



Item No: 29

Meeting Date: Wednesday 20th September 2017

Glasgow City Integration Joint Board

Report By: Susanne Millar, Chief Officer Planning, Strategy & Commissioning / Chief Social Work Officer

Contact: Susanne Millar

Tel: 0141 287 8847

HOMELESSNESS STRATEGY – PROGRESS AND UPDATE

Purpose of Report:

The report updates the Integration Joint Board on progress relating to the 5 year homelessness strategy and on the plans for multi-agency hub and the decommissioning of the Hamish Allen Centre.

Recommendations:

The Integration Joint Board is asked to:

- a) note the contents of the report;

Relevance to Integration Joint Board Strategic Plan:

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.
Personnel:	Staff Partnership and Trade Union engagement is established and discussion taking place in relocation of The Hamish Allan Centre and review of the Hunter Street provision.
Carers:	None anticipated at this point.
Provider Organisations:	As outlined within report.
Equalities:	An Equality Impact Assessment was undertaken as part of the development of the Homelessness Strategy.
Financial:	Note external funding from Robertson Trust/Big Society Capital and implications for existing resources which will require redirection.
Legal:	None anticipated at this point.
Economic Impact:	The Welfare Reform Programme and the resultant reduction in household income may lead to an increase in people seeking assistance to the HSCP due to housing crisis. The Homelessness Strategy highlights the risks and sets out a range of activity aimed at mitigating the impact of welfare reform.
Sustainability:	None
Sustainable Procurement and Article 19:	None
Risk Implications:	The success of the implementation of the Homelessness Strategy is intended to address current statutory failure and mitigate the risks associated with potential increases in homelessness.
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 re-design of both provided and purchased services in order to progress the transformational change agenda identified during the strategic review.

Implications for NHS Greater Glasgow & Clyde:	A review of Hunter Street health services is currently being scoped and will be the subject of further reports to the IJB.
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Direction Required to Council, Health Board or Both	Direction to:	
	1. No Direction Required	✓
	2. Glasgow City Council	
	3. NHS Greater Glasgow & Clyde	
	4. Glasgow City Council and NHS Greater Glasgow & Clyde	

1 Purpose

- 1.1 This report provides an update on the Homelessness Strategy 2015 – 2020. The report also highlights the continuing challenges facing the city in relation to the delivery of homelessness services and work in progress to address.

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.

3 The Homelessness Strategy, 2015-20

- 3.1 The Homelessness Strategy 2015-20 presented to IJB in September 2016 set 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
- 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

4 Progress and Update

4.1 Prevention

Housing options is central to the prevention of homelessness in the City. The implementation of this approach in Glasgow coincides with a steep decline in homelessness assessments over the past 3/4 years. Progress has recently been externally evaluated indicating that the Glasgow model is successful in protecting a rights-based approach within its preventative framework. More customers who engage with frontline homelessness services in Glasgow proceed to statutory assessment (57%) than is the case for Scotland as a whole (48%).

4.2 Access to Housing

Through partnership working the HSCP and RSL providers are aiming to improve access to permanent accommodation for homeless households. The Housing Access Board comprising senior stakeholders is overseeing the resettlement of homeless households with the aim of maintaining existing high levels of tenancy sustainment and of reducing the length of time in temporary accommodation. In addition the HSCP has delivered the following in the past year.

- Opened 2 x 30 bed new build emergency facilities for males and decommissioned a temporary facility – a nett increase of 20 emergency beds.
- Retendered and increased the contract value for an additional 450 units of Private Rented Sector accommodation over the next 3 years.
- Engaged in discussion with other Council departments with regard to replacing the Clyde Place assessment centre which is required to close as part of the ongoing physical regeneration programme in South Glasgow.

4.3 Multiple and Complex Needs - Partnership with Voluntary and Independent Sector

The City Ambition Network (CAN) has continued to develop intensive, person centered support to individuals with multiple and complex needs who are roofless or at risk. This partnership between the HSCP, Glasgow City Mission, Simon Community (Scotland), Marie Trust and Turning Point (Scotland) has attracted external funding from the Oak Foundation for 3 years enabling the upscaling of this approach. The HSCP deployed statutory staff within this year's Winter Shelter which was successful in improving access to advice, assistance and temporary accommodation. This pilot initiative has informed strategic planning and has been instrumental in attracting external funding from the Robertson Trust to establish the new multi-agency hub within the City. The Hub will build on the innovative practice being delivered through the CAN initiative. Housing First remains central to the City's Strategy in relation to vulnerable adults with multiple and complex needs who experience the 'revolving door' between hospital, prison, temporary accommodation and rooflessness. External funding from Big Society Capital has been earmarked for Glasgow to support the City's homelessness strategy, the growth of housing first, and the transition from building based- services to ordinary community living with flexible support.

4.4 Transformational Change and Homelessness Summit June 2017

Partners in the City are committed to transformational change to address the homelessness challenge and improve outcomes for individuals. The Homelessness Summit in June 2017 brought all stakeholders together to focus on our most vulnerable and the summit agreed the following:

- To provide singular and corporate leadership for improving outcomes for individuals with multiple and complex needs who sleep rough or are at risk.
- To facilitate and accelerate existing strategies and developments for the above population including growth of housing first and the multi-agency hub.
- To coordinate future developments and ensure synergy with existing and planned developments including Tomorrows Women Glasgow and the Safe Consumption Room for public injectors.
- To embed the 'lived experience' of individuals within future developments through engagement with GHN service users group. (GIFHT)
- To ensure future developments reflect international evidence and that psychologically informed environments, trauma informed practice, and a skilled and supported workforce is at the core of the new model(s)
- To develop proposals in relation to workforce development which reflect contemporary thinking in relation to skills and competencies. This would include trauma informed practice.
- To align activity with approaches to street begging and individuals with no recourse to public funds ensuring clarity of purpose, prevention of duplication and clear pathways for each cohort.

In the context of the 5 year strategy, existing plans approved through the IJB and reinforced through the recent summit the IJB should note progress in the following areas.

- 4.5 **Alliance Commissioning** - A programme of work developed in partnership with the voluntary and independent sector is progressing this new approach with service providers, designed to maximize resources and improve outcomes for individuals. An invitation to tender (ITT) will be issued in Nov 2017. This will build on the very positive working relationship already existing between HSCP and the sector referenced earlier in the report.
- 4.6 **GIFHT – Individuals with lived experience**- In the past year Glasgow Homelessness Network (GHN) has in partnership with the HSCP established GIFHT which brings together individuals with lived experience of homelessness. Already informing the development of ‘alliance commissioning’ the IJB should note that GIFHT will continue to develop its influence and reach bringing knowledge, experience and authenticity to bear on transformational change within homelessness.
- 4.7 **Reform of HSCP Homelessness Services** – Work is developing to improve our collective response to vulnerable individuals with multiple and complex needs. We are increasingly clear that improvements will require reform of HSCP services and the IJB is asked to note progress in the decommissioning of the Hamish Allan Centre and pilot arrangements scheduled to start in September 2017. The IJB earlier approved plans to relocate from the HAC the family support service and the temporary accommodation service to Green Wynd, through partnership with The new Housing Association, thereby giving notice of the intent to decommission the HAC. Further work was to test new ways of working with HAC staff deployed to the Winter Shelter and over September – December 2017 the out of hours homeless response will be provided from an alternative location with the HAC building incrementally closed to the public for 2-4 evenings per week. The service response during this period is being provided through partnership with CAN who will operate from a central location with statutory personnel co-located with partner agencies. This will inform and finalise our service model from 2018 as part of the transformational change programme. In addition scoping is underway in relation to the HSCP homelessness health service in the context of the Safe Consumption room and the re-provisioning of the Clyde Place Assessment Centre.

5. Recommendations

- 5.1 The Integration Joint Board is asked to:
- a) note the contents of the report;
 - b) note progress in relation to the implementation of the Homelessness Strategy; and
 - c) note the outcomes arising from the recent housing and homelessness summit.