



Item No. 12

Meeting Date Wednesday 10th October 2018

**Glasgow City
Integration Joint Board
Finance and Audit Committee**

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HOMELESSNESS STRATEGY – PROGRESS AND UPDATE

Purpose of Report:	This report updates the IJB Finance and Audit Committee on progress relating to the Homelessness Strategy 2015 – 2020.
Background/Engagement:	<p>At its meeting in September 2016 the Integration Joint Board agreed the strategic priorities set out within the Homelessness Strategy and its implementation. Since then a further Report updated on the progress to date as at September 2017.</p> <p>Further progress has been made in developing the implementation of the Strategy working with a range of staff, partners and stakeholders. This work will continue during 2018 – 2020 together with the development of an updated Implementation Plan to monitor progress against the actions identified within the Strategy.</p>
Recommendations:	<p>The IJB Finance and Audit Committee is asked to:</p> <p>a) note the contents of this report.</p>

Relevance to Integration Joint Board Strategic Plan:

This supports the principles of prevention and early intervention as outlined in the Strategic Plan and the city priority of tackling homelessness.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	Outcome 4 Health and Social Care services are centred on helping to maintain or improve the quality of life of people who use those services Outcome 5 Health and social care services contribute to reducing health inequalities. Outcome 7 People using health and social care services are safe from harm Outcome 9 Resources are used effectively and efficiently in the provision of health and social care services
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Personnel:	Staff Partnership and Trade Union engagement is established and will be progressed to address any impact upon staff.
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Carers:	Not applicable at this point
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Provider Organisations:	As outlined in the Report
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Equalities:	An Equality Impact Assessment was undertaken as part of the development of the Homelessness Strategy.
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Financial:	No issues
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Legal:	No issues
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Economic Impact:	No implications
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Sustainability:	None
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Sustainable Procurement and Article 19:	None
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Risk Implications:	None
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Implications for Glasgow City Council:	The Homelessness Strategy has been informed by the Strategic Review of Homelessness Services undertaken in 2014. The recommendations set out a transformational change agenda for how we deliver homelessness services within the city. The Strategy and implementation plan sets out a range of actions that will involve the redesign of both provided and purchased services in order to progress the transformational change agenda identified during the strategic review.
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Implications for NHS Greater Glasgow & Clyde:	There are no direct implications for NHS Greater Glasgow and Clyde. However, a review of homelessness health services will be undertaken and this will be subject to further reports to the IJB.
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1. Purpose

- 1.1 Previous reports to the IJB Finance and Audit Committee have highlighted the continuing challenges facing the city in relation to the delivery of homelessness services and work in progress to address these issues. This report provides an update on the Homelessness Strategy 2015 – 2020.
- 1.2 A further report will be submitted to the Integration Joint Board in October 2018 detailing the updated action plan developed in response to the Scottish Housing Regulator Report and an update on the City Centre Hub

2. Background

- 2.1 In November 2014 Glasgow City Council Health and Social Care Policy Development Committee considered and noted a report on the strategic review of homelessness services within the city. The strategic review highlighted the challenges facing the city in delivering effective homelessness services to our most vulnerable citizens. These included:
 - The need to improve access to permanent housing for homeless households.
 - A lack of strategic planning, capacity planning and joint working in relation to housing access for homeless households, individuals and households 'stuck' in all forms of temporary/emergency/supported accommodation due to the shortage of permanent, settled accommodation.
 - An over reliance on bed and breakfast/private hotels to compensate for the 'bottlenecks' in the system leading to a significant overspend in the homeless budget.
 - A failure to meet statutory duties to provide emergency/temporary accommodation at the point of need resulting in rough sleeping and the voluntary intervention of the Scottish Housing Regulator.
 - A continuing threat of 'judicial review' from agencies advocating on behalf of individuals who GCC are struggling to accommodate and the associated reputational damage to the Council.

2.2 The development of a Homelessness Strategy is one of the key recommendations from this strategic review.

3. The Homelessness Strategy 2015 – 2020

3.1 The Homelessness Strategy 2015 – 20 was presented to the IJB in September 2016. The Strategy sets out a vision for the city where homelessness is prevented if possible and where it does occur people are supported to secure support and accommodation. The Strategy provides a strategic framework for the delivery of services to people affected by homelessness and:

- Sets out the challenges facing the city in relation to the delivery of the prevention and alleviation of homelessness
- Sets the vision, themes and priority actions for services to people affected by homelessness
- Emphasises the shift in focus towards preventing homelessness wherever possible
- Stresses the need to improve care and support to the most vulnerable people in our communities
- Sets out an ambitious service re-design programme aimed at improving access to housing and improved outcomes for people affected by homelessness
- Commits the Health and Social Care Partnership to involve people in the planning and development of homelessness services
- Details the accountability and governance arrangements
- Increased focus on homelessness prevention

3.2 A further Report was presented to update on progress in September 2017.

4. Progress and Update

4.1 An updated implementation plan for 2018 – 2020 is currently being developed in partnership with members of the Homelessness Strategic Planning Group and will be subject to further reports to the Integration Joint Board. Progress on some of the priority actions of the Homelessness Strategy are detailed below.

4.2 Prevention

4.2.1 Across Scotland homelessness increased slightly in 2017/18 in comparison to the previous year whereas Glasgow recorded a further decline of 4% to 5,204 applications. Housing Options remains the key strategic and operational approach taken by the HSCP and our partners in relation to the prevention of homelessness in Glasgow.

4.2.2 During 2017/18, 60% of service users who engaged with frontline homelessness teams, through Housing Options, progressed to a statutory assessment as against a Scottish average of 45%, which evidences an open and rights based approach practiced by the Homelessness Service.

4.2.3 Homelessness Services will continue to maintain and promote Housing Options within our teams and with our partners as the best, most effective and evidence based approach to the prevention of homelessness.

4.3 Access to Housing

4.3.1 In 2017/18, 2140 households assessed as statutorily homeless were housed in the Social Rented Sector in Glasgow, this represents a 4% decline on the previous year. Throughout 2017/18 the HSCP worked closely with partners from the Housing Sector, Development and Regeneration Services and Glasgow Homelessness Network, through the Housing Access Board, to develop a better understanding of the interaction between our Homelessness Service and the broader social housing system operating in the city with a view to substantially improving access to housing for households affected by homelessness.

4.3.2 Concurrent with this work the Scottish Housing Regulator (SHR) was independently undertaking an evaluation along similar lines to examine the effectiveness of our Homelessness Service in terms of access to housing and in March 2018 published a report on their findings.

4.3.3 The conclusions reached by the SHR in March 2018 mirrored those that were developing within the Housing Access Board and focused on the need to increase the volume and rapidity of referrals for housing from our Homelessness Service and to reduce some delays that were present on the part of some Housing Associations. An Action Plan to address these issues was submitted by the HSCP to the SHR in May 2018, and following feedback was updated and re submitted in July 2018. A meeting with SHR is planned for October 2018 to discuss the action plan.

4.3.4 This work complemented the central themes emerging from the HARSAG recommendations around the need to move to a Rapid Rehousing Approach as the general, default response to tackling homelessness. To this end, the HSCP along with all other Local Authorities in Scotland, will submit a Rapid Rehousing Transition Plan to the Scottish Government by the end of December 2018 outlining our proposed way forward.

4.4 Multiple and Complex Needs with Voluntary and Independent Sector

4.4.1 Since October 2017, as part of our Review of Homelessness Out of Hours provision, Glasgow HSCP Homelessness Services have been working in partnership with Glasgow City Mission and the Simon Community Street Team to improve outcomes for homeless individuals, many of whom, present with complex needs. Glasgow HSCP along with partners are shortly due to commence a formal evaluation of the Out of Hours review.

4.4.2 The establishment of the City Ambition Network (CAN), which is a collaborative approach to meet the needs of homeless people who live at the most dangerous

end of homelessness and who face multiple exclusion is a model that is demonstrating positive outcomes. The CAN has had its funding extended to increase its caseload from 19 to 34 and to employ a “bridge worker” to work across Housing Support, Community Homelessness Services and Health Services.

- 4.4.3 Plans are well under way to develop a new multi-agency HUB in Glasgow City Centre. The collaborative working model of CAN has been successfully evaluated and will inform the model for the new multi-agency HUB provision. The HUB will provide a range of health, wellbeing and social care supports for the city’s most vulnerable adults and will be coordinated by the voluntary sector. The HUB will also interface with the new HSCP out of hour’s model which include statutory homelessness assistance. The HUB is part of a wider HSCP strategy for vulnerable adults with substance misuse, offending and homelessness profiles.
- 4.4.4 The HSCP has embraced the Scottish Government’s Homelessness and Rough Sleeping Action Group (HARSAG) recommendations from the Scottish Government to reform the homelessness system through a Rapid Rehousing approach that will incorporate and align an agreed Housing First model with key Third Sector providers. This will become important parts of a more enhanced menu to meet the homelessness needs of some of the most vulnerable people in Glasgow.
- 4.4.5 In response to some of the HARSAG recommendations a “Strategic Winter Initiative Coordination Group” incorporating the Glasgow HSCP, Simon Community and Glasgow City Mission, will be established to co-ordinate activity to prevent rough sleeping this winter.

5. Recommendations

- 5.1 The IJB Finance and Audit Committee is asked to:
 - a) note the contents of this report.