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Housing Service

# Rapid Rehousing Transition Plan

2021-2026

July 2021

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## **1 Introduction**

1.1 Provision of high quality, affordable, accessible housing for all remains a key aspiration of the Shetland Islands Council. This Rapid Rehousing Transition Plan will supplement and support the suite of existing strategic documents to assist the local authority in achieving our aim of ensuring all Shetland residents have;

**‘A choice of affordable housing options across all tenures that are warm and safe, energy efficient and in keeping with the Shetland environment, of good quality and in good repair, able to meet demand and the particular needs of households in inclusive and vibrant communities.’** SIC Local Housing Strategy

## **2 National Context**

2.2 In September 2017, the Scottish Government formed the Homeless and Rough Sleeping Action Group (HARSAG), with cross-sector membership and a remit to address the following issues;

- How to reduce rough sleeping in the winter of 2017/18
- How to end rough sleeping
- How to transform temporary accommodation
- How to end homelessness in Scotland

2.3 The HARSAG group published a total of 4 reports, with 70 recommendations, to be implemented as part of the £50m ‘Ending Homelessness Together’ fund. The aspiration behind the recommendations was to empower transformational change to eradicate homelessness across Scotland.

2.4 The concept of initiating a rapid rehousing transition plan was detailed in the second of the four reports, recognising the vital importance of individuals securing a settled address as quickly as possible, when homelessness does occur.

2.5 Following the global coronavirus pandemic during 2020, the HARSAG group was reconvened briefly to revise the Ending Homelessness Together action plan to reflect the collective efforts to address rough sleeping and homelessness during the lockdown period. This led to a revised action plan being published in October 2020. The revised action plan is based on the following principles:

- A person-centred approach
- Prevention of homelessness
- Prioritising settled accommodation for all
- Responding quickly and effectively whenever homelessness happens
- Joining up planning and resources to tackle homelessness

### *2.6 Health and Homelessness*

The socio-economic impact of homelessness is well documented. Work carried out on a National data linkage project analysed the relationship between Health and Homelessness and there is now a significant suite of information to highlight the detrimental impact homelessness can have on an individual’s health.

<https://www.gov.scot/publications/health-homelessness-scotland/>

The study found that homeless applicants will, in comparison to a non-homeless person;

- Present at A&E at least twice as often
- Have a higher number of outpatient appointments
- Be at least four times as likely to have admission to mental health specialities
- Be ten times more likely to have initial assessments at Drug Treatment Services

The report confirms that there is a very clear spike in service input at the point of 'crisis', the homeless assessment. This therefore places even greater emphasis on all stakeholders to work together to ensure the number of individuals presenting as homeless is minimised.

### **3. Local Context**

#### *Shetland Partnership Plan*

3.1 The Shetland Partnership Plan (SPP) 2018-2028 sets out a shared vision for Shetland;

'Shetland is a place where everyone is able to thrive; living well in strong, resilient communities; and where people and communities are able to help plan and deliver solutions to future challenges'

3.2 There are four key inter-linked themes to the SPP, with a focus on tackling inequalities;

- Participation
- People
- Place
- Money

#### *Our Ambition*

3.3 The Council launched its refreshed Corporate Plan 'Our Ambition' in 2020. The plan gives strategic political direction to focus on the things that can help to create opportunities and achieve long-term sustainability for Shetland as a community and to be a place where everyone can thrive.

3.4 Within the plan there is a clear commitment to deliver on the key themes of the Local Housing Strategy and a specific statement on meeting the needs of those who are facing homelessness and those who need support to sustain their tenancies.

#### *RRTP 2019 – 2024*

3.5 In our first RRTP document and action plan we set out the position at that time with an action plan to achieve appropriate local actions. This was supported by Scottish Government funding allocation of £31k in year 1 and £27k in year 2. The funding allocation for the current year (2021/22) is £50k. Uncertainty over the level of funding has made it difficult to plan ahead and to make forward commitments, particularly in relation to staffing and arrangements with partner agencies. Despite the uncertainty over funding and the more recent challenges of Covid, we have achieved the following outcomes from the original action plan.

#### **Actions Achieved from Last RRTP Action Plan**

- **Ended all private sector temporary accommodation leases ✓**
- **Implemented non-choice based lettings for homeless applicants applying to RSL ✓**
- **Flipped tenancies from temporary to permanent where appropriate ✓**
- **Appointed a dedicated Housing Support Worker to the Substance Recovery Hub project ✓**
- **Implemented revised Medical Points process ✓**
- **Full implementation of the SHORE standards ✓**

- Care leavers protocol reviewed with partners ✓
- Carried out S.11 pilot project ✓

#### **4 Shetland**

4.1 The population in Shetland in 2019 was estimated to be 22,920. The population is distributed across 16 inhabited islands. Over 30% of the population live in the main town of Lerwick and around half of the total population live in or within a 10 mile radius of Lerwick. Within Shetland the island communities are served by a combination of inter-island ferries and air services. Frequent ferries run to Bressay, Whalsay, Unst, Yell and Fetlar; services run less frequently to the more remote islands of Fair Isle, Foula, Skerries and Papa Stour.

The number of households in Shetland is projected to increase by over 350 between 2018 to 2028, according to latest National Records of Scotland projections.

*Table 1 – Household Projections (2018-based)*

	2018	2028
Shetland Islands	10,384	10,742

Source: National Records of Scotland, 2020

The evidence base that supports our strategic documents recognises the shifts in our demographics – we have a rapidly ageing population; more, smaller households are forming and future accommodation needs to be able to respond to those identified changes. There will be an increasing demand for smaller, more accessible properties, as recognised in the 2021/22 Strategic Housing Investment Plan (SHIP).

#### **4.2 Housing Tenure**

As a comparison to the Scottish average, Shetland has a higher than average number of owner-occupiers, a lower number of private rented sector tenants and a similar percentage of those in social housing.

#### **4.3 The private rented sector is a small market, with only two established letting agents.**

Affordability remains the main barrier to entry, and whilst rents have reduced slightly following a boom period linked to major construction developments between 2011 - 2016, they remain high in comparison to other island areas.

*Table 2 – Rental costs in Shetland 2019/2020*

Average Weekly Charges	SIC Average	HHA Average	Private Rents	Local Housing Allowance Rates
1-bed	£66.42	£85.81	£123.00	£91.81
2-bed	£77.66	£93.92	£129.00	£110.72
3-bed	£91.33	£98.75	£131.00	£126.92
4-bed	£108.21	£110.40	£166.00	£160.38

Source: Shetland Islands Council HNDAs,

4.4 The information contained in table 2 demonstrates why 95% of those in receipt of Housing Benefit are in social rented accommodation, with only 5% in the private rented sector, as opposed to the national Scottish average of 80% & 20% respectively.

4.5 There is little opportunity for those who have been accepted as homeless to move into the private rented sector with a view to it providing permanence. This further exacerbates the demand on social housing as being the only option for those who have been accepted as unintentionally homeless.

## 5 Homelessness in Shetland

5.1 The number of applicants presenting as homeless in Shetland has reduced, year on year. From 2017/18, there has been a continuing decrease in the number of applications/presentations received, as shown in Graph 1.

Graph 1 – Number of homelessness presentations in Shetland



5.2 In 2020/2021, 67 applicants were accepted as unintentionally homeless/threatened homeless, resulting in the local authority having a duty to provide permanent accommodation. There is also a duty to provide temporary accommodation until a 'settled' housing outcome can be achieved.

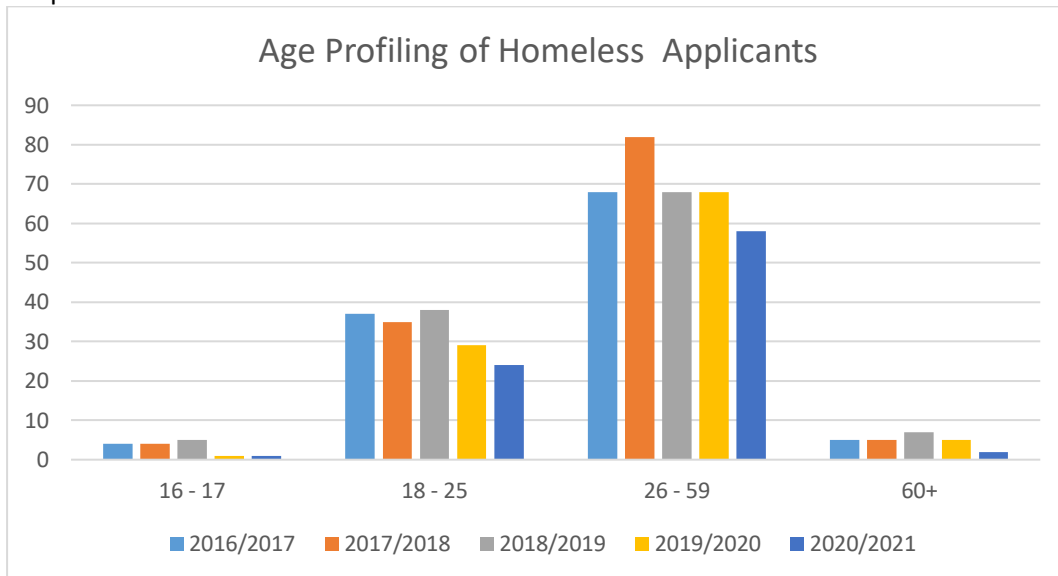
5.3 A combination of increasing the number of permanent lets to homeless applicants, along with the gradual reduction in the numbers of those presenting as homeless, has resulted in the number of live cases reducing year on year. Table 3 shows the reduction in the number of of active homeless cases at the end of March each year from 2017 to 2021

Table 3

	2017	2018	2019	2020	2021
Live Homeless Cases as at 31 March	144	139	109	99	89

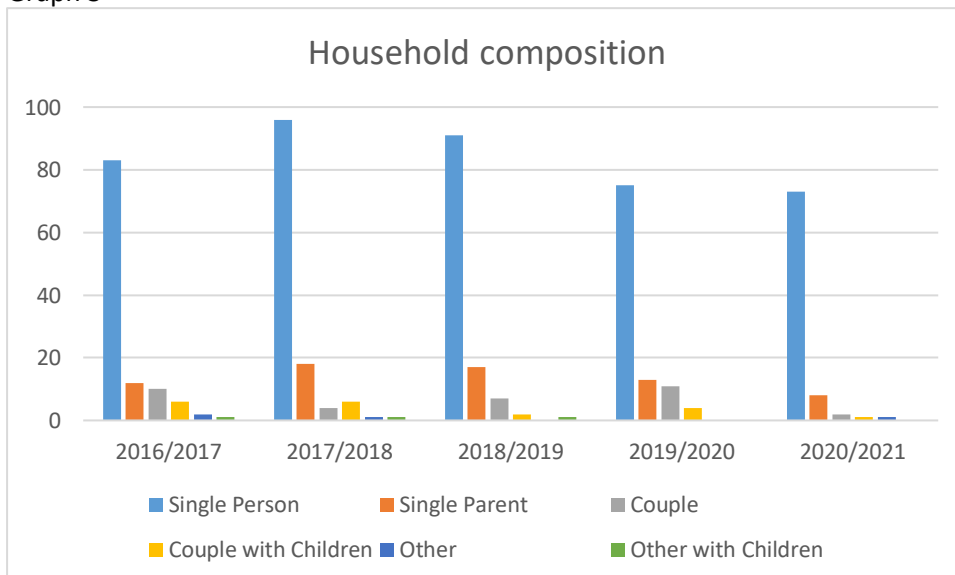
5.4 As shown in Graph 2, the majority of applicants presenting as homeless are within the 26-59 years banding.

Graph 2



5.5 The majority of homeless presentations are made by single persons and this has increased in proportion across all household compositions in 2020/2021. With a statutory duty to offer permanent accommodation to homeless applicants, this reinforces the requirement to increase the supply of single person accommodation in Shetland.

Graph 3



5.6 All applicants presenting as homeless are asked to provide 'reasons for not being able to maintain the last settled accommodation' – settled accommodation being where they have resided for at least a six month period. Table 4 shows the reasons given by applicants at the time of presentation for failing to maintain their current accommodation. Note applicants can choose

multiple options from the list of reasons in table 4. Table 5 shows the **main** reason for presenting as homeless.

Table 4

<b>Reasons for failing to maintain accommodation</b>	<b>2020/2021</b>
Mental health reasons	20
Financial difficulties/ debt/ unemployment	10
Criminal/ antisocial behaviour	9
Lack of support from friends/ family	8
Not to do with applicant household	8
Difficulties managing on own	<5
Drug/ alcohol dependency	<5
Physical health reasons	<5
Unmet need for support from housing/ social work/ health services	<5
Welfare Reform – Benefit Cap	0
Welfare Reform – Other	0
Refused	34

The main reason for presenting as homeless is also recorded.

Table 5

<b>Applications by technical reason for application</b>	<b>2020/2021</b>
Asked to leave	24
Dispute within household / relationship breakdown: non-violent	21
Dispute within household: violent or abusive	15
Other reason for leaving accommodation / household	10
Emergency (fire, flood, storm, closing order from Environmental Health etc.)	<5
Forced division and sale of matrimonial home	<5
Applicant terminated secure accommodation	<5
Discharge from prison / hospital / care / other institution	<5
Other reason for loss of accommodation	<5
Loss of service / tied accommodation	<5
Termination of tenancy / mortgage due to rent arrears / default on payments	0
Other action by landlord resulting in the termination of the tenancy	0
Fleeing non-domestic violence	0
Harassment	0
Overcrowding	0
All	85

5.7 While recognising that we have very small numbers, with a number of categories registering less than five answers, there is a clear pattern of mental health, debt issues and relationship issues being the main factors which are causing homelessness in Shetland.



## *5.8 Specific Groups Affected by Homelessness and Local Actions*

### *a) Domestic Abuse*

The Scottish Government's definition of domestic abuse is from the position of domestic abuse as a form of gender based violence (GBV).

GBV – “actions that result in physical, sexual and psychological harm or suffering to women and children, or affront to their human dignity, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life. It is men who predominantly carry out such violence, and women who are predominantly the victims of such violence”

“Domestic abuse (as gender-based abuse), can be perpetrated by partners or ex-partners and can include physical abuse (assault and physical attack involving and range of behaviour), sexual abuse (acts which degrade and humiliate women and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family and friends)”

There is an underpinning Violence Against Women (VAW) policy in place across all service areas within Shetland Islands Council.

The Housing Service has a key role in the provision of safe housing for victim/survivors of domestic abuse. As such the service works in close partnership with, SWA and Police and represent the service as members on SDAP and MARAC committees.

To strengthen and enable the service to operate more pro-actively in accordance with new legislation we will undertake to review all procedures, and amend where required, to ensure we deliver housing services in a way which eliminates unnecessary trauma or delay for victim/survivors of domestic abuse.

**Action** *Full review of local procedures to ensure compliance with national provisions in legislation and guidance; training plan for all staff*

### *b) Rough Sleeping*

The number of applicants in Shetland who declared they had slept rough the night preceding the homeless assessment accounted for 2% of all applicants in 2020/21. This is below the national average, and is an example where small numbers, represented as a percentage, can skew interpretation. There are no known rough or street sleepers in Shetland, however there are applicants who may spend an evening in a car, boat or vehicle before presenting the next day.

### *c) Repeat homelessness*

Repeat homelessness has been virtually eliminated in Shetland, with no applicants being registered as a 'repeat' in 2020/2021 according to the Scottish Government definition. This indicates applicants are only being duty discharged once genuine settled accommodation has been secured, and appropriate support is in place for tenancy sustainment.

### *d) Prison leavers*

In the 2020/2021 reporting year, there were less than 5 homeless assessments received where the applicant's last accommodation was 'prison'. Effective partnership working with criminal justice social work ensures each presentation from prison, where the release date is known, is done in a

planned manner. A video conference meeting takes place in the weeks prior to release, to complete the assessment, and to start to plan temporary accommodation, where required. The SHORE (Sustainable Housing on Release for Everyone) standards are fully implemented, and a protocol is in place with the Scottish Prison Service.

#### *e) Care Leavers*

Through the Children and Young People (Scotland) 2014 Act, there is now a greater emphasis on the corporate parenting responsibility and on-going duty toward care experienced applicants. A partnership approach with the Throughcare and Aftercare Team in Childrens Social Work supports care leavers through a Care Leavers Protocol to transition to permanent accommodation, via 'special case' status under the Allocation Policy, ensuring those leaving care do not need to present as homeless.

## **6 Temporary Accommodation**

6.1 Temporary accommodation consists of furnished properties which are, in the main, self-contained and in the ownership of the Shetland Islands Council. There is no hostel-style accommodation, and B&B is used only sporadically for emergency situations.

6.2 Shetland Islands Council has had no breaches of the 2014 Homeless Persons (Unsuitable Accommodation) (Scotland) Order (UAO). In May 2020, legislation was laid in parliament to amend the UAO to extend the provisions to all groups of homeless people and guidance has been issued on the extent to which certain types of accommodation are acceptable.

6.3 Within housing service stock there are 3 buildings which are licenced HMO's. These properties have been used as shared accommodation in the past. We will review the use of these properties and investigate their suitability for continued use. This may include recommendations for re-modelling layouts or amending the number which can be accommodated, to ensure that we do not breach the extended UAO order.

**Action** *investigate alternative uses or remodelling former shared temporary accommodation.*

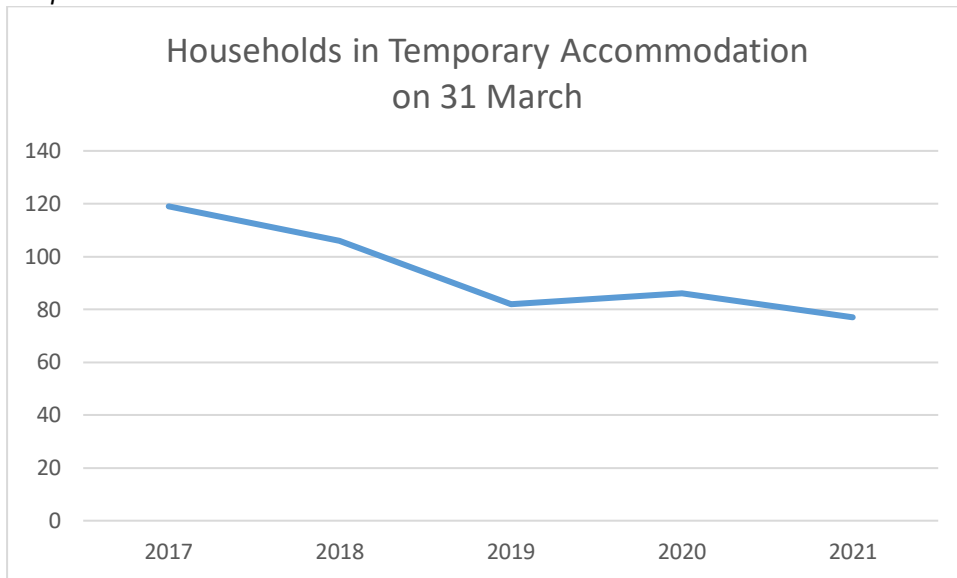
6.4 A survey of tenants in temporary accommodation during 2019/2020 showed 98% were either fairly satisfied or very satisfied with the standard of temporary accommodation.

6.5 Private Sector Lease agreements have been phased out for use as temporary accommodation.

6.6 In our previous action plan we committed to give consideration to converting or 'flipping' a temporary tenancy into a secure SST where temporary accommodation can meet the long-term needs of a household. This allows the homeless household to remain in their community, negating the need for a further potentially unsettling move. This is also more cost-effective for the local authority and potentially for the household. This principle has been used with success, with 4 temporary tenancies converted in the 2020/2021 reporting year alone.

**Action** – *continue to look at converting tenancies to permanent where appropriate.*

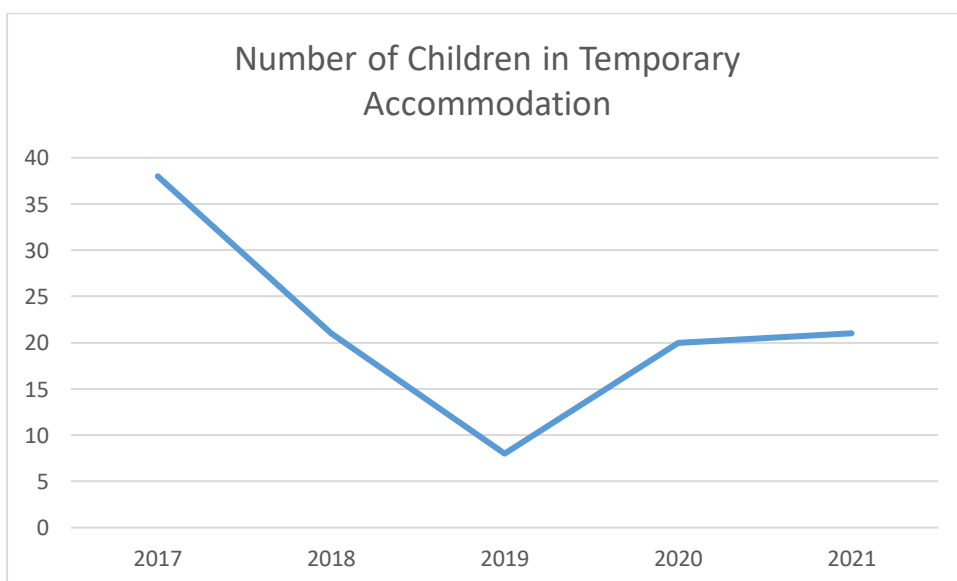
Graph 4



6.7 The size and location of our temporary accommodation stock is guided by our Temporary Accommodation Strategy. Minimising the time spent in temporary accommodation is one of the main aims, and the service is now starting to see an improvement in performance.

6.8 Due to a generally lower level of demand for family-sized accommodation, which makes up a significant proportion of our stock, we have the ability to move families on into permanent accommodation quicker than we can single applicants.

Graph 5



6.9 While there was a considerable reduction of children in households accommodated in temporary accommodation between 2017 and 2019, the past two years has seen an increase in that number. Within this increase is a doubling of the number of households with children in temporary accommodation and one or two incidences of larger families. Although caution needs to be applied in any analysis of this as these are small numbers involved and these are presented as a snapshot on a particular date, therefore the numbers will fluctuate through the year.

#### *Cost of temporary accommodation*

6.10 There is no management fee levied against temporary accommodation units, therefore ensuring rent is well within with the Local Housing Allowance rates (ref table 2).

Table 6

<b>Weekly Occupancy Charge (2021/2022)</b>	<b>Shared</b>	<b>Bedsit</b>	<b>1-bed</b>	<b>2-bed</b>	<b>3-bed</b>
Temporary Accommodation	£57.50	£57.50	£76.90	£94.30	£112.90

6.11 The information contained in table 6 does not include a weekly furniture charge of £13.30, and in shared accommodation there is an additional electricity charge of £20.55.

#### *Bed & Breakfast for temporary accommodation*

6.12 The need to use B&B as temporary accommodation has significantly reduced in recent years. B&B has only been used for emergency presentations out-of-hours or as an interim short-term measure until more suitable accommodation is ready to let.

Table 7	<b>2016/2017</b>	<b>2017/2018</b>	<b>2018/2019</b>	<b>2019/2020</b>	<b>2020/2021</b>
Bed and Breakfast Usage as Temporary Accommodation	16	10	14	0	<5

Table 8

<b>2020/2021</b>	<b>Adult</b>	<b>Child</b>
Weekly B&B charge	129.60	64.75

## **7 Social housing stock**

7.1 The adequate supply of social housing, which compliments the size and location demands of the applicants, is key to meeting demand, alleviating homelessness and ensuring time in temporary accommodation is minimised.

7.2 Demand for permanent accommodation by statutory homeless households is highest for single occupancy properties in central Shetland, predominantly in Lerwick. As at June 2021, of all homeless applicants, 95% wish to be re-housed in Lerwick with 63% having chosen Lerwick as their only area of choice.

7.3 The Scottish Household Survey confirms Shetland has a much higher percentage of three bedroom properties, in comparison to the national average (42% vs 26%). There is a significant difference in the levels of demand and stock availability, particularly with smaller sized stock.

7.4 The Strategic Housing Investment Plan is the delivery vehicle for the Local Housing Strategy, ensuring resources are targeted in the correct areas, using the evidence base gathered through the Housing Need and Demand Assessment (HNDA). The SHIP also makes reference to the Rapid Rehousing Transition Plan (RRTP) and the need for this plan to be updated/refreshed following Covid impacts.

7.5 The SHIP for 2021/22 – 2025/26 confirms the following;

- Projected Scottish Government investment of £25M
- 316 units of housing planned
- Lerwick, Scalloway & Tingwall areas of greatest development with some smaller rural projects
- Focus on smaller units to ‘re-balance the proportion of stock of the right size’
- Acknowledgement of RRTP and the importance of sourcing settled accommodation for homeless applicants

**8 Allocation of social housing**

8.1 Statutory homeless households already receive a high proportion of lets, as detailed in the Housing Service Allocation Policy. Allocation quotas are used and are reviewed annually to ensure that a reasonable proportion of all lets are made to homeless households. In 2020/2021, of the 112 SIC allocations made, 31 (28%) were made to homeless applicants.

8.2 Of the waiting list and transfer housing applicants rehoused in SIC accommodation during 2020/2021, 42% had been awarded maximum insecurity of tenure points, meaning that they were potentially homeless and the allocation prevented homelessness occurring.

8.3 Through our nomination agreement (ref.10.2) with Hjaltland Housing Association, we are able to make recommendations for homeless applicants to be rehoused by the Housing Association when they have suitable vacancies. In 2020/21 we made 38 successful nominations to HHA. 25 of those were made to homeless applicants and provided suitable permanent homes.

Table 9

Quota 2021/2022	Homeless	Waiting List	Transfer
Lerwick	70%	15%	15%
Landward	30%	40%	30%

**Action** Continue to monitor effectiveness of quota targets and application of Insecurity of Tenure points in prevention of homelessness

8.4 The rate at which homeless applicants are sustaining their permanent tenancies is improving year on year, with the service reporting tenancy sustainment levels for homeless applicants at 91% for the 2020/2021 Annual Charter Return which was the highest across the different application types.

## **9 Supporting vulnerable people**

9.1 Housing Support Shetland is a registered Housing Support service based in the Council's Housing Service. The service 'offers support with the skills to manage and maintain a home'. The housing support team will provide support, assistance and advice to individuals with assessed needs, all with a view to maintaining accommodation and preventing homelessness. Referrals are accepted regardless of tenure, and the service is locally-based to cope with the geographical challenges of island living. In 2020 (calendar year), the team provided support to 278 clients. This included 42 homeless applicants.

9.2 Housing Support offers assistance in relation to the following;

- advice or assistance to a person with personal budgeting, managing debts and applying for the right benefits and grants;
- advising or assisting a person in settling into a new tenancy
- advising or assisting a person to understand and manage their tenancy rights and responsibilities, including providing assistance in disputes about these rights and responsibilities;
- assisting a person to engage with other agencies who can provide support with a range of issues
- any other duties relevant to the provision of housing support services, as required.

9.3 The importance of housing support provision in relation to successful RRTP cannot be underestimated. The following examples of current work in this area demonstrate this:

### *a)The Recovery Hub and Housing Support*

In our last action plan we identified that 'The prevalence of single males presenting as homeless with mental health and or substance misuse issues has been discussed with colleagues in Health and Care with a view to identifying a shared post to provide dedicated, specialist support linked to homelessness.

Through positive, collaborative working between agencies, The Recovery Hub and Community Network opened it's doors in 2020 and is a service which provides support to anyone affected by alcohol or drug misuse. A Community Housing Support Worker was appointed in early 2021 to work alongside the Project Manager and the Shetland Alcohol and Drug Partnership in developing integrated housing support provision and alcohol and drug services to customers to support harm reduction, engagement with treatment and moving towards recovery and healthier lives with the focus on securing and maintaining settled accommodation.

Homelessness is often one of the greatest barriers to the recovery process and the Community Housing Support Worker works with customers to offer housing support provision aimed at tenancy/accommodation sustainment. The role operates in a person centred way to enable people with complex needs relating to alcohol and drugs to maximise their quality of life, independence and opportunities. COVID has meant that up until June 2021, support has been offered remotely only but the Community Housing Support Worker is now operating within the Community Recovery Hub and is steadily building a caseload of Customers who have been historically, difficult to reach.

**Action** *Continue to support the work of the Recovery Hub with a dedicated housing support post.*

*b) Practical support to move to a permanent tenancy*

Often when people have spent periods of time in furnished temporary accommodation they do not own essential household items. This can make the move to a permanent tenancy daunting for many people. As part of the Housing Support role early support to prepare for a permanent tenancy could help with gathering necessary items and spreading the cost. Provision of basic white goods - fridge, cooker and washing machine can make a major difference in being able to settle in to a new home. RRTP funding has been used successfully to hold a small stock of items to support this and we would propose to continue this.

**Action** *continue white goods/basic furniture provision and monitor usage*

*c) Bridging the Gap*

The assessment of the need for housing support is a statutory provision. We want to ensure that we assess and provide support as early as possible in someone's homeless journey. That gives the best opportunity to signpost and refer to other agencies to provide the right kind of support tailored to the individual and their circumstances. We are very aware that some people in Shetland spend a relatively long time in temporary accommodation and we want to find ways to positively address that. We have set up a short project to review how we can seek to improve our internal processes, making best use of existing resources to achieve better outcomes for those experiencing homelessness.

**Action** *Bridging the Gap project to ensure that provision of housing support processes are achieving required outcomes*

*d) Information*

Having clear, accessible and appropriate information provided in the right format at the right time for people who are homeless or at risk of homelessness is essential. We will review and update our information regularly. Feedback from applicants will be used to ensure we understand what applicants information needs are and the preferred ways to access information on homelessness and services that are available.

**Action** *Review and update information available*

## **10 A Partnership Approach**

10.1 The RRTP was originally developed with partners in Health and Social Care, via the Strategic Planning Group and the Integrated Joint Board (IJB), Hjaltland Housing Association (HHA) and local voluntary agency (Relationships Scotland – Shetland). It is recognised that the continued development of the Action Plan will extend the involvement of these, and potentially other agencies, particularly in relation to the future development of services to target the support needs of people and to enable them to sustain their accommodation and thrive in the community.

### *Hjaltland Housing Association*

10.2 Effective partnership working with Hjaltland Housing Association as our only locally based RSL is vital both in terms of their role as a key partner in delivering the new build housing via the SHIP and through their landlord role. We have a nominations agreement in place to ensure homeless applicants are considered for a significant proportion of available lets. The SIC receives a 50% nomination right, of which 75% is targeted towards those who are statutorily homeless.

**Action** *Review of nominations agreement and how to be able to move more people from temporary accommodation into permanent solutions through the tools available.*

*SIC Finance Team and Citizens Advice Bureau*

10.3 With arrears and debt issues being highlighted as a major contributing factor to homelessness in Shetland, and an area likely to see further pandemic related impacts, we will plan to review what actions we can take to support and alleviate debt-related issues. Linking in to the inequalities work and Money priority actions through the Shetland Partnership to connect with appropriate agencies. The Bridging the Gap project will initially review this area and consider actions to be recommended.

**Action** *review how best to support the debt related homelessness cases through a partnership approach*

*Third Sector Agencies*

10.4 There are no specific homeless charities based in Shetland.

When the original Homeless Strategy was prepared there was a relatively high number of homeless presentations from young people in the 16-21 age bracket. As a result, a Service Level Agreement with the Shetland Mediation Service was set up to target those young applicants presenting as homeless (under 21), with a view to repairing relationships in the family home. This proved successful and the numbers of presentations in this age group has reduced markedly.

10.5 Family Mediation Shetland has recently re-branded as Relationships Scotland – Shetland which has increased its capacity and expanded the types of mediation services they can offer. This provides an opportunity to explore and develop the service agreement with a view to assisting a greater number of vulnerable applicants, especially given the evidence of a high incidence of relationship and family breakdown which are registered as reasons for homelessness.

10.6 It is recognised that this is most effective as a prevention measure. Initial discussions have been very constructive in identifying proposals to broaden the service agreement, removing any age restrictions and accessing the new range of services available. This is seen as an opportunity to enhance the preventative work that has been established and we will actively look to develop that in 2021/2022 with a view to extending the provision.

**Action** *review scope of Service Level Agreement to broaden services available*

*Health & Care*

10.7 Building on the positive joint working around the Recovery Hub to engage further on the prevalence of mental health issues is part of the learning from the Recovery Hub project. Strategically we need to ensure that there is good visibility of the RRTP and its action plan through our existing partnership networks and ultimately on to the Integration Joint Board (IJB).

## **11 Housing First**

11.1 There are no immediate plans to implement an asset-led Housing First approach by identifying specific properties. There is insufficient stock of the right size, in appropriate locations to do this. There is also a need for our approach to be proportional to our evidence base and local circumstances. Our plan is instead to work with partner agencies to provide wrap around support with a person-centred focus. The example of the Recovery Hub has started to demonstrate operational models that can take a person-centred approach and build the support around the



person. Due to Covid this project is not as far advanced as we had intended but we will closely monitor the outcomes as recovery progresses and will be sharing that learning with a view to building on it.

## 12 Key Indicators

12.1 The following table identifies the key indicators to be monitored over the lifespan of this Rapid Rehousing Action Plan. Appendix One documents the identified actions required for successful implementation of this Rapid Rehousing Transition Plan.

Table 10

<b>Homeless Headline figures</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>
Homeless Applications Received	126	118	103	85
Homeless Cases Closed	137	137	113	95
<b>Applications by household type</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>
Single Person	96	91	75	73
Single Parent	18	17	13	8
Couple	<5	7	11	<5
Couple with Children	6	<5	<5	<5
Other	<5	0	0	<5
Other with Children	<5	<5	0	0
All	126	118	103	85
<b>Reasons for failing to maintain accommodation</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>
Mental Health	35	26	33	20
Financial difficulties/ debt/ unemployment	32	22	20	10
<b>Domestic abuse</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>
Dispute within household; violent or abusive	23	19	20	15
<b>Case Durations</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>
Avg time to discharge duty (weeks)	77	62	54	71
<b>Temporary Accommodation</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>
Weeks in Temporary Accommodation	71	52	42	51
<b>Outcomes</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>
Scottish Secure Tenancy	85	84	67	52
Private Rented Tenancy	<5	<5	<5	<5
Returned to previous/ friends/ vol org.	11	9	15	12
Other – Known	<5	<5	<5	<5

Other - Not Known	<5	<5	<5	0
No duty owed to applicant	16	19	16	15
Contact lost before duty discharge	19	17	10	10
All	137	137	113	95
<b>Live Cases</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>
Number of live cases at 31 March	139	109	99	89

**Appendix One** – Shetland Islands Council Rapid Re-housing Action Plan; 2021 – 2026

<u>Ref</u>	<u>Action</u>	<u>Outcome</u>	<u>Link to Ending Homelessness Priority</u>	<u>Who (Lead Officer)</u>	<u>When</u>	<u>Cost</u>
5.8a	<i>Domestic Abuse: Full review of local procedures to ensure compliance with national provisions in legislation and guidance; training plan for all staff</i>	Ensure that all local procedures reflect current legislation and guidance on domestic abuse. Ensure that all staff are appropriately trained in the legislation.	<ul style="list-style-type: none"> <li>✓ Person centred</li> <li>✓ Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Housing Management	2021/22	Review within existing resources/ Training <b>est £5k</b> (subject to sourcing online courses)
6.3	<i>Investigate alternative uses or remodelling former shared temporary accommodation.</i>	Ensure temporary accommodation is appropriate and suitable.	<ul style="list-style-type: none"> <li>Person centred</li> <li>Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Asset Management/Team Leader Housing Management	2021/22	Estimated provision for remodelling HMO's <b>£20k</b>
6.6	<i>Continue to look at converting temporary tenancies to permanent where appropriate</i>	Reduce time spent in temporary accommodation by homeless households.	<ul style="list-style-type: none"> <li>✓ Person centred</li> <li>Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Housing Management	Ongoing	Within existing resources

8.3 & 10.2	<i>Continue to monitor effectiveness of existing measures e.g quota targets, RSL nominations agreement and application of Insecurity of Tenure points in prevention of homelessness</i>	Reduce time spent in temporary accommodation by homeless households.  Speed up the allocation of permanent accommodation	<ul style="list-style-type: none"> <li>✓ Person centred</li> <li>✓ Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Housing Management	2021/22	Within existing resources
9.3a)	<i>Continue to support the work of the Recovery Hub with a dedicated housing support post.</i>	Reduce time spent in temporary accommodation by homeless households.  Speed up the allocation of permanent accommodation  Ensure support provided to enable tenancy sustainment	<ul style="list-style-type: none"> <li>✓ Person centred</li> <li>✓ Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Housing Support	2021/22	Dedicated part-time post funded via RRTP funding - annual cost <b>£20k</b> inc employers costs, training, mileage etc.
9.3b)	<i>Continue white goods/basic furniture provision and monitor usage</i>	Speed up the allocation of permanent accommodation  Ensure support provided to enable tenancy sustainment	<ul style="list-style-type: none"> <li>✓ Person centred</li> <li>✓ Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Housing Management	Ongoing	Funded via RRTP annual budget <b>£7k</b>

9.3c)	<i>Bridging the Gap project to ensure that provision of housing support processes are achieving required outcomes</i>	<p>Reduce time spent in temporary accommodation by homeless households.</p> <p>Speed up the allocation of permanent accommodation</p> <p>Ensure support provided to enable tenancy sustainment</p>	<ul style="list-style-type: none"> <li>✓ Person centred</li> <li>✓ Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Housing Support	2021/22	Funding via RRTP <b>£21k</b> – backfill for Housing Support Co-ordinator to carry out project and report back in 2021/22.
9.3d)	<i>Review and update information available</i>	Ensure up to date information is available and accessible in a range of formats	<ul style="list-style-type: none"> <li>✓ Person centred</li> <li>✓ Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Housing Management	Ongoing	Within existing resources
10.3	<i>Review how best to support the debt related homelessness cases – partnership approach involving all relevant internal and external agencies.</i>	<p>Reduce time spent in temporary accommodation by homeless households.</p> <p>Speed up the allocation of permanent accommodation</p>	<ul style="list-style-type: none"> <li>✓ Person centred</li> <li>✓ Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Housing Management/Team Leader – Housing Support	2021/22	Within existing resources

		Ensure support provided to enable tenancy sustainment				
10.6	<i>Review scope of Service Level Agreement with Relationships Scotland - Shetland to broaden services available</i>	Focus on prevention, early intervention and support through package of mediation support.	<ul style="list-style-type: none"> <li>✓ Person centred</li> <li>✓ Prevention</li> <li>✓ Prioritise Settled Accommodation</li> <li>✓ Respond quickly and effectively</li> <li>✓ Join up planning and resources</li> </ul>	Team Leader – Housing Management	2021/22	Potential to extend SLA – match funding to current SLA level - <b>£8k for part year</b>

Total funding plan 2021/22- **£81k**

As a member of the North & Island Housing Options HUB, along with Orkney, Western Isles, Aberdeen City, Aberdeenshire, Moray and Highland, the Housing Service is committed to continuous improvement and reviewing processes to achieve desired outcomes. Quarterly meetings enable the local authorities to share best practice, benchmark, complete research projects, and comment, as a collective, on Scottish Government initiatives.