

Strategic Objective	What do we need to do to make the change?		Who should or will do this and when.			How will we know things have been improved? What are our performance measures?	How well have we got on? Score progress and ground in evidence.		What do we need to do next? Based on how we responded to the previous questions	
	Actions		Lead Officer	Partner/officer involvement	Target Timescale	Performance Measures	Progress	Traffic Light	Action required	Resources
Objective (i) - We will have Homelessness Prevention Measures in place including the Provision of a clear Strengthened Advice and Information Framework with the Aim of Reducing Homeless Presentations by 5% per Year.	1	Investigate the homeless history of repeat presenters and taking a multi agency approach to develop better ways of avoiding this in future and identify those at risk of this happening.	Aberdeenshire Council	Aberdeenshire Council	Sep-09	The numbers of repeat presentations reduce annually	Analysis of statistics requested - Analysis of repeat presentations requested to help inform actions.	A	To analyse findings, record outcomes and to record if alcohol and drug misuse is an underlying factor.	Within existing resources
	2	To identify intensive case worker support to vulnerable re-presenters.	Aberdeenshire Council	Aberdeenshire Council, NHS Grampian	Mar-10		Awaiting analysis of repeat presenters	A		General Fund
	3	Reduce the number of homeless presentations where contact is lost and recorded as 'not known'. Identify and ensure follow up actions to address the reasons.	Aberdeenshire Council	Aberdeenshire Council	Mar-10	Numbers recorded as 'not known' reduced. 5% reduction based on 07/08 figures.	Discussed with SHO(Options) who are attempting to reduce the numbers of lost contacts. Numbers to be kept under review to monitor progress	A		Within existing resources
	4	Investigate and identify a range of 'person centred' housing options services (including mediation and support services) tailored specifically to the individual.	Aberdeenshire Council	Aberdeenshire Council, NHS Grampian, Partners	Mar-10	A range identified and number of applicants who access them	To look at developing 'core services'. To take on board the need for a specialised team to meet the needs of vulnerable client groups. Pilot mediation service to commence in January 2010 in North Aberdeenshire	A	Develop a "person centred" housing options service	Staff time initially to identify a range
	5	Meet the needs of 'families no longer able to accommodate' groups and identify the use of specialised family mediation providing there is no personal risk to the applicant.	Aberdeenshire Council	Aberdeenshire Council, Partners	Mar-10	An increase in the number of applicants successfully returned to the family home.	Pilot mediation service agreed - to commence in January 2010	A		General Fund (Homelessness Budget)
	6	Examine the experience of mediation in other Local Authority Areas and determine how best a similar service might be implemented in Aberdeenshire.	Aberdeenshire Council	Aberdeenshire Council	Mar-09	Good practices identified in other Local Authority Areas.	Awaiting responses from other L/As. Proposals received to go to the Homelessness Resources Group	G	Amber Project in Edinburgh identified as good model. (Edinburgh Cyrenians)	Staff resources.
	7	Revise the current Advice and Information Framework and to identify current and future need.	Aberdeenshire Council	Aberdeenshire Council, Partners	Dec-09	Numbers of applicants given information and Advice. 'Hits' on website Options Guide. (October 08 626 hits.)	Reviewed and expanded the distribution of leaflets and record on spreadsheets. Monitored on 6 monthly basis	A	Develop a strategic Outcome statement and action plan	Existing resources to revise. Possible additional resources to be revised if enhanced information and Advice required
	8	As part of the Advice & Information Framework, encourage more applicants / potential applicants to consider the Private Rented Sector as an option and give positive assistance.	Aberdeenshire Council	Aberdeenshire Council	Ongoing	Number of applicants placed in the Private Rented Sector.	Awaiting on decision re PSL scheme. Advice on PSR added to Housing Options Guide. Feasibility study - 6 properties being used as pilot for PSL (Bariff & Macduff)	A	In-house PSI scheme agreed at Housing Management Team Meeting.	Additional resources to be identified.
	9	Identify applicants in temporary accommodation for whom a Private Rented Sector tenancy may be suitable or desirable.	Aberdeenshire Council	Aberdeenshire Council	Ongoing	Number of applicants placed in the Private Rented Sector. Link to Objective (i) Action 8	Awaiting decision re PSL scheme. Advice on Private Sector Renting added to Housing Options Guide.	A	In-house PSI scheme agreed at Housing Management Team Meeting.	Additional resources to be identified.
	10	To ensure that anyone who is at risk of homelessness due to rent arrears will be provided with appropriate advice, information, support and advocacy to help manage their repayments and not lose their homes.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Ongoing	Procedure in place to ensure that support is available at the early stages of arrears and number of applicants assisted. To establish other schemes that are operated by RSLs ie SMART & ASSIST.	Procedure in place for Section 11. To look at providing earlier interventions for LA tenants.	G	To collate and monitor Section 11 referrals. Analyse statistics to measure effectiveness.	This may have significant resource implications around support which need to be identified.

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Objective (f) - We will have Homelessness Prevention Measures in place including the Provision of a clear Strengthened Advice and Information Framework with the Aim of Reducing Homeless Presentations by 5% per Year.	11	To ensure that anyone who is at risk of homelessness due to mortgage arrears will be provided with appropriate advice, information, support and advocacy.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Ongoing	Procedure in place to ensure that support is available at the early stages of mortgage arrears and numbers identified.	Section 11 procedure in place.	G	To collate and monitor Section 11 referrals. Analyse statistics to measure effectiveness.	Within existing resources.
	12	To ensure that everyone, regardless of tenure, has access to furniture at the start of their tenancy	Aberdeenshire Council	Aberdeenshire Council, Partners	Ongoing	Numbers who are assisted through this scheme.	Additional funding to be identified due to increase in temporary accommodation. Review the scope of the scheme subject to additional funding	A		General Fund (Homelessness Budget)
	13	To ensure that up to date publicity material is distributed throughout all public places.	Aberdeenshire Council	Aberdeenshire Council	Ongoing	Number of applicants who report seeing this - signposting procedure in place to record how Information and Advice was identified	More extensive list of leaflets available. Housing Options Guide updated.	G	Six monthly checks to be carried out to ensure leaflets are available in all public buildings.	Within existing resources
	14	To ensure that the information and advice checklist is completed for all applicants	Aberdeenshire Council	Aberdeenshire Council	Ongoing	All applicants information and advice checklist is completed and recorded.	Actioned. Check lists completed for all applicants.	G	Regular reports to be produced to ensure all check lists are completed.	Within existing resources
	15	To measure the current effectiveness of the existing housing education programme to young people via schools.	Aberdeenshire Council	Aberdeenshire Council	May-09	Review of existing housing education programme carried out.	Thorough review to be carried out. Awaiting on reports from Service Provider. Prepare service specification and ITT	A		Within existing resources.
	16	Based on completed conclusion of the review of the existing housing education programme - investigate options for improvement and implementation. Investigate the options to extend to youth groups and also to link with services to target looked after and excluded children.	Aberdeenshire Council	Aberdeenshire Council	Jun-09	Number and range of groups targeted	Awaiting on review to be carried out.	A	Extension of Action 15 which will be focused toward youth groups, looked after children and excluded children.	General Fund - Homelessness Budget
	17	To consider whether to provide enhanced priority through the allocation system to 'Looked After' children. Scottish Govt publication 'These are my Bairns'	Aberdeenshire Council	Aberdeenshire Council	Sep-09	Revised allocation policy to meet the needs of 'Looked after Children'	Meeting between Housing & Social Work to look at the needs of Looked after Children. To be incorporated as part of full review of Allocation Policy. Pilot homeless youth forum to be set up in Formartine area.	A		Within existing resources.
	18	Monitor and review whether there are unmet needs amongst minority ethnic groups. This also includes Gypsy Travellers.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Mar-10	Number of applicants applying as homeless.	Research report by Creagforth now complete. To be tabled at Policy and Resources Committee on 17th September 09. Meeting to take place with Ethnic Minority Project Worker to access health information requirements. Identify languages of minority ethnic groups within Aberdeenshire and source health information and housing leaflets and ensure that information is accessible to the client group. Also need to source leaflets for individuals who have literacy issues.	A	Number of applicants applying as homeless - Discussions are ongoing regarding sourcing leaflets and languages. Progress to be reported before the end of November.	Within existing resources.
	19	To continue to liaise with the Ethnic Minority Worker to establish the extent of homelessness within the ethnic minority community.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Ongoing		Updated report from SDO (Social Inclusion) to be produced and circulated.	A		Within existing resources

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Objective (f) - We will have Homelessness Prevention Measures in place including the Provision of a clear Strengthened Advice and Information Framework with the Aim of Reducing Homeless Presentations by 5% per Year.	20	To develop a contingency plan in the event of a major disaster i.e. flood, fire.	Aberdeenshire Council	Aberdeenshire Council, Partners	Jun-09	Plan in place - link to Corporate Plan	To develop a plan at a 'Housing Level' for providing temporary accommodation in the event of a major flood, fire, etc. Review existing emergency plan to ensure it incorporates housing service	A		Existing Resources
	21	Develop employment and training options for people who are or have been homeless	Aberdeenshire Council	Aberdeenshire Council, Partners	Dec-09	Employment Strategy Group established and Strategy completed.	Employment Strategy in draft stage.	A		Existing Resources to establish Strategy
	22	Ensure the needs of people who are homeless are given due consideration in the development of strategies and policies and explore appropriate opportunities for involvement in delivery. Also to ensure that existing services are working together effectively and coherently in meeting the needs of people who are homeless or at risk of homelessness. A proactive approach to consulting with homeless clients is required to ensure the range of needs are identified and addressed.	Aberdeenshire Council	Aberdeenshire Council, Partners	Jun-09	Series of events and focus groups.	Scottish Govt developing a Service Users Involvement & Empowerment Toolkit along with Glasgow Homelessness Network. In draft form at moment but it is looking at how to engage with service users in a rural setting.	A		Existing Resources. General Fund (Homelessness Budget)
	23	Develop a framework for regular events for operational employees to meet and agree ways of addressing homelessness issues. This will include health and homelessness and food access advice.	Aberdeenshire Council	Aberdeenshire Council, Partners	Mar 09 & Sept 09	Establish practitioners forum.	Identify key individuals to join forum.	A		Existing Resources - further resources to be identified
	24	Develop policy for implementation of Section 11 which places a duty for all landlords and creditors to inform Aberdeenshire Council when they raise proceedings for possession or serve certain other notices. This will ensure that we are alerted to households at risk of homelessness at an early stage.	Aberdeenshire Council	Aberdeenshire Council	Mar 09 (Procedure), April 09 for implementation	Procedure in place. Put in place mechanism to record number of people.	Procedure in place.	G	Numbers of applicants approx 20/30. To be regularly monitored and reports analysed.	Within existing resources for policy and identify resources for implementation
	25	Identify options to replace existing temporary accommodation where no longer fit for purpose.	Aberdeenshire Council	Aberdeenshire Council, Partners	Ongoing	Options identified	Martin Brae been inspected for feasibility. To be used as temp accommodation for next 5 years. A further inspection to be carried out then. No other properties identified as being no longer fit for purpose.	G	To identify properties currently being used for temporary accommodation and ensure that they continue to be fit for purpose.	To be identified.
	26	Improve communication and information links with Grampian Police regarding rough sleepers and establish a protocol for referring rough sleepers to the Council.	Aberdeenshire Council	Aberdeenshire Council, Grampian Police, Partners	Sep-09	Protocol in place.	Draft protocol out for consultation	A		Existing Resources
	27	Review the needs of those who are victims of domestic abuse and other forms of gender based abuse.	Aberdeenshire Council	Aberdeenshire Council, Partners	Ongoing	Policy and procedure finalised.	Aberdeenshire Council & Partner to meet to discuss links and the provision of information. To up-date existing protocol for OOHES	A		Existing Resources
	28	Prepare implementation plan for Scottish Housing Regulator following Housing Inspection.	Aberdeenshire Council	Aberdeenshire Council, Partners	Mar-09	Implementation plan approved and actions taken forward	Implementation plan complete and agreed by Regulator. Implementation in place. Continue with implementation of plan and review progress.	G		Existing Resources

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Objective (ii) - Homeless Households will have settled accommodation with relevant support by 2012.	29	To enable the development of affordable new housing.	Aberdeenshire Council, RSLs	Aberdeenshire Council, RSLs, partners	Ongoing	1050 properties over 3 years - Link to Local Housing Strategy.	Numbers to be confirmed.	A		SG Development Fund
	30	To target a minimum of 50% of new affordable mainstream homes to allocated each year to meet the needs of homeless people.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Annually	To monitor the number of households being allocated "new build" properties against the number of properties being built	Monitor statistics from nomination protocols. Statistics to be provided.	A	Nomination agreements to be revised with regard to level of nominations to new build where authority makes a contribution	Staff
	31	To liaise with RSLs and developers to consider how best to meet the needs of single persons within developments.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Ongoing	To monitor the number of single person housing built yearly.	Linked to Housing Need and Demand Assessment - currently being carried out.	A		Staff
	32	Explore the feasibility of introducing Private Sector Leasing, appraise various options and implement if feasible. Assess and appraise all models :	Aberdeenshire Council	Aberdeenshire Council	Apr-10	The numbers of properties from the private rented sector used for temporary accommodation will increase.	A working group has been established and determined that PSL should be operated in-house. A generic lease to be used for all PSL properties has been finalised to ensure consistency across Aberdeenshire. Rent setting policy is currently being worked on and is to be agreed at HPT in April.	A	Agree rent setting policy. Draft policy and procedures surrounding operation of PSL. Explore feasibility of operating a PSL scheme with other agencies in addition to an in-house model. Promote take up of PSL with private landlords.	Within existing resources. Additional resources will be required to deliver.
	33	To review and expand the access criteria for the Rent Deposit Guarantee Scheme and to ensure a cost effective delivery.	Aberdeenshire Council	Aberdeenshire Council, Partners	Apr-09	The number of applicants accessing the scheme will increase.	Service now offered Aberdeenshire wide. A review is to be carried out to identify options for future service provision	A		Staff /Rough Sleepers Initiative Funding (General Fund)
	34	Investigate options for extending the provision of the service across Aberdeenshire and prepare report for HMT.	Aberdeenshire Council	Aberdeenshire Council, Partners	May-09	Option appraisal carried out and report put to HMT.	Service now offered Aberdeenshire wide	G	Service effectively delivered across Aberdeenshire. This will be determined with regular reports from Service Provider.	Within existing resources. Additional funding may be required .
	35	Create more temporary accommodation in Council and RSL properties by increasing stock of temporary accommodation by a small number annually and to reduce the use of B&B accommodation.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Annually	5 per area per year which may include new stock obtained on the open market Up to 2012. Immediate need for temporary accommodation identified quarterly.	Number of properties, size, type and area required identified by SHOs (Options). SDO to liaise with RSLs re provision of temporary accommodation through Devanha programme based on numbers of properties required to meet immediate demand.	G		S/G Grant £0.5million per annum. General Fund (Homelessness Budget - furnished lets budget)
	36	Review homelessness referral protocols and nomination agreements with RSLs and monitor permanent lets including new build to homeless households.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Annually	An increase in the % of Section 5 referrals accepted and agreement reviewed with partner RSLs	To review recording of Nominations and Section 5 Referrals. Existing protocol effective but Procedure to be up-dated. Nominations and Section 5 Referrals currently being recorded together. To be recorded separately.	A		Existing Staff Resources
	37	Consider a number of 'direct access' places to meet the specific needs of individuals.	Aberdeenshire Council	Aberdeenshire Council, Partners	Oct-09	Determine if appropriate for Aberdeenshire	To look at setting up a pilot scheme in North Aberdeenshire with Aberdeenshire Council and Aberdeen Foyer.	A		Existing Staff & additional resources to be identified if required.
	38	Review the impact of new Council targets for permanent lets to homeless households in order to meet the SG 2012 target.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Mar-09	50% of mainstream lets to homelessness applicants.	On target for 09/10 for 50% of lets to homeless applicants. To be monitored on a monthly bases and reviewed mid year for 10/11 which will determine whether this requires to be increased.	A		Within existing resources

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Objective (ii) - Homeless Households will have settled accommodation with relevant support by 2012.	39	To investigate the development of a range of accommodation options to enable a 'planned leaving home' a possibility for Looked After children and to support appropriately.	Aberdeenshire Council	Aberdeenshire Council, RSLs, partners	Mar-09	Number of options available and number of applicants who access them.	The Gables, Huntly. - Currently being used by Social Work for people with learning disabilities but will be vacated by November 09. To establish feasibility of property being used as 'hostel type' accommodation. SHIP - new build identified for 'Foyer type' accommodation in Inverurie for 2010/2011.	A		Existing Resources / Further resources to be identified when required.
	40	Investigate the use of Supported Lodgings and to develop a clear specification of support. Also to develop ways to make it attractive to landlords and promote the service to attract them.	Aberdeenshire Council	Aberdeenshire Council, Partners	Sep-09	Number of places available and number of applicants placed in them.	SDO (Homelessness) to liaise with SDO (Childrens Services) re Supported Landlady Scheme.	A		Staff Resources & GF Budget if scheme is feasible.
	41	Review and revise protocols with partners in relation to discharge from hospital, prison and Throughcare and Aftercare.	Aberdeenshire Council	Aberdeenshire, Partners	Apr-10	Revised protocols.	Prison - 5 members of A/C staff attending Craiginches Prison for induction and breakaway technique training to enable them to commence prison surgeries. Hospital - Procedure established. To monitor effectiveness of procedure. Through care & After care - To liaise with SDO (Childrens Service) to look at setting up case conferences and Pathway Plans for young people leaving.	A	Hospital - Patient pathway for homeless people presenting at A&E, Aberdeen Royal Infirmary. - Grampian Joint Adult health Social Care Discharge policy and Procedure. - Implement GIRFEC	Existing Resources
	42	Purchase properties through the open resale market to operate as temporary furnished accommodation.	Aberdeenshire Council	Aberdeenshire Council	Ongoing	Numbers of properties purchased, area, size to link to Temporary Accommodation Action Plan.	08/09 - 3 properties purchased (Laurencekirk, Huntly & Peterhead) 09/10 - 3 properties purchased (Fraserburgh & Peterhead)	G	To continue to identify suitable properties for use as temporary accommodation.	Section 75 cash contribution £600k. GF (SP funds). HRA
	43	Investigate the use of 2 bedroom properties for use as temporary accommodation for people sharing.	Aberdeenshire Council	Aberdeenshire Council	Sep-09	Number and circumstance of homeless applicants identified and placed in properties to flat share.	Looking to identify properties from RSL new build	A		Within existing resources.
	44	Reduce use of Bed & Breakfast as temporary accommodation.	Aberdeenshire Council	Aberdeenshire Council	April 09 and to be reviewed annually thereafter	A reduction in the numbers of homeless applicants placed in B & B accommodation. 20 across Aberdeenshire proportionately.	Awaiting numbers for 08/09 & April and May 09/10	R		Within existing resources.
	45	Enter into best value contracts with remaining Bed & Breakfasts to reduce costs.	Aberdeenshire Council	Aberdeenshire Council	Apr-09	A reduction in the cost to Aberdeenshire Council	No progress.	A		Within existing resources
	46	Investigate the provision of 'supported housing for younger people'/follow on from temporary accommodation for young people.	Aberdeenshire Council	Aberdeenshire Council, Partners	Sep-09	Options identified and number of applicants placed in this type of accommodation.	Additional funding needs to be identified to progress this action	A		Additional resources to be identified.

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Objective (iii) - The Health and Well Being of Homeless people is considered in all contacts and addresses in the most co-ordinated way possible. The health of homeless people will be improved through increased service provision and raising awareness among staff	47	To determine support required for people with alcohol and drug problems.	NHS Grampian	Aberdeenshire Council, RSLs, partners	Apr-10	To discuss with Forum and housing officers what they currently do, what questions do they ask which would highlight if an individual has alcohol and/or drug issues. - List of Services Joint staff training identified		A		Additional resources to be identified.
	48	Agree interpretation of medical priorities in assessing homeless applicants and ensure data is captured correctly and is consistent.	NHS Grampian	Aberdeenshire Council, NHSG	Apr-09	Develop training for housing officers.		A		Additional resources to be identified.
	49	Ensure medical data is recorded in financial years (April - March).	NHS Grampian	Aberdeenshire Council, Partners	Immediate	Actions to be discussed with NHS.	Data now recorded electronically and identified by month.	G		Within existing resources
	50	Ensure that all homelessness applicants have completed medical questionnaires, if appropriate, and that data is captured correctly.	Aberdeenshire Council	Aberdeenshire Council, NHS Grampian	Immediate			A		Within existing resources
	51	Introduce single shared assessment for homeless people with multiple needs. Look at practice elsewhere.	NHSG	Partners	Sep-09	Single shared assessment identified and pilot put in place		G		Within existing resources
	52	Promote development of better access to appropriate mental health services / substance misuse services to meet needs of homeless people.	NHSG	Aberdeenshire Council, Partners	Sep-09	Dedicated health visitor post advertised for the Stonehaven area linking in with the Foyer project post for 6 hours per week.		R	To be discussed with ADP and to be considered by the Service Delivery Group within the ADP.	Resources to be identified.
	54	Identify barriers to access health services. Agree opportunities for increasing awareness among NHS staff of the health needs of homeless people and agree the delivery of joint training to improve and increase effectiveness of all agencies working with homeless people.	NHSG	Aberdeenshire Council, Partners	April 09 / September 09	Practitioners forums to be established. Meeting arranged for January 10 to identify working group.		A		Resources to be identified.
	55	Implement programme to ensure greater accessibility of mainstream services to homeless people such as flexible opening times, text messaging and systems where Duty GP takes responsibility for homeless.	NHSG	Aberdeenshire Council, Partners	Sep-09	Barriers to health services identified and actions implemented.		R		
	56	Better publicise services and sources of support for homeless clients by developing a homeless site on caredata and by developing healthpoint services.	NHSG	Aberdeenshire Council, Partners	Sep-09	To be included in Information and Advice Framework	Distribution of information leaflets from Housing to be posted out to every GP practice in Aberdeenshire.	A		Within existing resources
57	Engage with community pharmacy services to ensure agreement to provide accessible health advice and support to homeless people.	NHSG	Aberdeenshire Council, Partners	Sep-09	To be included in Information and Advice Framework	Distribution of information leaflets from Housing to be posted out to every pharmacy in Aberdeenshire.	A		To be identified.	

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