





# Foreword



***Thank you for reading More than a Roof - West Dunbartonshire's Homelessness, Prevention and Temporary Accommodation Strategy 2017-2020. This strategy replaces the Homelessness Strategy that was approved in 2013 and the Temporary Accommodation Strategy that was approved in 2012.***

I am pleased to say that there has been an 18% reduction in homelessness presentations over the last three years. This is excellent news and reflects the move to a more preventative model of service provision and intervention.

This new strategy sets out how the Council and its partners aim to tackle homelessness in West Dunbartonshire over the next 3 years. The strategy focuses on the prevention of homelessness and housing options, tenancy sustainment and housing support which are the areas our communities told us are important to them.

The strategy also aims to ensure we have enough of the right temporary and supported accommodation to meet the needs of those who require it.

An action plan has been developed as a result of extensive consultations with partners, service users and residents of West Dunbartonshire. This action plan will be getting delivered under a tough economic landscape with welfare reform and reduced budgets.

The Council is committed to ensuring that despite these constraints we still meet the needs of the most vulnerable in our communities by delivering effective services.

As Convener of the Housing and Communities Committee I am committed to reducing homelessness in West Dunbartonshire and ensuring sustainable solutions centred around the person in need.

Councillor David McBride

Convener - Housing and Communities Committee





























































Table 10.2: Ideal accommodation options for households who are homeless

Temporary Accommodation Category		
1	Dispersed Self Contained Accommodation	No support needs – can sustain a tenancy, may be in employment/training, aim for short-term temp and offer of permanent accommodation quickly
2	Supported Self Contained Accommodation	Vulnerable low to medium support need with structured support plan
3	Hostel - Support	Vulnerable /high support needs, own bed-room, structured support plan
4	Hostel - Supervision	Chaotic – need on site supervision to manage challenging behaviour
5	Tenancy - Support	Chaotic – unlikely to sustain any form of accommodation without support (Housing First, external provider)

### Key actions to achieve this Outcome

- Carry out annual review of supported and temporary accommodation provision;
- Implement newly developed Temporary Accommodation Standards in Year 1 of strategy (2017/18) and review and update standards in Year 3 of strategy (2019/20); and
- Analyse customer feedback regarding quality of temporary accommodation on an annual basis and develop and implement improvement actions based on this feedback.



# 11 Objective 5: Homeless people are offered continuing support to help them get and keep the home they are entitled to

- 11.1 The housing support regulations brought in by the Housing (Scotland) Act 2010 places a duty on local authorities to assess the housing support needs of homeless households when required and to ensure that appropriate support is provided.
- 11.2 The approach toward temporary accommodation outlined above will support homeless households to get a suitable housing solution, however ensuring that these outcomes are sustainable means that continuing support must be available where required.
- 11.3 Over the last few years the Scottish Government has seen tenancy sustainment be an important role of all housing providers. It is a key Outcome of the Scottish Social Housing Charter and is already a central area of focus.
- 11.4 A joined up approach to homelessness is key to ensuring that homeless or potentially homeless households have access to support services. Current actions include:
- Working with the Health and Social Care Partnership (HSCP) to implement the Homelessness and Health action plan. The aim of this is to ensure that all homeless households have access to health services; and
  - Working with addiction services and adhering to the joint addictions protocol

## Key actions to achieve this Outcome

- Carry out a review of the Housing Support Service and make recommendations to deliver improvements;
- Mitigate the effects of some aspects of welfare reform where this is appropriate;
- Reduce the rate of Repeat Homelessness in West Dunbartonshire;
- Identify and implement appropriate actions to increase the tenancy sustainment; and
- Review and develop partnership approach in place for those affected by domestic abuse.



# 12 Monitoring and Evaluation Framework

12.1 As outlined in section 5, this strategy was developed in consultation with key stake-holders and the final document was drafted taking this feedback into account.


12.2 More Than A Roof - West Dunbartonshire's Homelessness Prevention and Temporary Accommodation Strategy, includes an action plan which has been developed in order to achieve the Outcomes outlined within the strategy. This action plan contains a number of key indicators which will be used to measure progress and will be monitored as part of our wider Performance Management Framework.

12.3 Progress in terms of implementation and progress achieving the desired outcomes will be monitored via:


- A quarterly summary performance report provided to the Housing Management Team;
- Detailed scrutiny at the quarterly Homelessness Performance and Development meeting;
- Summary performance reports provided to the Homelessness and Housing Access Forum; and
- An annual progress report to the Housing and Communities Committee




# 13 West Dunbartonshire Homelessness, Prevention and Temporary Accommodation Strategy Action Plan 2017-20

Icon	Name
	People at risk of losing their homes get advice on preventing homelessness


Action
Through More Homes Better Homes Approach - Increase the supply of new build housing to help meet housing need
Review approach to ensuring that children are not adversely affected by homelessness
Work with Community Justice partners to deliver the new Criminal Justice National Outcomes
Tackle and reduce the levels of youth homelessness in West Dunbartonshire
Ensure that homelessness is avoided from households in Scottish Secure Tenancies

Icon	Name
	People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them


Action
Introduce a housing options approach and framework for delivery
Invest in our staff and ensure they receive necessary training to best deliver service requirements
Review Service delivery to ensure we meet service objectives
Increase the range of housing accommodation options available across West Dunbartonshire, including Housing First and sanctuary model housing
Take actions to increase the use of the private sector as a housing outcome for homeless households and people looking for housing
Contribute to the development and implementation of a Care Leaver Housing Protocol

Icon	Name
	Homeless people get prompt and easy access to help and advice

Action	
Produce a report outlining future funding options for provision of Homelessness Services	
Develop an annual Charter Improvement Plan based on annual assessment of performance	
Roll out the new Housing, Homelessness, Addiction, Partners Referral Pathway	
Review and update existing partnership protocols	
Develop an approach to ensure that homeless households and those at risk of homelessness get prompt and easy access to advice relating to income maximisation and employment / training opportunities	

Icon	Name
	Homeless people are provided with suitable, good quality temporary or emergency accommodation when it is needed

Action	
Carry out annual review of supported and temporary accommodation provision and ensure provision of appropriate supported accommodation	
Implement newly developed Temporary Accommodation Standards in Year 1 of strategy (2017/18) and review and update standards in Year 3 of strategy (2019/20)	
Analyse customer feedback regarding quality of temporary accommodation on an annual basis and develop and implement improvement actions based on this feedback	

Icon	Name
	Homeless people are offered continuing support to help them get and keep the home they are entitled to

Action	
Carry out a review of the Housing Support Service and make recommendations to best deliver service requirements	
Mitigate the effects of aspects of welfare reform where this is appropriate	
Through effective service delivery minimise incidences of repeat homelessness	
Identify and implement appropriate actions to increase the tenancy sustainment rate of homeless households	
Review and develop partnership approach in place for those affected by domestic abuse	

# Appendix

## More Than A Roof - Homelessness in West Dunbartonshire, A Statistical Analysis

Homelessness in Scotland has continued to fall since the last LHS in 2012. West Dunbartonshire has mirrored this. In 2011/12 there were 1545 homelessness applications taken. This has slowly reduced to 1122 in 2015/16. The figures used in this chapter have been taken from the Scottish Government HL1 statistics and also from West Dunbartonshire's own computer system, AVD Computing.

In addition to the reduction in homelessness applications, West Dunbartonshire Council has seen a reduction in number of homelessness assessments that are taken. This has reduced from 1570 in 2011/12 to 1101 in 2015/16.

The reduction in homelessness applications and assessments is in line with the council's homelessness prevention agenda.

Table 1: WDC homeless applications and assessments since 2011/12

Year	2013/14	2014/15	2015/16
Homeless applications	1365	1249	1122

Source: Scottish Government - West Dunbartonshire HL1 figures

## Who is homeless in West Dunbartonshire?

### Household Type, Age and Gender

Analysis of who presents to the council as homeless is looked annually by the council to determine any patterns of change and course of action to be taken. 75% of households who presented to West Dunbartonshire council in 2015/16 were single people. A fifth of the households had children in them, most of

who were single parents. The majority of the households (75%) were single people.

When looking at all applications in 2015/16 just over half (56%) of the main applicants were male. However when you look more closely at the households type you can see that there are clear differences. Two thirds of the single person households were male, whereas 93% of the single parent households were female. This is a similar pattern to previous years.

Table 2: Household type of homeless applications 2015/16

Household Type	Number	%
Households with children	43	4%
Households without children	62	6%
Single parent families	175	16%
Single persons	846	75%
Total	1126	100%

Source: AVD Computing System

Over a third of people, who presented to West Dunbartonshire as homeless, were aged between 16 and 25. From the table below it can be seen that the number of young people aged 16 to 17 has decreased from 82 to 55 since 2011/12. The decrease is more significant for young people aged 18 to 25 in the same timescale. The number of young people who present as homeless in West Dunbartonshire is a concern for the council, and one which the council is working to address. Although overall the number of males and females aged 16 - 25 is split evenly, on closer inspection over 70% of 16 and 17 year olds who presented were female.

Table 3: Age of applicants between 2011/12 and 2015/16

Age	2011/2012		2012/2013		2013/2014		2014/2015		2015/2016	
	Number	%	Number	%	Number	%	Number	%	Number	%
16 - 17	82	5%	59	4%	57	4%	55	4%	55	5%
18 - 25	500	32%	474	35%	422	31%	372	30%	326	29%
26 - 59	911	59%	790	58%	840	62%	768	61%	702	63%
60+	52	3%	41	3%	46	3%	54	4%	39	3%
All	1545	100%	1364	100%	1365	100%	1249	100%	1122	100%

Source: Scottish Government - West Dunbartonshire HL1 figures

## Homeless Assessments

When someone presents as homeless they are assessed under the Homelessness (Scotland) Act 1987. Over the years there have been amendments to the Act. Since 2012, applicants are no longer subject to the priority need assessment making it more fair and accessible to everyone. In 2015/16, 1101 households underwent a homeless assessment. Of these households, 81% were assessed as homeless or potentially homeless. 10% withdrew their application and 6% resolved their application. Only 1% was assessed as not homeless.

There has been a reduction in the number of people assessed as not homeless and an increase in the percentage of households assessed as homeless. One reason for this is the prevention work that the caseworkers undertake to avoid a household becoming homeless. The number of cases lost prior to assessment has increased from 8 to 19 since 2010/11. At the end of 2015/16 there were 487 homeless households in temporary accommodation. Within these households there were 113 dependent children.

# Appendix

Table 4: Homeless assessment decisions 2015/16

Assessment Decision	Number	%
Homeless/Potentially homeless	888	81%
Not homeless	14	1%
Withdrew application	112	10%
Resolved homelessness	66	6%
Lost contact before assessment	19	2%
Other	2	0%
<b>Total</b>	<b>1101</b>	<b>100%</b>

Source: Scottish Government - West Dunbartonshire HL1 figures

## Why do people become homeless?

There are many reasons why people become homeless. A third of households assessed as homeless in 2015/16 in West Dunbartonshire were asked to leave their home. This resulted in the homelessness presentation. At a closer look it can be seen that 51% of those who stated their homelessness reason as being asked to leave were aged 16-24. Over half (61%) of these young people were male.

Just over a third of households stated their reason for homelessness as being a dispute within the household. Just over half of these were violent or abusive, in other words they were domestic abuse. 85% of these households were female.

## Housing Outcomes

Almost half of all homeless applications resulted in a tenancy with either West Dunbartonshire council or a housing association. A third of these households had dependent children living with them. A fifth had no duty owed to them. In other words they were not homeless. There were a high number (16%) of cases where the contact with the applicant was lost before duty was discharged but an assessment was carried out. 45% of the lost contact cases were people aged 16-24.

Table 5: Housing outcomes of homeless households 2015/16

Housing Outcome	Number	%
Scottish Secure Tenancy	511	48%
Private Rented Tenancy	28	3%
Hostel	0	0%
Bed & Breakfast	0	0%
Returned to previous/ friends/ vol org.	83	8%
Women's Refuge	1	0%
Residential care/nursing home/shared supported	1	0%
Other - Known	37	3%
Other - Not Known	20	2%
No duty owed to applicant	213	20%
Contact lost before duty discharge	164	16%
All	1058	100%

Source: Scottish Government - West Dunbartonshire HL1 figures

From table 6 it can be seen 51% of young people had a support requirement for housing management skills. This figure is in line with previous years. A quarter of households assessed as homeless had a mental health support need and 16% had an addiction.



**For further information, contact**

Jennifer MacMahon, Strategic Housing Officer

[Jennifer.macmahon@wdc.gcsx.gov.uk](mailto:Jennifer.macmahon@wdc.gcsx.gov.uk)

**In Writing:**

West Dunbartonshire Council  
Housing and Employability  
Housing Development and Homelessness  
Garshake Road  
Dumbarton, G82 3PU

**By Phone:**

Jennifer MacMahon 01389 737721

