recorded among young people aged under 25, contributing toward falls in levels of youth homelessness. In 2021/22 this group represented 47% of the total homeless applicant profile, the lowest recorded during the period of transition and down 6% on the 53% reported in 2017/18. This demonstrates the great work done council and city wide to support young people wishing to access accommodation or are at risk of homelessness. Intervening early where possible to prevent a crisis occurring is the key to this success. Even though the large decline in youth homelessness is very welcome we see this as a key group to engage with and allocate extra resources to be able to continue reduce homelessness demand. This is why we have created the two new Housing Options Officers for Young People roles. This extra resource we hope will ensure that this group who contribute to our repeat homelessness group are supported and prevented from doing so.

The number of people applying due to dispute within household has also reduced, falling by 17% during the period of transition, down from 592 in 2018/19 to 494 in 2021/22. A 25% (-72) decline in applications due to dispute within household, violence or abuse, has driven the fall within this cohort. Performance in this area however has begun to plateau where 207 applications were received last year, one more than in 2020/21. In contrast the number applying due to non-violent dispute within household fell by 7% in 2021/22 the biggest fall since 2018/19 where a 10% decline was recorded overall.

In addition to the reductions seen above, downturn in demand has been supported by smaller declines in other key target areas as set out in the RRTP. In accordance with SHORE protocols a data sharing agreement has been signed with The Scottish Prison Service so that information can be used across services to prevent prisoners from becoming homeless on release. Prior to transitioning towards rapid rehousing, the number of applicants becoming homeless on release from prison was increasing by 32% between 2016/17 – 2018/19. Since then this trend has reversed with applications among this group falling by 44%. The 55 reported in 2021/22 is the lowest level since planning began. This is great progress and a key area where we wish to continue to improve.

A strategic action to agree a new protocol with social work providing clearer guidelines for preventing homelessness and achieving positive housing outcomes for care experienced young people was introduced in 2019/20. The clearer guidance and improved joint working led to a 27% reduction in homeless applications among this group during the year of inception. This improvement has continued throughout the transition period where applications among this group have more than halved, falling from 48 in 2018/19 to 21 in 2021/22. It must be noted that the data here is recorded against the HL-1 and will include all applicants identifying as care experienced irrespective of which Local Authority has/had a duty of care. A local

marker produced to identify any applicants where the Aberdeen Youth Team has/had a legal responsibility shows that only 6 people applied in 2021/22.

Progress across these key areas has coincided with the move towards prevention being incorporated into a wider change in the culture of services where tackling and addressing youth homelessness is a key target area. The reductions achieved are primarily in areas where young people are over-represented, leading to a 26% decline in demand among applicants aged under 25, falling from 523 in 2017/18 to 383 last year. It has been widely suggested that young people are the group most likely to be hit hardest by the socio-economic impacts of the pandemic which places them at greater risk of becoming homeless. However, the 383 applications received from young people aged under 25 years old in 2021/22, was 17% (-80) lower than the previous year and exceeded the 6% target set out in the LOIP. This group represented 27% of all homeless applications received during 2021/22, down 4.5% on the previous year and the lowest recorded during the period of transition.

Coinciding with the decline in homeless demand a small fall in the numbers of applicants citing that they had slept rough the night preceding application was also recorded, falling from 53 in 2020/21 to 50 (-6%) in 2021/22. This was 3.5% of the homeless applicant population in 2021/22, 0.1% down on the previous year. The number of applicants citing they had slept rough the night preceding application or within the last 3 months also reduced, falling from 95 in 2020/21 to 87 in 2021/22 and equivalent to a 0.3% decline among the homeless applicant population.

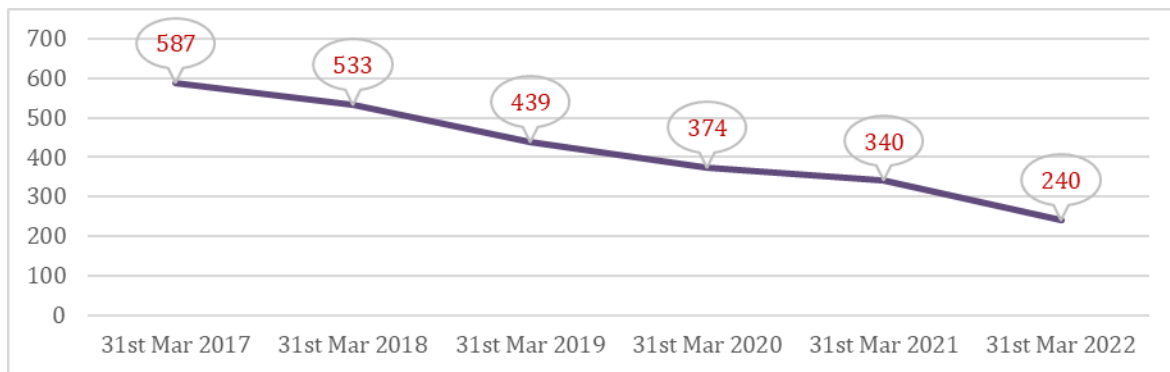
The greatest risk to demand in 2021/22 came from applicants becoming homeless from permanent accommodation, with increases recorded against Local Authority, RSL and Private Sector. The largest increase was evident among applicants becoming homeless from the private rented sector, up a third on the previous year. The increase however is most likely a consequence of the lifting of legislative protections put in place in 2020/21 to prevent tenants from losing their homes during the pandemic. Excluding 2020/21, the 237 reported in 2021/22 is still lower than at any other period since 2017/18. A smaller increase of 10% was recorded among those becoming homeless from Local Authority accommodation however trends followed a similar pattern as above, where excluding 2020/21 figures, the 204 reported in 2021/22 was lower than at any other period since 2017/18. More concerning perhaps is the continued rise in applicants becoming homeless from RSL accommodation which has increased by 58% and grown year on year from 60 in 2017/18 to 95 in 2021/22.

2.3 RRTP Supply and Demand Gap

Reducing the gap between the number of new cases and the number of cases resolved is at the heart of achieving RRTP. For several years now there has been greater focus on case management and delivering a more efficient and effective service to customers which has

been pivotal in achieving a 59% reduction in open cases between 31st March 2017 and 31st March 2022.

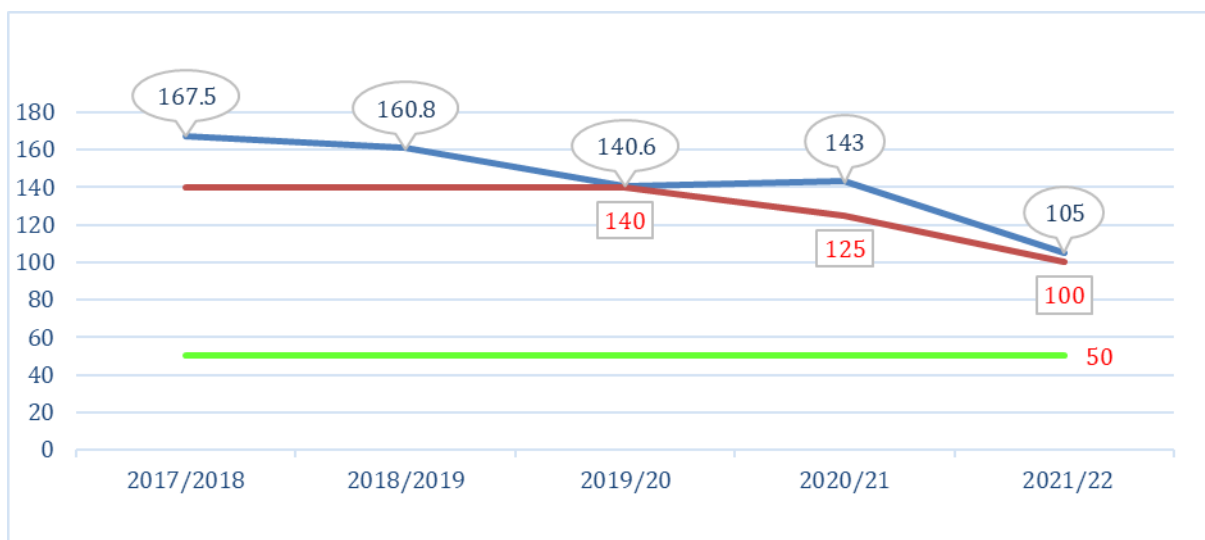
During this time the number of cases being resolved has been greater than the number of new cases requiring assistance. In 2021/22 there were 1202 cases closed which exceeded the 1110 new demand. The 8% surplus generated has contributed to a further easing of the backlog where at 31st March 2022 there were 240 open cases, down 29% from the same time in 2021. Of these only 30 had been open for longer than a year, 6 fewer than at the same period in 2021.



Over the last few years, the actual gap between supply and demand has fallen sharply from 759 at the 31st March 2018 to 412 at 31st March 2021. This 46% bridging of the gap has been achieved by reducing demand, increasing supply, and widening access to housing across the city.

A total of 2445 ACC properties became void in 2021/22, more than double the 1110 homeless households assessed with a rehouse duty. Furthermore, at 31st of March 2022 Aberdeen City Council alone had 1108 properties available for re-let which far exceeded the 240 homeless households waiting to be rehoused at this time. These figures suggest that there is greater capacity than forecast to clear the backlog and increase lettings to homeless households in the year ahead.

2.4 Homeless Journey Time



Our continued good progress in making all unintentional homeless decisions within 21 days is evidenced by 94% of unintentional decisions being made within this timescale. This is a reduction from a 5 year high of 98% in 2020-21 but when compared to the 62% in 2017-2018 this is great progress. In 2019/20 all homeless decisions reached met the recommended 28-day statutory timescale. Achieving this milestone was the first step on the road to meeting the 2024 target where the aim is for all statutory decisions to be completed within 14 days.

During the first year of transitioning towards rapid rehousing the average homeless journey fell by 20 days and at 140.6 days met the first tiered target set at 140 days. Based on this progress a second tiered target of 125 days was introduced for 2020/21. Due to the challenges and disruption caused by the coronavirus pandemic in allocating housing, the journey time rose to an average of 143 days in 2020/21, up 2.4 on the previous year and the first increase recorded in over 5 years. Despite finishing 2020/21 18 days over target the 100 days target set for 2021/22 remained in place. By 2021/22 services had adjusted to new ways of working and as recovery efforts started to bite, throughput began to increase and the average journey time fell to 105 days, 38 fewer than the previous year and 68 fewer than in 2017/18.

In 2021/22 there were a total of 1202 unintentional homeless cases closed, 70% (836) of which met the 100 days average homeless journey target, up 20% on the proportion closed within 100 days the previous year and 40% on 2017/18. The average journey time recorded for this group was 45 days, much lower than the overall 105 days reported and lower than the 2024 target of 50 days. The average journey time recorded for the 366 applicants who did not meet target was much higher at an average of 241 days. Analysis shows that if all these cases had met target and recorded a journey time of exactly 100 days a significant change to the homeless journey would emerge where the average timescale would be operating in the region of 54 days.

Of the 1202 unintentional cases closed 78% (993) of applicants secured accommodation in either the social or private rented sector falling slightly short of the 80% target set. Of these, 36 secured a private tenancy, 12 less than in 2020/21, 128 were provided an RSL tenancy down 31% and 769 provided secure Local Authority Housing up 7%. In addition, 65 applicants were provided with supported accommodation under non-permanent accommodation

regulations. A total of 204 (17%) cases were closed where the applicant neither secured permanent nor interim accommodation. A little over half of the applicants within this group (112) returned to family and friends or made their own arrangements down 15% on the previous year. The number of people losing contact where outcome is unknown continued to fall with only 28 cases reported, a third fewer than in 2020/21. This group are at greater risk of experiencing repeated homelessness where during 2020/21 70% of repeat presentations were from applicants whose previous homeless entitlement was not discharged in full.

The number of cases closed for reason – applicant in prison remained low during 2021/22 with only 2 reported. This is likely a response to the homeless application now more regularly being kept open upon an applicant being imprisoned. This is deemed best practice for meeting the needs of this group. However, it does have repercussions for the homeless journey. During 2021/22 an average journey time of 465 days was recorded among this population. When these types of cases are excluded from the total homeless journey the average duration falls by 17 days to 88. Furthermore, there were 22 cases closed subject to MAPPA where the average homeless journey for this group was 402 days.

3. Housing Supply

3.1 Letting to Homeless Households

Actions for 2021 – 2022
A review of the Aberdeen City Council allocation policy to maximise resources for RRTP priorities.
Engage those with lived experience to identify issues around why offers of accommodation are refused.
Establish Section 5 protocol or similar to ensure 50% of lets to homeless from each partner is achieved and that property types match those required to close the gap identified in the RRTP.

A main focus of our Rapid Rehousing Transition Plan is to resolve homelessness into secure, suitable and sustainable accommodation for those who are unintentionally homeless. This will resolve their homelessness and hope to prevent it ever occurring again.

Of the 1202 unintentional homeless cases closed in 2021 – 2022 78% (993) of applicants secured accommodation in either the social or private rented sector falling slightly short of the 80% target set. Of these, 36 secured a private tenancy, 12 less than in 2020/21, 128 were provided an RSL tenancy down 31% and 769 provided secure Local Authority Housing up 7%. In addition, 65 applicants were provided with supported accommodation under non-permanent accommodation regulations. A total of 204 (17%) cases were closed where the applicant neither secured permanent nor interim accommodation. A little over half of the applicants within this group (112) returned to family and friends or made their own arrangements down 15% on the previous year.

A review of our Allocation Policy along with planning a Choice Based Lettings System has been completed. With a move to a Choice Based Letting Systems we believe this will support our aims of Rapid Rehousing due to fewer refused offers resulting in deferred applications which create longer homelessness journeys. 2022 – 2023 will see the Choice Based Lettings System implemented.

Actions for 2022 – 2023
Engage those with lived experience to identify issues around why offers of accommodation are refused.
Establish Section 5 protocol or similar to ensure 50% of lets to homeless from each partner is achieved and that property types match those required to close the gap identified in the RRTP.
Choice Based Letting for Aberdeen City Council

In order to achieve our ambitious aim of Rapid Rehousing we need to improve our letting activity and housing supply with our RSL partners. It is disappointing that the share of our homeless cases allocated an RSL tenancy decreased this past year. Establishing a Section 5 protocol or similar will be a key focus to improve outcomes for our homeless clients and improve already good relationships with our RSL partners

3.2 Access to Privately Rented Accommodation

Actions for 2021 -2022
Develop further work on a bond scheme, or similar to improve access to private sector rents and reduce overall costs of the current project.
Further engage landlords in the city to increase access to accommodation for low income households.
Recruit Private Landlord Support Officer

Alongside increasing housing supply, assisting households to access and secure accommodation in the private rented sector is a key priority outlined in the RRTP for preventing homelessness and reducing the gap between supply and demand. Combining the former roles of Housing Advice Officer and Case Officer to become one Housing Options Officer will increase the number of officers engaging with clients and allow greater time to explain the options of in the private sector to those at risk of or experiencing homelessness.

Actions for 2022 -2023
Recruit Private Landlord Support Officer

Develop further work on a bond scheme, or similar to improve access to private sector rents and reduce overall costs of the current project.

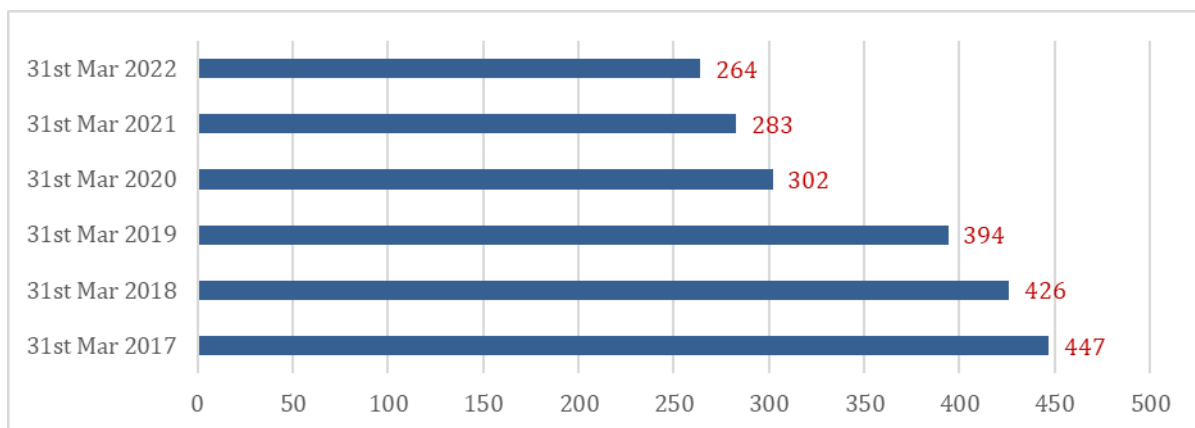
Further engage landlords in the city to increase access to accommodation for low income households.

The above actions will continue to be worked on and implemented throughout 2022-23

Work on introducing a bond scheme is ongoing. The introduction of our Private Sector Support Officer will provide a positive link between private landlords and Aberdeen City Council. This in turn will support Landlords to let their properties to homelessness cases who are working with. This officer will align closely with our Matchmaker scheme, which has seen some limited success in linking landlords who have properties for let with clients.

4. Temporary Accommodation

At the 31st of March 2022 there were 264 homeless households accommodated in temporary accommodation, 19 fewer than at the same point in 2021 and 130 less than in 2019 when the transition towards rapid rehousing commenced.



The fall in numbers accommodated has been driven by the continuous reduction in homeless demand. As detailed earlier a 13% fall in homeless applications has been recorded over the last 3 years. Coinciding with this there has been a 21% fall in the number of applicants requiring and provided temporary accommodation, falling from 1075 in 2018/19 to 844 last year. Furthermore, in 2021/22, 60% of homeless applicants took up an offer of accommodation, 5% lower than 2018/19. The fall in applicant demand has subsequently led to a 22% decline in the total number of temp placements taken up during this period, falling from 1305 in 2018/19 to 1014 in 2021/22.

Alongside the lower levels of take-up, the number of households exiting temporary accommodation (1034) remained higher than the numbers entering (1014). This however is an area that has slowed over the past 2 years where the 2% differential recorded in 2020/21 is significantly lower than the 7% recorded during the first year of transition. The slow down last year coincides with a 4% increase in demand from homeless applicants requiring temporary accommodation.

The first iteration of the RRTP set out ambitious plans to reduce temporary accommodation and end the use of 152 units that either failed to meet Unsuitable Accommodation requirements or were deemed to be financially unviable. As a result of the decline in homeless demand for temporary accommodation, the council achieved this milestone in 2021/22, two years ahead of target. All principal temporary accommodation stock now meets the standard set out in the Unsuitable Accommodation Order. With the exception of the Hostel at West North Street, 95% of temp stock is now mainstream, furnished and set within the community.

To date the reductions in temporary accommodation have been primarily managed within existing resources whereupon the risks associated with these changes have been largely mitigated. To plug any gaps and ensure compliance with legal requirements, a contract is in place to accommodate households in hotel rooms on an emergency basis where suitable accommodation is unavailable. Due to this safeguard, no breaches of the 'access to temp' duty (no offer made) were recorded in 2021/22. However, there were 2 breaches of the unsuitable accommodation order recorded caused by a lack of supply in larger temp accommodation units.

While significant progress has been made in reducing the temporary stock profile, the aggressive rate of decline does leave the system vulnerable to change as seen above. Aberdeen has among the lowest temp take-up rates in Scotland and there is little, if any flexibility within the system to cope with any increase in demand which was evident with the use of hotel rooms used to manage the 4% increase in applicants requiring temporary accommodation last year. High void rates also contribute towards this risk. Higher void rates have in part been driven by an increase in temp re-let times rising from 27 days in 2017/18 to 45 last year.

New measures to make better use of the existing temp stock by reducing the number of households accommodated on discretionary grounds were introduced in October 2020/21. During the first full year of implementation (2021/22) 38 placements were allocated to this group 17% fewer than the previous year. A snapshot at 31st March 2022 shows there were 16 households accommodated in temp on discretionary grounds, almost half the number (47%) there was at the same point in 2020 prior to the policy coming into force. There was a risk that homeless applications would rise in response to this new policy. However, as we have seen earlier, a 2.5% fall in homeless applications was recorded during the first full year of implementation.

Action for 2021 - 2022

Accelerate ending the use of B&B and hotel accommodation in line with the new unsuitable accommodation order.

The use of B&B and hotel accommodation has stopped as an ongoing and constant source of temporary accommodation. Due to many difficult to predict factors on presentations, temporary accommodation demand and the ongoing Ukrainian Refugee resettlement efforts, we have at different points used hotels for a small number of temporary accommodation placements.

Actions for 2022 - 2023

End use of B&B and Hotel Accommodation
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Test a Shared Tenancy Scheme in line with the Unsuitable Accommodation Order
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At the 31st of March 2022 there were 264 homeless households accommodated in temporary accommodation, 19 fewer than at the same point in 2021 and 130 less than in 2019 when the transition towards rapid rehousing commenced.

5. Housing Support

Actions for 2021 2022

Review operation and membership of Housing Support Hub and look at where this can be developed
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Review Test of Change for the Domestic Abuse service
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The weekly housing support hub has been reviewed over the last year and ways of working are now established. This acts as an information sharing meeting, as well as an opportunity to discuss referrals between partners. The participants have agreed that when restrictions lift this will continue as a virtual meeting

Housing Support services for households who are experiencing homelessness have remained relatively stable during 2020/21. With new services commissioned during 2019/20, the Outreach Housing Support (Turning Point Scotland) and Accommodation Based Service (AHSS) are now established in their ways of working and working near their capacity.

The Supported Accommodation service for young people (Aberdeen Foyer) was successfully implemented in January 2022.

Officers are also exploring options around the future of the service that currently supports women fleeing domestic abuse, which is provided by Grampian Womens Aid (GWA). The impact of the test of change could not be fully understood due to the impact of the pandemic and the changing dynamics this created for those experiencing and fleeing domestic abuse.

Aberdeen City Council continues to work with Aberdeen Cyrenians to deliver the DASAP project. During 2020/21 43 (42 female and 1 male) applicants out of the 147 applicants in 2020/21 (140 Female, 7 Male) where the priority need recorded was Fleeing domestic violence had involvement with DASAP.

A new Domestic Abuse Policy was adopted by the Council during 2020/21. The aim of the policy is to provide an alternative to disrupting families, allowing them to stay in their own home. It allows for perpetrators of domestic abuse to be rehoused away from the family home, preventing homelessness whilst the police and courts take appropriate action against the perpetrator.

Housing staff will be provided with specialist training on how to recognise the early signs of domestic abuse incidents and how to sign post to specialist domestic abuse services to provide the most appropriate help. In addition, all frontline staff (e.g repairs and maintenance)

who have contact with tenants will have domestic abuse awareness training to identify any signs that abuse maybe taking place.

Actions for 2022 2023

Decision on Domestic Abuse service

Officers are working on developing a plan to ensure the continued specialist Domestic Abuse support is provided to all those at threat or who are victims of domestic abuse. The decision on the Domestic Abuse Service provider will be made in 2022 – 2023.

5.1 Housing First

Actions for 2021 2022

Ensure long term support for those currently on programme

In 2017/18 Aberdeen City and Shire were jointly named as one of five city pathfinders set up across Scotland to begin delivering housing first to homeless people with multiple and complex needs from 2018/19. The pathfinder was funded until March 31 of 2021, and from this point the Scottish Government have picked up the funding during 2021/22 to allow for a smooth transition.

The Aberdeen City and Shire Consortium, made up of Aberdeen Cyrenians, Aberdeen Foyer, Turning Point Scotland, Aberdeen City Council and Aberdeenshire Council set a target to provide 120 housing first tenancies by 31st March 2021. During the first year of operation 31 tenancies were provided across the area, leaving a significant upscaling of tenancies required in 2020/21 to meet target. During the 2nd year a further 56 tenancies were provided giving a total of 87 over the two years period, 33 (27%) short of the targeted total. Of the 87 tenancies provided 61 (70%) people secured an L.A Tenancy, 19 (22%) an RSL Tenancy and 7 (8%) Private Rented Accommodation.

At 31st of March 2021 80 tenants were still in their tenancy giving a 92% current level of sustainment, the highest of all five city pathfinders. In total 7 tenancies have been terminated. Five L.A tenancies have been terminated: three due to death, one was sentenced to prison and one abandoned their tenancy. The other two terminations were from an RSL Tenancy where one household was moved out and was placed into temporary accommodation in a planned manner and the other abandoned.

Unfortunately, due to how this measurement is calculated it cannot be benchmarked and compared with the 90.6% achieved for homeless households provided an ACC tenancy.

Action for 2022 2023

Continuation of Housing First service beyond September 2021

Of those individuals originally identified as part of the Pathfinder, as well as those subsequently referred to the current HF service provided by TPS, 59 of 85 were given permanent tenancies, roughly 69%. Of those 59, 41 still remain in those tenancies, with 18 having had their tenancies terminated.

Of these, 4 tenants died, 2 went to prison, 2 moved onto the private rented sector, 3 gave up their tenancies, 1 was abandoned, 2 represented as homeless, 1 was moved as part of a discretion, and 2 left the local authority area. This translates as 69% still supported in permanent tenancies, and 31% having had their tenancies terminated.

Under the current HF service provided by TPS, 63 individuals have been supported, while 40 remain open currently. 29 of all those supported remain in their permanent tenancies, 14 have had those tenancies end, while 18 have not yet been housed to permanent accommodation.

The Housing First service will continue and new referrals to the service will be managed by a Triage Panel made up of individuals from housing, community justice, social work and Turning Point Scotland to ensure placements are appropriate.

Of the current 40 people supported, there have been a total of 284 tenancies between them, both temporary and secure accommodation, ranging from individuals currently being supported in their first council tenancies, to others who are now being supported to sustain a permanent tenancy after a long history of multiple tenancies, with several having had 15 or more. This highlights the challenging circumstances many have experienced and why Housing First has been such great success and will continue to be a much need resource for some of our community.

6. SHORE Standards & Prison Releases

Actions for 2020/21

Consider how we can embed learning from the approach during COVID-19
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Review our allocations process for MAPPA cases to reduce the number of unsuitable offers.

Prior to transitioning towards rapid rehousing, the number of applicants becoming homeless on release from prison was increasing, rising by 32% between 2016/17 – 2018/19. The RRTP identifies this as a key controllable area and in accordance with SHORE protocol sets out a range of strategic actions to prevent prisoners from becoming homeless on release. During 2019/20, the first year of transitioning towards rapid rehousing a 17% reduction in homeless applications among this group was achieved.

Coinciding with the early release of prisoner scheme announced early in 2020/21, the number of applicants becoming homeless from prison more than doubled during the first quarter, further fuelling the bleak homeless outlook painted for 2020/21. However, subsequent movements mirrored the general homelessness direction and by the end of 2020/21 a total of 62 applications were received, 21% (16) fewer than in 2019/20. Due to the progress made, applications from this group have fallen by a third since transitioning towards a rapid rehousing model commenced. A degree of caution should be urged here as there are examples of prisoners being released and placed in temporary accommodation on discretionary grounds and not recorded as homeless.

During the pandemic services in the community came together to co-ordinate their support for people being released from prison. This was enabled by the City Council signing the new data sharing agreement with the Scottish Prison Service and driven by the early release programme.

Homeless services, Housing, Criminal Justice, Prison and Alcohol and Drug Statutory Partners meet weekly to discuss potential releases. When restrictions started to ease at HMP Grampian CMB was re-established, this changed to a fortnightly meeting where planning for releases is co-ordinated and the group also reviews the previous weeks releases to ensure that contact has been made with all people leaving prison.

This is currently seen as complementary to the successful CMB held by HMP Grampian involving multiagency partners 8 weeks prior to release. As we move out of the pandemic it is time to review this meeting and ensure that it is meeting customer and services requirements.

Aberdeen City Council Operational Delivery Committee also approved changes to the Allocations Policy to ensure that people experiencing homelessness from prison are afforded a higher priority to increase the likelihood of a permanent accommodation offer being made and a suitable property being ready for them upon liberation.

Action for 2022 - 2023

Review Prison Release meetings

Review implementation of SHORE standards
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Continued review of Prison Release meetings and continued improvements of working relationship with involved services to ensure that Aberdeen City Council are meeting SHORE standards by 2023.

7. Alcohol and Drugs

Actions for 2021 - 2022

Work with ADP on Assertive Outreach Services for those who present as homeless who may need drug and alcohol services and are not currently working with one.

Investigate how TEC can support reduction in drug related deaths.

The Housing Access and Support service continued to work closely with the ADP to support people into services. In December 2020 a new Assertive Outreach Service was put in place by the ADP which includes homeless services as a single point of contact. Developed to support those who are at risk of near fatal overdose, the service brings together Police Scotland (co-ordinating role), Aberdeen City Council Housing and Homeless services, Turning Point Scotland (provider of Assertive Outreach Service), Alcohol and Drugs Action (ADA) (Third sector support), Social Work, DWP and Substance Use Services.

As previously reported Aberdeen City Council staff are now able to distribute Naloxone to people and building on this the Council has agreed to roll out the programme further to frontline staff working in identified priority geographical areas.

NHS Grampian and the ADP are also undertaking a review of the Homeless Health practice which has been situated at the Timmermarket throughout the pandemic to ensure it continues to meet patients need and is also aligned to the RRTP.

Action for 2022 - 2023

Establish NHS presence in West North Street

Exploratory work has begun on integrating a physical NHS presence at 80 West North Street our temporary accommodation hub in the city centre. This may not be specialised Alcohol and Drug treatment but will start the process of joint working with residents who may need some medical care. Some but not all of the care needs may be related to alcohol and drug use.

8. Young People

Actions for 2021/22

Supported Accommodation Project for Young People
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Make recommendation to elected members on Community Hosting

An exciting Community Hosting project for young people who are at risk of or are experiencing homelessness has been commissioned. Our longstanding partners Aberdeen Foyer have been awarded the contract and will be delivering this project. The purpose is to provide safe and secure accommodation and a warm and friendly environment for those young people who are experiencing or at risk of homelessness. By delivering both immediate crisis response and early intervention we hope that some young people will be able to have better journeys and outcomes and that some young people will be able to return with additional support to live with their families.

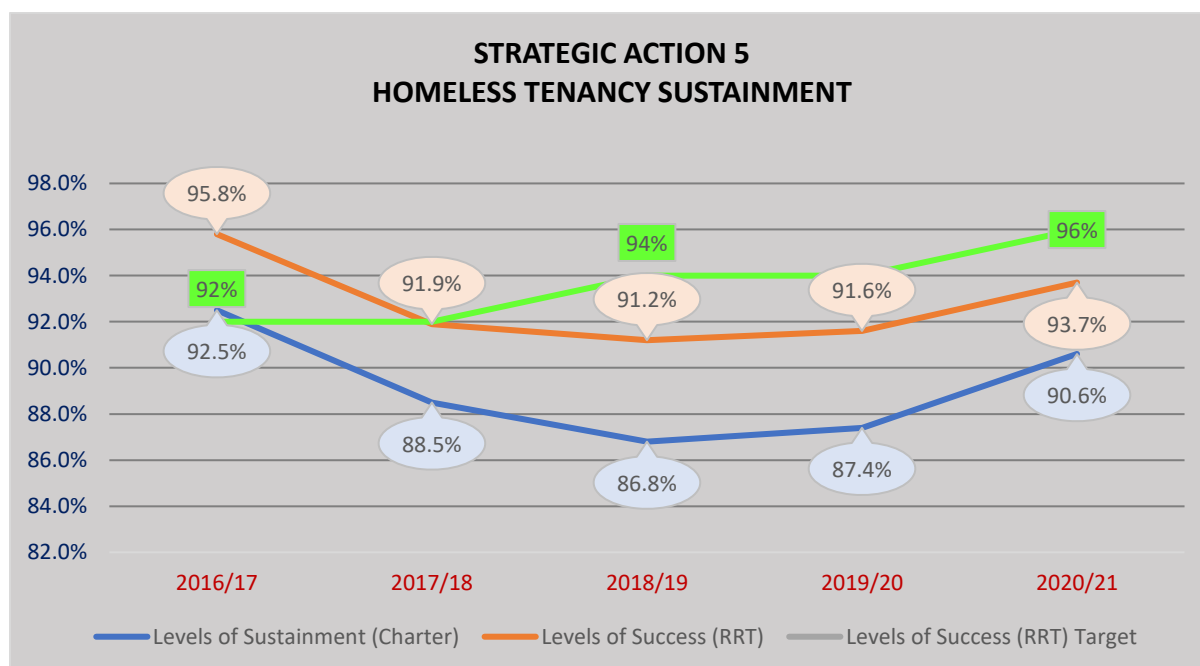
Actions for 2022/23

Housing Options Officer for young people
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Two full time Housing Options Officers for Young People posts have been created. These posts are to focus solely on working with 16 and 17 year olds. The purpose of these roles is to devote time and attention to young people who request housing advice and those who are at risk of homelessness. This is a group who are over represented in requiring homelessness assistance but crucially also have a high risk of repeated homelessness in the following years. The aim will be to work with these young people regarding their housing but continue to work with them for up to two years post their housing or homelessness being resolved. We believe that this continued presence and ongoing support from these officers will be able to reduce the risk of homelessness or crisis occurring.

Recruitment for the above posts will be completed in 2022/2023.

9. Tenancy Sustainment



Actions for 2022 - 2023

Further develop partnership working with Shelter's in court advice service

Increase both tenancy sustainment figures relating to the regulators reporting and RRTP through the development of our tenancy intelligence model.

Build on the Section 11 plus project to enhance the support offered to RSLs and their tenants threatened with homelessness.

Levels of tenancy sustainment were in decline until 2019/20 where this trend was halted and a small increase of 0.6% observed. This progress continued into 2020/21 where a further 3.2% increase was recorded giving a 3.8% increase throughout the period of transitioning towards rapid rehousing. Despite an increase the 90.6% level achieved still falls short of the 94% target set.

During 2020/21 there were 794 tenancies measured 47 more than the previous year. Of those measured 719 were sustained and 75 not sustained. Of the households that did not sustain their tenancy 24% were abandoned, down 2.5% on the previous year. No evictions were recorded during the year.

These tenancy sustainment figures are based on the prescribed methodology set by the regulator which classes death, transfer, and other rehousing outcomes as unsuccessful if ended within 365 days. The RRTP however seeks to measure 'homeless tenancy sustainment rates where there is no incidence of previously homeless households who do not sustain their tenancy for at least one year unless for positive reasons'. Based on this methodology tenancy sustainment rates climb to 93.7% falling just short of the 94% RRTP target set.

Throughout the year, many aspects of Housing Advice were provided by the council's internal teams. The Shelter service was therefore varied to one that was solely in respect of in-court representation. Evaluating the effectiveness of the service was not possible as evictions were not permitted under the Coronavirus (Scotland) Act 2020.

Due to the evictions ban put in place by the Scottish Government and resources being focused on the pandemic the other actions in this area were not taken forward.

Actions for 2022 2023

Increase both tenancy sustainment figures relating to the regulators reporting and RRTP through the development of our tenancy intelligence model.
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We believe that all of the actions listed above will positively affect tenancy sustainment. Our new Housing & Support Officer model, with fewer tenants per Officer, will allow Housing & Support Officers greater time to establish relationships and prevent issues escalating. In turn this earlier intervention will support greater tenancy sustainment.