

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			
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To empower homeless people to transform their lives: People at risk of homelessness will receive timely and clear information and support. All unintentional homeless will have access to good quality settled accommodation.	1.1	Enhance and build on the work of the newly developed prevention team by make best use of the corporate planning framework in order to address the root causes of homelessness, through an integrated approach with all relevant services in order to prevent homelessness.			Develop corporate and community buy in to homelessness prevention by holding an Aberdeenshire wide event to develop corporate buy in to Homelessness and Housing Options/ create post event opportunities to develop and improve the services we deliver	Aberdeenshire Council	Options & Homelessness Management Team / Community Planning Partnership / Internal and external partners	May-13	Improvement in integration between services in relation to homelessness prevention	Partners and stakeholders supported a Housing Options and Homeless event on the 17th of May 2013	Funding secured from Scottish Government through Northern and Isles Hub - Delayed from 2012 re scheduled for May 2013	Housing Options and Homeless event held					G	Review and plan future actions to work towards the mitigation of homelessness within Aberdeenshire North and Islands HUB are looking at organising another homeless conference in early March 2015 – Aberdeen City to Host contribution from Aberdeenshire - Theme of conference Health	Existing Resources
					Post event planning Forum's to be held within each community planning area to review outcomes from Options and Homelessness event and plan future actions to work towards the mitigation of homelessness within Aberdeenshire	Aberdeenshire Council	Options & Homelessness Management Team / Community Planning Partnership / Internal and external partners	Oct-13	Improvement in integration between services in relation to homelessness prevention	Action to be removed for 14/15	n/a	Due to a very low response the planning forum meetings were cancelled due to perception of duplication with other meetings, especially the Welfare Reform Groups						R	Updates on Options/Homelessness and continue to improve integration through attendance at the Welfare Reform meetings or Community Planning Group meetings as requested and required. Action to be revised for 14/15 update - links to 1.3 practice sharing/ network sessions
	1.2		Develop Homeless Service user participation by ensuring the needs of people who are threatened with homelessness or those who are homeless are given due consideration in the development of strategies and policies and explore appropriate opportunities for involvement in delivery.	Aberdeenshire Council	Options & Homelessness Management Team / Tenant Participation Development Officer	Mar-14	Improvement in communication between those who access Homeless services and those who provide the service	Service User Involvement self-assessment for members of the North and Islands HUB - The returns of self-assessment, and presentation of analysis to the Hub, were provided, but the group decided the follow on service from the consultant was not what they were looking for.	n/a	Service User Meetings Introduced at Supported Accommodation Unit as per Care Inspectorate recommendation.							A	TL Prevention and SDO Homelessness to attend sessions on service users involvement organised by North and Islands HUB - provided by - SHBVN half day training late 2014. Attendance of SHIEN peer workshop arranged for October 2014.	Existing Resources/ Northern and Island Hub funding
		Ensure that existing services are working together effectively and coherently in meeting the needs of people who are homeless or at risk of homelessness. Through a proactive approach to consulting and developing future service.	Aberdeenshire Council	Homelessness Strategic Outcome Group / Options & Homelessness Management Team / Tenant Participation Development Officer	Ongoing	Improvement in integration and communication between services in relation to homelessness prevention. Resulting in reduction in the number of homeless presentations in Aberdeenshire. Number of repeat presentations as a percentage of total presentations. Percentage of service users who received advice and information from our Prevention Service and subsequently do not go on to present as a homeless applicant	New Action to be progressed during 2013/14	n/a	From 2640 approaches 65% of service users who received advice and information from our Prevention Service did not go on to present as a homeless applicant							G	Regular review of HAP at HSOG/OHMT and wider Options and Homelessness area team meetings	Existing Resources	

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1.3			Mental Health SOS and ADP Strategy		Promote and encourage the cross functional sharing of knowledge, practice and experience through joint training initiatives with internal and external services.	Aberdeenshire Council	Team Leaders Options / Homelessness Strategic Outcome Group	Ongoing	Number of staff taking part in cross service joint training or shadowing	Various shadowing and training opportunities have been provided to Housing/SW/ADP/NHS staff	Prevention Officer /SW Team Shadowing	Training provided on Legal Highs Network Approaches with places being offered to external partners. Shadowing within housing provided to various partners over 13/14. Facilitation of Housing session for Social Work Professional Support Programme (SWPSP)					G	Take advantage of forthcoming opportunities to provide shadowing experience and collaborate on joint training opportunities. Widen input to Housing session for Social Work Professional Support Programme to other functions in housing - session to be run Jan 15	Existing Resources If require identification of further resource/funding
					Hold regular sessions to allow those who work within, alongside or with an interest in homelessness an opportunity to meet and discuss specific topics and create networking opportunities	Aberdeenshire Council	Options & Homelessness Management Team / Homelessness Strategic Outcome Group	September 2014 onwards	Improved integration and wider sharing to promote and achieve a reduction in the number of homeless presentations in Aberdeenshire.	No sessions run during 13/14	n/a	No sessions run during 13/14 - Plans to hold first session on homelessness/ housing education when implementation of DVD has started within secondary schools -				A	Discuss with members of HSOG to generate buy in and to carry forward and identify subjects for the creation of an initial programme of sessions .	Existing Resources If require identification of further resource/funding	
					Embed Housing Options and Homelessness Prevention education within the curriculum and advocate for Independent living skills to be linked to teaching within core subjects as a holistic approach	Aberdeenshire Council	Education / Bethany Christian Trust	Ongoing	Future reduction in homelessness presentations from the 16 -21 age group	Bethany Christian Trust SLA finishing Aug 14. Work to implement sustainable housing education ongoing with collaborative working with Housing and Education	Housing Education sub group created to contribute to creating a sustainable education model	Update of I'm Offski Resource completed by Homelessness Action Scotland					G	Update progress and target of embedding housing education further into the curriculum and	Homelessness project budget
					Create a clear and sustainable model to develop programmes and activities that contribute to housing/homeless education in various settings across Aberdeenshire through the development of DVD addressing Housing Options and Homelessness in Aberdeenshire and enhance the use of the I'm Offski Resource	Aberdeenshire Council	Bethany Christian Trust / Aberdeen Foyer	Oct-14	Completion of DVD for education use	The Council media unit have completed work with a group of services users who were the main contributor to the development project.	Housing Education sub tasked with driving forward DVD development	Housing education DVD resource "It's not as easy as you think" was completed and is to be previewed at Belmont Cinema May 14.					G	The development of Housing education DVD was completed and work is ongoing to complete lesson plan resource. Implementation of the programme with classroom support from Prevention Officers, is due to start with pilot schools in term 2 - October 2014	Homelessness project budget
1.4					Create opportunities to provide housing education in wider settings such as looked after children/youth groups/community settings	Aberdeenshire Council	Prevention & Support Officers/Social Work	Ongoing	Future reduction in homelessness presentations from the 16 -21 age group	Action to be progressed during 2014/15	n/a	n/a					A	Continue development of housing education resources and progress facilitation activity	Homelessness project budget

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1.5					Build on the existing work of the homeless prevention team through the development of the homelessness prevention service through the review and monitoring of practice and performance and address of any issues or service gaps	Aberdeenshire Council	Service Development Officer Homelessness	Ongoing	Number of homeless presentations in Aberdeenshire. Percentage of service users who received advice and information from our Prevention Service and subsequently do not go on to present as a homeless applicant	13% reduction on homeless presentations from 1409 12/13 to 1227 13/14. 65% of service users from total of 2640 approaches received advice and information from our Prevention Service and did not go on to present as a homeless applicant	12% reduction on homeless presentations from 1607 11/12 to 1409 12/13	13% reduction on homeless presentations from 1409 12/13 to 1227 13/14 Start of National Mandatory Data Collection Prevent 1 submissions from April 14					G	Regular and monitor, review and reporting	Within existing resources
					Provide access to mediation if and when required across Aberdeenshire through the commissioning of a homeless mediation service.	Aberdeenshire Council	Team Leader Prevention/ Commissioning Officer	Review usage early 2015	Number of homeless presentations in Aberdeenshire. Percentage of service users who received advice and information from our Prevention Service and subsequently do not go on to present as a homeless applicant. Also the number of referral's made to mediation and reported outcomes.	Spot purchase SLA in place with SACRO was reviewed and further extension to March 2015 agreed. 8 cases in 13/14 period.	Initial 6month spot purchase SLA extended due to low referral rate	SACRO spot purchase SLA extension extended until 31/03/15 due to low referral rate					G	Extend SLA for spot purchase for further six months and review	Homelessness project budget
					Provide Homeless Prevention Officers with extensive mediation training	Aberdeenshire Council	Edinburgh Cyrenians & Catalyst Mediation	By December 2012	Percentage of service users who received advice and information from our Prevention service and subsequently do not present as a homeless applicant.	Prevention Officer mediation training completed.	Training provided by Edinburgh Cyrenians & Catalyst mediation						G	Remove action	Homeless Prevention budget
					Develop Social Network approaches making best use of coordinate training through Heather Zajac from The Rock Trust	Aberdeenshire Council	Team Leader Prevention/ Team Leader Support	By March 2015	Social networks used within soft outcomes measurement. Also, the number of services which encourage positive social networks and the number of tenancies sustained as a result of positive social networks.	Rock Trust Network approach Training provided to support and prevention staff. Positive feedback reported from Training facilitator.	SDO Homelessness to provide feedback with input from OHMT and SDO participated in filming of digital stories	Network approach Training provided to support and prevention staff					G	The promotion of social networks is embedded in prevention and early intervention practices. Widen Network approach training to wider staff group and partners	Homeless Prevention budget
					Address implications on the implementation of Welfare Reform by ensuring housing staff are equipped to deal with our customers and their issues/concerns that occur due to the changes to be implemented through Welfare Reform.	Aberdeenshire Council	Aberdeenshire Council	Ongoing	Number of Officers attending Training	Corporate measures and guidance issued to deal with the implementation of Social Sector Size Criteria (SSSC)	Training provided for frontline housing staff covering Social Sector Size Criteria	Reaction when and where appropriate to Corporate measures and guidance issued to deal with the implementation of Welfare Reform					G	Training for frontline housing staff to cover: The Scottish Welfare Fund: Discretionary Housing Benefit: On line application for Housing Benefit /Council Tax Benefit	Training Budget
1.9					Target reduction for homeless repeat presentations through the monitor and review of the homeless history of repeat presenters and by taking a holistic multi agency approach to develop better ways of avoiding this in the future and identify those at risk	Aberdeenshire Council	Options & Homelessness Management Team / Options and Homelessness Teams	Ongoing	Number of homeless presentations in Aberdeenshire. Number of repeat presentations as a percentage of total presentations. The figure should equate to less than 5% of total homeless presentations made.	At YE 13/14 from 1227 homeless presentation 4% of cases made a repeat presentation	3.28%	4%				G	Review and monitor initial and repeat presentation and take action if and when appropriate.	Within existing resources	

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					Ensure every effort is made to minimise prevention presentations where the outcome is "not known" and contact is lost	Aberdeenshire Council	Options & Homelessness Management Team / Options and Homelessness Teams	Ongoing	Number of individuals seen by prevention officers who have a recorded outcome of "Not known"	New Action to be progressed during 2013/14	n/a	10% of individuals seen by prevention officers who have a recorded outcome of "Not known" In figure terms this is 262 cases out of a total of 2640.				G	Review and monitor prevention statistics to identify and ensure follow up actions are taken to address the possible reasons for lost contacts and improve outcome	Within existing resources
	1.10.			Ensure Financial Inclusion by developing a working group to specifically deal with those who have issue related to prevention of homelessness/ homelessness or identified housing support need	Aberdeenshire Council	Tackling Poverty & Inequalities Co-ordinator	Initial meeting September 2013	Group established with TOR and meeting regularly	New Action to be progressed during 2013/14	n/a	Tackling Poverty & Inequalities Co-ordinator has attended HSOG in 2013/14 - Housing input to related workshops and contribution to Single Outcome Agreement reporting where required					G	SDO Homelessness will attend Financial Inclusion Group meetings and feed in where and when required	Within existing resources
	1.11			Monitor and review whether there are unmet needs amongst minority ethnic groups with the help of the Ethnic Minority Worker and establish the extent of homelessness within the ethnic minority community	Aberdeenshire Council	Minority Ethnic Officer	Ongoing	There are no unmet needs identified in regard to homelessness and no greater extent of homelessness within Minority Ethnic Groups	No report of issue	No report of issue	No report of issue					G	Liaise with Minority Ethnic Officer /SDO Homelessness will continue attendance at Minority Ethnic Working Group (MEWG)	Within existing resources
	1.12			Monitor and review whether there are unmet housing needs amongst Gypsies/ Travellers.	Aberdeenshire Council	Minority Ethnic Officer	Ongoing	There are no unmet needs identified in regard to homelessness and no greater extent of homelessness within Gypsies/ Travellers	No report of issue	No report of issue	No report of issue					G	Liaise with Minority Ethnic Officer SDO Options will attend Gypsy Traveller Officer Group/ SDO Homelessness will attend if and when necessary	Within existing resources
	1.13			Monitor and review the needs of those who are victims of domestic abuse and other forms of gender based abuse.	Aberdeenshire Council	Team Leader (Community Safety)	Ongoing	There are no unmet needs identified in regard to homelessness and no greater extent of homelessness for those who are victims of domestic abuse and other forms of gender based abuse.	No report of issue	No report of issue	No report of issue					G	Liaise with lead officer for Aberdeenshire Gender Based Abuse Partnership	Within existing resources
					Provide training and necessary information to options and homelessness teams to allow them to effectively deal with those who have suffered abuse/trauma	Aberdeenshire Council	Team Leaders Options / Team Leader (Community Safety) / DALO	Ongoing	Number of Officers attending Training	Domestic Abuse Liaison Officer had been approached to provide Training but due to Police Scotland changes this was not progressed/ Training will be booked and planned for 2014/15	n/o training provided	Housing contribution to the development Aberdeenshire Domestic Abuse Strategy through Aberdeenshire C&FPC – Domestic Abuse Sub Group				A	Identify training needs through 1:1 EARs and organise accordingly. Training to be organised. Grampian Woman's Aid have offered to provide Domestic Abuse training	Training Budget/Within existing resources



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1.19			Housing MGT / GIRFEC		Investigate the implementation of structured tenancy sustainment measures	Aberdeenshire Council	Team Leader Temporary Accommodation / Team Leaders Options	Mar-15	Provision of structured tenancy sustainment programme for tenants reducing the prospect of homelessness.	New Action to be progressed during 2013/14	n/a	No progress - to be progressed on completion of Housing Phase 3 Review - early 2015				A		Within existing resources
			WSA		Participate in awareness raising to Whole System Approach WSA	Aberdeenshire Council	Service Development Officer Homelessness/ Team Leaders Options	Ongoing	Number of Officers attending WSA Briefing sessions	Options and Homelessness officers will attend WSA Briefing Sessions across Aberdeenshire	n/a	n/a				G	SDO will attend WSA Operational Group and feed information as requires to options and homelessness teams	Staff time
			Affordable Housing SOS		Target 45% of affordable mainstream homes to allocated each year to meet the needs of homeless people.	Aberdeenshire Council	Team Leaders Options / Team Leader (Affordable Housing) / RSLs	Annually	Number of new build properties Relet by source	Above target at 47% at year end 13/14	44%	47%				G	Review and monitor relet by source and take action if and when appropriate.	Within existing resources
			Affordable Housing SOS		Purchase properties through the open resale market to operate as affordable accommodation.	Aberdeenshire Council	Team Leader (Affordable Housing) / Team Leaders Options	Dependant on Funds	Number of properties purchased and utilised as affordable accommodation.	New Action to be progressed during 2013/14	n/a	2 purchases				G	TL's to liaise with Strategy if and when required	Affordable Housing contributions
			Private SOS		Investigate the use of discretionary payments scheme to be used in conjunction with RDGS	Aberdeenshire Council	Team Leader (Private Sector)	By December 2014	Completion of investigation and implementations of recommendations.	No progress - Action to be progressed during 2014/15	n/a	Meeting with Crisis Scotland				A	Progress - TL Prevention / SDO Homelessness / Welfare Fund Lead - Widen to Homelessness projects budget if funds available	Homelessness project budget
					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	Team Leader (Private Sector) / Options & Homelessness Management Team / Options and Homelessness Teams	Ongoing	Number of Homeless Prevention Cases securing a Private Rented Sector Tenancy as an alternative to homeless presentation.	New Action to be progressed during 2013/14	n/a	In 13/14 - 51 Homeless Prevention cases out of 2640 Approaches had an outcome of securing a Private Rented Sector Tenancy				G	Develop a leaflet to promote the benefits of renting privately and develop a guide for tenants detailing their rights and responsibilities	Within existing resources
					Increase temporary accommodation in Council and RSL properties	Aberdeenshire Council	Options & Homelessness Management Team / Options and Homelessness Teams	Ongoing	Number of temporary accommodation units in use	As of the 31st of March 2014, there were 336 units in use as Temporary Accommodation		336 Units				G	TL's will identify properties as and when they become available.	Within existing resources
					Reduce demand for Bed & Breakfast through reduction in homeless presentations	Aberdeenshire Council	Housing Manager/ Service Development Officer Options	Ongoing	Total cost of Bed and Breakfast accommodation provided for homeless applicants	Figure for 2013/14 - £976,000 Equating 46% reduction	12/13 target £2,246,000 - Actual spend Figure for 2012/13 - £1,363,000 Equating 48% reduction	Reduce B&B costs by 20% (Reduce by £449,000 spend of £1,797,000 - Figure for 2013/14 - £976,000 Equating 46% reduction	Reduce B&B costs by 25% (Reduce by £449,000 spend of £1,348,000	Reduce B&B costs by 25% (Reduce by £337,000) spend of £1,011,000		G	Proactive approach to homeless applicant reduction/monitor and review of actual spend.	Within existing resources

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	2.1	Work in partnership with NHS Grampian to identify, address and remove any barriers to access health and wellbeing services.	Mental Health SOS and ADP - Strategy		Promote development of better access to appropriate mental health services / substance misuse services for those threatened with or those experiencing homelessness, by developing the role of the Care manager for substance misuse /homelessness to provide a holistic approach to complex cases	Aberdeenshire Council	Team Leaders Options / Service Development Officers Options and Homelessness	Ongoing	Number of cases referred to Care Manager Rehab worker/ Homelessness Monitor of case outcome	Quarterly meetings held but no specific data provided from Social Work Template for data provided by housing.	Implementation of new post - Care Manager Rehab worker/ Homelessness	Awaiting data from Social Work				A	Quarterly report to be provided to Prevention TL on case load/referrals from Care Manager / continued attendance of SDO at ADP Service Delivery Group/MHSOG	Funding for Care Manager (Homelessness) Through Spend to save bid/ Within existing resources
	2.2		PH Homeless Action Plan SOA		Increase awareness of the impact of homelessness on the health of individuals, families and communities among all involved staff through the provision of data and the delivery of awareness raising through our joint networks	Aberdeenshire Council	Public Health / Service Development Officer Homelessness	Ongoing data provision	Improved awareness resulting in increase uptake on preventative services	Inequalities workshop provided at options and homelessness multi agency event may 2013	n/a	Inequalities workshop provided at options and homelessness multi agency event may 2013				G	Provide further sessions on Inequalities to staff within Housing Options	Within existing resources
	2.3		PH Homeless Action Plan		Identify barriers to access health and wellbeing services and develop an action plan to address, alleviate & remove these barriers.	Aberdeenshire Council	Public Health / Service Development Officer Homelessness	Apr-13	Increased use of health and wellbeing services through improved access and reduction of barriers	Action Plan taken to HSOG and updates periodically issued	Barriers identified /meeting to develop Action Plan	Action Plan taken to HSOG and updates periodically issued				G	Input to the development of the Aberdeenshire Public Health Homelessness Action Plan and progress actions towards alleviation. Contribute to ongoing review of PH/Homeless Action Plan	Within existing resources
	2.4		PH Homeless Action Plan		Build on joint working between health and housing to make best use of all community kitchen facilities within Aberdeenshire by encouraging the development of opportunities for those who are threatened with or experience homelessness to make healthy lifestyle choices	Aberdeenshire Council	Public Health / Service Development Officer Homelessness	Ongoing	Number of homeless individual's accessing courses/receiving funding to access courses	Ongoing use when appropriate	Various opportunities were provided at the Garioch Community Kitchen	Various opportunities were provided at the Garioch Community Kitchen				G	Calendar courses suitable for client group and access relative funding where required	Within existing resources
	2.5		PH Homeless Action Plan		To work with Health in the maintaining and expanding the Keep Well Initiative, by building on previous Keep Well pilot from 11/12 & 12/13	Aberdeenshire Council	Public Health / Service Development Officer Homelessness Team Leaders	Ongoing	Target number of checks met	Keep well checks carried out in targeted areas and target number completed	Keep well checks carried out in targeted areas. Access widened to prevention cases	Target number of checks met				G	Fiona Murray to review. Identify further individual's for Keep Well Checks	Within existing resources

