

ANNUAL REPORT

JULY 2018 - JUNE 2019



SCOTTISH CHARITY NO: SCO18186

CONTENTS:-

MANAGEMENT COMMITTEE AND STAFF	Page 3
LIST OF CHARTS IN STATISTICAL REPORT	Page 4
SYNOPSIS OF ANNUAL REPORT	Pages 5 - 6
SECTION 1 CHAIRPERSON’S REPORT	Page 7
SECTION 2 FINANCIAL REPORT/STATEMENT	Pages 8 - 9
SECTION 3 CHIEF EXECUTIVE OFFICER’S REPORT	Pages 10 - 28
3.1 Opening	
3.2 Links and Partnership	
3.3 Community Benefit	
3.4 Welfare Reform/Digital Inclusion	
3.5 Health	
3.6 “Get Started” Packs	
3.7 Our Services	
3.8 Housing Information, Advice and Advocacy Service	
3.9 Engagement Services	
3.10 Administration Service	
3.11 Impact of Services	
3.12 Homeless Prevention	
3.13 Value of Services	
3.14 Service User Feedback	
3.15 Centre Development	
3.16 Conclusion	
Section 4 STATISTICAL REPORT AND CHARTS	Pages 29 - 43
PRISON HOUSING ADVICE SERVICE STATS	Pages 44 - 48

MANAGEMENT COMMITTEE

1. Alex Anderson, Chairperson
2. Ethel Riach, Treasurer
3. Allan Shaw, Vice Chairperson
4. Alan Berry
5. Bob Baillie
6. Pat Lappin
7. Alexis Charlton (Resigned 23rd January 2019)
8. Bill Gilmour
9. Janette McComb (Resigned 5th November 2018)

STAFF

John Mulholland, Chief Executive Officer

Suzanne Slavin, Services Manager

Jill McNaught, Housing Information and Advice Team Leader

Jacqui Monaghan, Housing Information and Advice Officer (Employment ended 8th November 2018)

Leica Malkin, Welfare Reform Officer

Julie Madden, Prison Housing Adviser (Employment ended 29th March 2019)

Emma Gaughan, Prison Housing Adviser

Suzanne Mcilloney, Engagement Services Manager

Neil Gray, Housing Information and Advice Officer

Elsbeth Lloyd, Tenure Sustainment Officer (Started 17th December 2018)

Gavin Kennedy, First Home and HEY Officer

Fallon Heggie, First Home Officer

Amy Wallace (Started 3rd June 2019)

Janet MacAlister (Started 15th October 2018)

Karen Miller, Office and Finance Manager

Joseph Sproat, Administrative and Statistical Assistant

Joanna Wilson, Receptionist

STATISTICAL REPORT CHARTS:

1. CASES OPENED OVER THE PAST 3 YEARS
2. MONTHLY CASES OPENED
3. SERVICES
4. LOCAL AUTHORITY AREA
5. LOCAL AREAS
6. GENDER OF SERVICE USERS
7. DISABILITY
8. AGE RANGE
9. 16 - 24 YEAR OLD CASES
10. REFERRAL AGENCY
11. EMPLOYMENT TYPES
12. HOUSEHOLD TYPE
13. NUMBER OF CHILDREN IN FAMILY
14. AGES OF CHILDREN
15. PRESENT TENURE
16. HOUSING REGISTER
17. INTERNAL ACTION PLAN
18. INITIAL CONTACT WITH THE CENTRE
19. HOMELESS FIGURES OVER PAST 5 YEARS
20. HOMELESS AGE RANGES
21. AGES OF CHILDREN INVOLVED IN HOMELESSNESS
22. REASON FOR BECOMING HOMELESS
23. LOCAL AUTHORITY ATTITUDE
24. OUTCOME OF CLOSED CASES
25. ACTION/ADVICE OF CLOSED CASES
26. CASE ASSESSMENT
27. PRISON SERVICE LOCAL AREAS
28. PRISON SERVICE REFERRAL AGENCY
29. PRISON SERVICE INTERNAL ACTION PLAN
30. PRISON SERVICE OUTCOME OF CLOSED CASES

ANNUAL REPORT SYNOPSIS 2018/19

This summary should be read in conjunction with this Annual Report; it seeks to highlight a number of important issues from this Report. The Centre's primary concern is the impact on our Service Users and benefits to other parties are secondary to this clear objective.

Service Users

- Centre opened a total of 1,300 cases, 175 in rural areas
- Centre opened 787 cases for Services Users with disabilities
- Centre opened 164 cases for Service Users between the ages of 16-24 (Prison not included)
- Centre opened 103 cases for Service Users over pension age (Prison not included)
- 77 First Home Cases
- 15 Care Experienced Cases
- 61 Tenure Sustainment cases
- 434 children in Service Users' households
- 486 of our cases concerned homelessness (Prison not included)
- 256 private rented sector cases
- 38 homeowner cases
- 463 new Prison Housing Advice Service cases

Service User Outcomes

- 88% cases were closed
- Centre prevented homelessness in 322 cases
- 133 Services Users permanently re-housed (Prison not included)
- 262 Service Users acted on advice of the Centre (Prison not included)
- 968 cases had a positive outcome achieved or positive outcome likely
- Arrears reduced and income maximised across all sectors £211,476
- 7 Homeowners remained in their homes with homelessness prevented

Tenant and Third Party Beneficiaries

- £128,225 recovered to Council rent accounts and tenants
- £18,892 recovered to Housing Association rent accounts and tenants
- £43,696 recovered to Private sector rent accounts and tenants
- £16,448 Council Tax Reduction awarded
- 41 Get Started Packs issued £4,100
- £1,183,520 future rental income to all sectors
- Value of homeless prevention £1,932,000 (relates to temp accommodation costs)
- Estimated value to secured lenders £54,600
- Less demand on social, family, education, health and housing services estimated value £7,406,000
- Increased awareness on housing and homeless issues for Secondary School Pupils and Teachers

Economic value is an important indicator in Service provision and value for money. For every £1 of Council funding the Centre generates a value of £26.81 (£28.20 last year). Estimated total economic value of £10,861,696 for £405,000 relevant contribution from the Councils.

Services Value

The Centre over many years have strived to develop Services to meet the challenges and demands relevant to our community. There are considerable returns in investing in the Services we provide. The value to Service Users and other parties are underpinned by ensuring our staff are properly trained and supported. We consider the development of our Services and staff to be of utmost importance to ensure high quality Services and professional standards. This is clearly evidenced by our Service User feedback, Care Inspectorate Report and National Standards Accreditation. **It is a fair estimation that at least 5,000 individuals and organisations have directly or indirectly benefited from our Services this year.**

1. CHAIRPERSONS REPORT

Introduction

We have seen a year that has concentrated the minds and efforts of both the staff and the Committee. We have embraced the development of work with Care Experienced Young People with a revised staff team. In support of improved governance we have made some constitutional changes in preparation for the Housing Aid Centre becoming a Scottish Charitable Incorporated Organisation (SCIO).

Service development

Our core objective is to prevent homelessness. The extension of our First Home Service for Young People to provide support to Care Experienced Young People; the development of work in Prisons; in addition to our Tenure Sustainment and Independent Advice Service, has given the Housing Aid Centre a coherent work profile of preventative, developmental and interventionist approaches and services.

To support this we have developed a communications strategy to strengthen links with partner agencies; to promote the role of Ayr Housing Aid Centre; and to encourage early referral to our services by whatever means.

Looking Ahead

We are encouraged by the progress in service development and the response of partner agencies. I am confident that the staff and Management Committee will want to build on this to achieve an even higher standard of practice and beneficial outcomes. We continue to look at ways of improving what we do and this includes an improved governance structure when Ayr Housing Aid Centre becomes a SCIO.

Thanks

In a period of changing demands and continuous development I am grateful for the support of our voluntary Management Committee for the work they have done in the last year. The Management Committee are appreciative and thankful for the commitment of Ayr Housing Aid Centre management and staff for responding positively and creatively to new and sometimes difficult service issues and developments.

Ayr Housing Aid Centre would like to express thanks for the work and support of partner groups and organisations and volunteers who contribute to improving peoples' lives in South Ayrshire.

2. FINANCIAL REPORT

Within this Report I have used the Statement of Financial Activities from our overall Financial Report which is submitted to Office of the Scottish Charities Regulator (OSCR)

Income

The Centre's income for this financial year was £477,709 which included £455,470 received from South Ayrshire Council for the Contract, fundraising, donations and other income.

Expenditure

Expenditure for the year was £481,872. The primary expenditure heading was salaries including pensions which accounted for £420,487. Running costs of our premises, upgrading systems are included in the overall expenditure.

Outcome

This year the financials show a deficit of receipts of £4,163.

Projections 2019/2020

I estimate that our expenditure for next year will be £535,590 of which £475,890 will be salaries including pensions, with a projected income of £515,157. The Centre will allocate monies from reserves.

It is expected the Centre will show a deficit of £20,433 for the year 2019/20 based on no transfer from reserves.

Thanks

I very much appreciate the staffs' efficient record keeping which makes my job very easy. Special thanks to Suzanne and Karen for work on the day to day accounts and to John and Karen for work on projections and long term planning. Finally, a big thank you to Andrew Howatt, our Accountant.

AYR HOUSING AID CENTRE
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 30 JUNE 2019

	2019			2018		
	£	£	£	£	£	£
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Incoming Resources						
Funding - public authorities	-	455,470	455,470	-	425,713	425,713
Fund raising/donations	1,240	16,555	17,795	550	2,635	3,185
Other income	-	3,575	3,575	-	3,000	3,000
Interest received	869	-	869	481	-	481
	<u>2,109</u>	<u>475,600</u>	<u>477,709</u>	<u>1,031</u>	<u>431,348</u>	<u>432,379</u>
Resources Expended						
Charitable activities						
Salaries inc pension costs	-	420,487	420,487	-	384,325	384,325
Members and staff expenses	-	4,695	4,695	-	4,689	4,689
Rent and rates	-	15,630	15,630	-	14,557	14,557
Heat light and telephone	450	4,706	5,156	400	4,326	4,726
Insurance	-	2,263	2,263	-	2,442	2,442
Repairs and maintenance	600	5,400	6,000	500	2,720	3,220
Stationery/computer consumables	375	5,542	5,917	350	5,271	5,621
Conferences and training	150	1,247	1,397	100	414	514
Library/subscriptions	100	668	768	100	876	976
	<u>1,675</u>	<u>460,638</u>	<u>462,313</u>	<u>1,450</u>	<u>419,620</u>	<u>421,070</u>
Cost of generating funds						
Miscellaneous expenses	500	16,893	17,393	400	7,246	7,646
Governance costs						
Accountancy	-	690	690	-	690	690
Regulatory costs	-	1,476	1,476	-	1,476	1,476
Total resources expended	<u>2,175</u>	<u>479,697</u>	<u>481,872</u>	<u>1,850</u>	<u>429,032</u>	<u>430,882</u>
Net movement in funds	-66	-4,097	-4,163	-819	2,316	1,497
Reconciliation of funds						
Total funds brought forward	32,841	155,990	188,831	33,660	153,674	187,334
Total funds carried forward	32,775	151,893	184,668	32,841	155,990	188,831

3. CHIEF EXECUTIVE OFFICER'S REPORT

3.1 Opening

This once again has been a busy year for the Centre. We have had some staff turnover and welcomed new members of staff. We have continued to deliver our contract with South Ayrshire Council which commenced on 1st November 2017. This contract is on a 3 year rolling basis and was renewed/continued on 1st November 2018. During this period there has been a number of variations which enhanced the services we provide. This has included the establishment and thereafter continuation of our First Home Care Experience Pilot. This vital service has funding until the end of March 2020. The continuing development of our Prison Housing Advice Service has progressed over the report period, which is a joint enterprise with East and South Ayrshire Council. I would congratulate our Advice Service and staff for once again achieving type III Accreditation under the National Standards.

Over the report period the Management Committee has been very busy, with a number of new members joining the Committee in 2018. The new Committee reviewed our constitution and an updated constitution was agreed in June 2018. The Committee and Sub-Committee have been moving forward with the Conversion of Ayr Housing Aid Centre to Ayr Housing Aid Centre SCIO. It is likely that all the elements for conversion will be in place and the decision from previous AGM will be implemented in April 2020.

I have had the pleasure of working with many people over my 26 years at the Centre and I would thank all past and present members of the Management Committee for their support over the years. We have developed Services to meet the needs of the people in South Ayrshire and influenced other Services beyond. I am very proud of this and we could not have achieved this without partnership with other Agencies and the commitment of Staff and the Management Committee. I further look forward to developing links and partnership with East Ayrshire Council through our Prisons Housing Advice Service.

We have developed first class statistical systems and I can with confidence state that we have provided Housing Information and Advice Services in excess of 24,300 cases across South Ayrshire. These systems have been further developed to accommodate the new Contract reporting and enhanced quality measures.

The Centre, Management Committee and staff have commenced preparation for the next round of procurement due in 2020.

3.2 Links and Partnership

Our relationship with the Council has changed over the years and remains very strong. We continue to value our links with both Statutory and Voluntary Agencies. These partnerships are in the interests of all concerned, in particular our Service Users. I would take this opportunity to extend my sincere thanks to South Ayrshire Council for their continued financial support, engagement and encouragement. This support ranges from Elected Members, Senior Officials and Staff and is very much appreciated. We have daily contact with our colleagues in various sections of South Ayrshire Council, in particular Housing, Housing Benefit, Council Tax Reduction, Housing Options and Education. We have continued to develop links with the Health and Social Care Partnership. The Centre has strengthened our links with East Ayrshire Council through our Prison Housing Advice Service.

We have a common aim to provide quality Services to those in housing need and in doing so seek to safeguard Service Users from homelessness wherever possible. The Centre enjoys a good professional relationship with Registered Social Landlords, in particular our colleagues at Ayrshire Housing and West of Scotland.

Our work within Engagement Services has expanded our activities with a range of new Partners. Our First Home Capacity Building Programme could not have succeeded without the active participation of the many Partners, once again a big thanks is due. We work closely with a range of partners including:-

- Community Learning and Development
- Anti-social behaviour team
- Scottish Prison Service and Serco
- East Ayrshire Council
- SeAscape
- South Ayrshire Women's Aid
- Foodbank
- Housing and Facilities
- Lochside Community Group
- Café Hope

- Wheels in Motion
- Ayrshire College
- Stepping Stones for Families
- Employability and Skills Team
- Energy Agency
- Skills Development Scotland
- Police and Fire Service Scotland
- River Garden Project
- Unity Grill

Over the period the Centre has built links with South Ayrshire Food Bank and issued 55 vouchers to Service Users. We continue to have good links with SeAscape.

3.3 Community Benefits

Over the past year we have been involved in a number of activities which promotes Community Benefits. Many of our staff are involved in activities within their own communities and beyond.

We hosted our second McMillan Coffee Morning, co-ordinated by Joanna Wilson and raised a magnificent £322.46, not including Gift Aid to be added by McMillan. Big thanks to all who baked, donated and contributed. Once again the Management Committee and staff have participated in the Annual Beach Clean. The Centre is committed to wider social benefits and work with communities and partners to achieve these.

3.4 Welfare Reform/Digital Inclusion

Welfare Reform continues to impact our Service Users across all services. As the Council continues to develop their response to the roll out of Universal Credit the Centre remains committed to actively participating with the Council to support South Ayrshire residents to claim and maintain their Universal Credit DWP Accounts.

A key factor relates to digital inclusion and the accessing of resources to make claims and update them with appropriate support. The Centre asked Service Users about digital access. 837 cases responded to the question with 164 stating they had no access (20%). 278 (33%) stating they only had phone access and 395(47%) stating they had broadband internet access.

Out of the responses 811 stated they have Bank/Building Society/Post Office with 9 stating they have no account. 17 cases chose not to disclose this information. We continue to work closely with SAC to identify those at highest risk who will require additional assistance as they start to claim or migrate to Universal Credit.

The role of our Welfare Reform Officer has been developed as part of the Centre's response to Welfare Reform and includes group sessions with the General Public as part of Home+ Initiative, linked to Engagement Services. This Officer also maintains up to date information across all relevant benefits, a resource which is beneficial to all the Services at the Centre and beyond. In addition, this Officer seeks grants from a range of resources for individuals which is used to reduce arrears, debt and prevent homelessness. (see page 25)

3.5 Health

Across all our Services we have seen a year on year growth in Service Users stating they have mental or physical health problems, some state they have both. It underpins the impact that preventing homelessness can have on health. We have included our Prison Housing Advice Service.

787 (61%) Service Users stated they have health or disability issues (673 (53%) last year). 141 stated physical disability (last year 149), 378 stated mental disability (263 last year), 268 had both physical and mental disabilities (261 last year). Over the past 7 years this has grown from 32% in 2010/11 to 61% this year.

3.6 "Get Started" Packs

We successfully applied for grant assistance to Nationwide. The purpose was to provide 3 packs for tenants moving into their new home. The packs included useful items to get them started Cleaning, Cooking and Decorating. 41 families benefited from these packs.

We have continued this and have accessed additional grants into 2019/2020.

3.7 Our Services

The Services we provide are **innovative, preventative, proactive, participatory and inclusive**. These directly link to the overall ethos of the Centre to provide high quality Services.

Each of these Services contribute to the Centre meeting its aims and objectives, contractual obligations and the needs of our Service Users and communities. **All Services produce Internal Annual Reports and statistics which feed into our Annual Report cycle including the Annual Service User Feedback Report.** Our services are:-

1. Housing Information, Advice and Advocacy (one-to-one service)
2. HEY (Housing Education 4 Youths) (Engagement Services Secondary School group work)
3. First Home, (one-to-one Engagement Services)
4. First Home Care Experience Pilot (one to one Engagement Services)
5. Home+ (Engagement Services group work)
6. Tenure Sustainment (one-to-one service)
7. Promotion and Development with partners and general public
8. Administrative Support (supporting the full Centre and Services)

1,300 cases related to individual Services Users/families, (1,270 last year). These Services use our standard case sheet which in turn populates our database with a wide range of fields, which then allows statistics to be collated and analysed to produce our Reports. The structure of our Services encourages External and Internal Referrals, for example a Sustainment Officer can refer to the Advice Service if necessary and a number of individual Internal Referrals have come through to Advice from our Engagement Services. The effectiveness and quality of our Services would not exist without the vital contribution from Admin staff which supports all our Services.

Reasons for Cases across Services

There are a wide range of reasons why we open cases across Services often there are multiple reasons including:-

- Homelessness or threatened with Homelessness 574 (44%), (511, 40% last year)
- Housing Benefit and Council Tax Reduction 299 (23%), (512, 40% last year)
- Universal Credit 151 (12%), (62, 5% last year)
- Rent arrears 165 (13%), (227, 18% last year)
- Dampness/disrepair 63 (5%), (92, 7% last year)

3.8 Housing Information, Advice and Advocacy Service

The Team comprises of Suzanne Slavin (Services Manager), Jill McNaught (Housing Advice & Advocacy Team Leader), Neil Gray (Housing Advice & Advocacy Officer) Jacqui Monaghan (Housing Advice & Advocacy Officer), Julie Madden (Prison Housing Adviser), Emma Gaughan (Prison Housing Adviser), Leica Malkin (Welfare Reform Officer) and supported by Joseph Sproat (Administration and Statistical Assistant) and John Mulholland (Chief Executive Officer). Demand for this Service is very high and over 1,147 cases were opened, (1,089 last year), including our Prison Housing Advice Service.

Advice Homeless Cases Detail

Total cases where we prevented homelessness were 98 not including the Prison Housing Advice Service. The prevention of homelessness does not just impact the 98 Service Users as each case often involves families. From the 98 homelessness prevention cases this accounted for 208 people (136 adults and 72 children).

This year those who were already in the Homeless system were 95, 33% compared to just 22% last year. This again confirms our Caseworkers concerns that we are unfortunately not getting to see Service Users until they are later in the process, we often wonder if we could have prevented their homelessness had we seen them sooner.

Homeless Reviews

There were a total of 37 Homeless Reviews submitted during 2018-19, (27 last year). It should be noted that we see many Service Users who we deem to not have legal grounds for review however we will only request a review where there is a sound case or legal basis for a review. In particular there has been an increase in not homeless and discharge of duty reviews this year.

23 of the cases had positive outcomes after review, 20 last year. 5 of the 11 reviews which were dismissed by the Council at informal stage went on to be successful at formal review.

17 Offers were withdrawn out of the 17 submitted. This illustrates the importance of taking into account the locational needs of applicants at the time of application which in turn may reduce reviews and potential repeat homelessness.

Private Rented Sector (not including Prisons)

The private sector in Scotland continues to grow with the private rented sector accounting for 14% of tenure in Scotland. In the reporting year 214 (31%) of our cases were in the private rented sector compared with 287,(36%) the previous year.

From these 214 private rented sector cases there were 483 internal action plans (682 last year) and the majority of cases have multiple action plans. We saw a huge reduction in private rented cases involving Housing Benefit problems, 55 (127 last year) and as expected an increase in those requiring help with Universal Credit, 17 to 28 this year.

There were 85 cases concerning Homelessness (39%) compared to 108 (37% last year). We welcome the huge decrease in dampness/disrepair cases with 17 compared with 52 in the previous year. 46 private sector cases involved Service Users seeking accommodation compared to 61 last year. Despite cases being down there has been an increase in Landlord/Tenants other issues.

There were 81 Private Sector cases with children (120 last year) and a total of 157 children, (210 last year).

Many cases had multiple outcomes to reflect multiple action plans. We prevented homelessness in 43 (51%) of the private sector cases, 66% last year) Affordability was improved in 75 of cases and 29 were permanently housed. 58 cases showed service users acting which means they can go on and act on the information or advice we have given them.

Prison Housing Advice Service

Between 1.7.18 – 30.6.19 we opened 463 new cases, (Kilmarnock 386, Barlinnie 77) compared to 305 for an 8 month period last year. As a comparison a 12 month equivalent would have been be 458. Please note the figure only accounts for new cases and doesn't include ongoing cases which overlaps the reporting period. Of the 463 new cases opened we have broken down their status when they first came to us for advice.

From 1.4.19 we have started monitoring our appointments. Between 1.4.19 – 30.6.19 we had 399 appointments over the 13 week period (approx. 31 appointments per week). From the 399

appointments during this period it is normal practice for us to see our Service Users more than once. 143 Services Users had one appointment with us, 83 Services Users had 2 – 4 appointments and 9 Services Users had 5 -7 appointments during this period.

Due to changes we have made on the Database we now record which local area the Service User was living prior to coming into Prison. The majority of our cases come from the KA1 and KA8 areas, last year the majority was the KA8 (23%) and KA3 (19%) postcode areas but it is difficult to compare as we only broke down into post codes from February 2018. In total 124 Service Users came from South Ayrshire, 27% (36% last year), 262 were from East Ayrshire, 57% (50% last year) and 71 were from other local authority areas 16%, (14% last year).

From the 320 Service Users cases which were closed (Kilmarnock 274 and Barlinnie 46) during this period we prevented homelessness in 188 cases (157 Kilmarnock, 31 Barlinnie). This was mainly by ensuring rent entitlement was in place or providing housing information and advice on tenancy sustainment.

Development

The Advice Team deals with a wide range of challenges and issues which are becoming more complex partly due to increased cases concerning mental health and constant changes to benefit rules. Those seeking help with Universal Credit has increased and will continue to grow. These cases require more time and it is important that advice adapts to meet these challenges.

There are major challenges within Advice over the next year which requires proactive and preventative responses, particularly relating to changes to Housing Law in Public and Private Sectors and Welfare Reform. There is considerable potential to develop the Prison Housing Advice Service further.

3.9 Engagement Services

This Service incorporates HEY, First Home, Home+, Tenure Sustainment and Overall Engagement. The Team includes Suzanne Mcilloney (Engagement Manager), Fallon Heggie (First Home Officer), Gavin Kennedy (First Home Officer), Janet MacAlister (First Home Officer), Elspeth Lloyd (Tenure Sustainment Officer) and is supported by John Mulholland (Chief Executive Officer), Karen Miller (Office and Finance Manager) and Joseph Sproat (Administrative and Statistical Assistant).

Engagement Services have been developing and increasing contacts with partners, communities and the general public.

In November 2018 the Centre commenced Care Experience Young People Pilot Service. Our aim is to develop the First Home model to provide a pro-active and inclusive Service which supports Care Experienced Service Users.

Engagement Services covers:-

- HEY (Housing Education for Youths)
- First Home
- First Home Care Experienced Young People Pilot Service
- Home+
- Tenure Sustainment Service
- Engagement and Promotion of the Centre with Partners and Communities
- Links with Ayr College and West of Scotland University
- Developing Services to Older People

We have attended and participated in a wide range of awareness raising events which has had a positive impact. It has raised awareness of our services, in particular for Students, Patients, Education and Health staff and Older Service Users.

HEY (Housing Education for Youths)

Over the period 2012-2019 Housing Education for Youths (HEY) has been delivered to 5,693 pupils and an average of 813 pupils per year. This has been facilitated within the Personal Social Education (PSE) slot. There has been considerable changes made in the schools and due to these the take up from the schools in the report year has reduced to 6 schools.

Throughout this period we have gathered statistics and feedback which has allowed us to evaluate the lessons and develop them with feedback from pupils and teachers. All pupils are given the opportunity to feedback on the lessons provided. In addition to feedback on the lessons we sought further information which could provide valuable service planning and development data. This year we delivered to 6 of the 8 Secondary Schools. The numbers of pupils receiving the lessons reduced from 844 to 268 this year.

It was very disappointing that participating schools have reduced in this report year. We have discussed this with the schools and have amended the sessions to meet the needs of individual schools which we hope will encourage participation from the schools. In years 2019/2020 6 schools have taken up the offer of sessions.

First Home Service

This Service is a Proactive Housing Information Service for young people. The Service is provided by Suzanne Moffat (Engagement Manager), Fallon Heggie (First Home Officer), Gavin Kennedy (First Home Officer), Janet MacAlister (First Home Officer) and John Mulholland (Chief Executive Officer). The key aim of the Service is to ensure that 16-24 years old applying for housing in South Ayrshire are given accurate information of the application process, responsibilities of becoming a tenant and help them assess whether they are ready to become a tenant.

Casework

The Service opened 77 new cases, (106 last year) with 305 actions and carried over 61 cases from the previous year. At the time of writing 81 cases have been closed and 68 carried over.

In the 81 cases closed there were 178 outcomes:

- 34 Permanently housed
- 49 Affordability improved
- 7 Applications suspended
- 7 Cancelled applications
- 3 returned home to family
- 10 stage 3 long waiting period
- 9 Service User's acting

81% of closed cases had a positive outcome or positive outcome likely.

First Home Care Experience Pilot

This pilot project commenced on 1st November 2018 with a primary aim to improve housing outcomes for Care Experienced Young People. Within the period the project opened 13 cases plus 2 opened prior to the start of the pilot.

Engagement levels have been very positive and clearly the development of trust and relationships with CEYP is very important. There has been good feedback from CEYP and partner agencies. The Centre will produce a report with an executive summary covering the 1st year of the pilot around December 2019.

Home+

We have been developing programmes available to all ages. The Sessions are designed to reduce tenancy failure, break the cycle of repeat homelessness, build resilience, enhance existing knowledge and skills and encourage tenants to be involved in the wider community.

During the initial phase we undertook extensive research and compiled a survey to identify areas of interests for potential participants. We received 103 responses with 82% stating that they would benefit from the information sessions. We broke the findings down into topics and age ranges and from this identified the 5 most preferred topics:-

- Universal Credit/ Welfare Reform (45)
- Budgeting/Money Saving (48)
- Cooking on a Budget (47)
- Education/Training and Employment (46)
- Painting and Decorating (44)

We have used social media, posters and emails to partner agencies to publicise Sessions. There were 4 sessions delivered with 15 people attending. We will in the coming year re-evaluate and adapt this to promote attendance from internal and external agencies.

Tenure Sustainment Service

This part of Engagement Services has 1 officer Elspeth Lloyd (Tenure Sustainment Officer). This service was reduced as part of our South Ayrshire contract which commenced on 1st November 2017. This is a crisis intervention Service where there is an imminent risk of homelessness. There is often an intensive response required at the point of referral. 61 new cases were opened and 7 cases overlapped from the previous year.

Casework

Most cases have more than one internal action plan. From the 61 new cases there were 136 different actions. 52 cases were closed with the following main outcomes (some cases have more than one outcome):-

- 36 homelessness prevented
- 34 tenancy stabilised
- 20 arrears reduced
- 23 affordability improved

In the 52 of the cases closed, debt was reduced by different levels including rent arrears. A key issue relates to affordability improved in the longer term which promotes the tenancy being stabilised.

Engagement/ Promotion of Ayr Housing Aid Centre

Engagement Services attended 47 events organised by South Ayrshire Council, Partners and other community groups. This raises the profile of the Centre and the services we provide within the community. It also increases opportunities to develop positive partnerships which can benefit our Service Users and promote service development.

We have increased activity through social media with 568 Facebook likes and traffic and 562 people are following our page. In the year our highest post reach was 3,700 which related to a vacancy.

Our annual McMillan Coffee Morning reached 372 people raising £322.46.

3.10 Administrative Support

The Admin Team is Karen Miller (Office and Finance Manager), Joseph Sproat (Administration and Statistical Assistant) and Joanna Wilson (Receptionist). The Admin Service plays an important role in the Centre as it underpins all our operations ranging from Regulatory requirements, compliance, HR and personnel issues, finance, projections, statistics, Service Users and quality control.

Databases

The databases and statistics are integral to the Centre's reporting and evaluation cycle. The Centre's databases provide all the data and statistics which underpins the Services we provide. This enables us to produce accurate Reports, monitor trends and respond to specific requests from Managers to Funders on selected areas. This is a major contributor to maintaining high quality control systems for compliance.

We continue to update our Case sheets with new and/or additional headings which in turn transfers onto our databases to produce more in depth statistics. The Case Sheets have been amended to include a tear-off slip to reflect the introduction of the General Data Protection Regulations (GDPR), implemented on 25th May 2018. Our GDPR Audit was carried out in May 2019.

For these Databases to be effective the Services must comply with the input requirements. Admin can only populate the Databases with the information provided by each Service.

Demand

In this year's Internal Report we considered types of initial Services User's contact. Service Users visiting the Centre for appointments accounted for 360 of our cases opened, (363 last year). There were 38 cases opened by home appointments (56 last year). We opened 340 cases over the telephone this year, (403 last year). A number of Service Users had to call into the Centre for an appointment following the telephone call if there were complex issues. Centre drop-ins accounted for 40 cases (63 last year). The Centre opened 6 cases via letter, 33 cases via e-mail, 3 by text and 10 were Emergency Drop in.

Development

The Centre is committed to further development which impacts on the Admin Service.

Over the next year we will:

- Review and develop services
- Prepare for procurement
- Convert to SCIO
- Continue to increase Staff Training and development opportunities (internally and externally)
- Include Training Records on new Breathe HR System
- Regularly review Case Sheets
- Link with Fundraising Sub-Committee
- Continue to research and apply for Grants and other income for the Centre
- Continue to review and develop our financial systems and payroll
- Further develop Service User Feedback Forms - Online/Text/Phone for Advice Service
- Continue to develop Databases across all Services
- Continue to upgrade IT Hardware/Software
- Further develop the Centre's Website
- Data Protection Officer will carry out an annual case and data GDPR Audit

3.11 Impact of Services

Due to our individual bespoke Services the measured impact can be short, medium or long term. Services which are geared to individuals/families are measured on social and economic benefits. Our group work, in particular, in the Schools is more long term. The information given may be retained and allow informed choice for young people later when they have to make housing choices. This, of course, may be carried over into our First Home Services in the future.

Internal action plans are the reason a case is opened, some cases have a number of action plans. Out of the 1,300 cases across all Services there were 3,456 action plans, (3,225 last year). The largest primary problem raised with the Centre continues to be homelessness or threatened with homelessness, 574 cases (511 last year). This accounts for around 44% (40% last year) of our caseload.

164 cases involved 16-24 year olds, (196 last year). From this age group 62 were involved in the homeless system (89 last year). There were 434 children involved in all our cases, (551 last year) of this 111 were involved in homelessness, (149 last year).

Employability

The majority of our caseload are Service Users who are Sick/ill, 498, 38% (31% last year) followed by those not in employment 357, 27% (26% last year). Those who were employed were 274, 21% (26% last year). There were 60 cases from the retired age group, 41 students and 37 cases were Carers.

It is interesting to note from our First Home statistics over the past 4 years the number of young people in employment/apprenticeships has increased from 22% to 26%. Unemployment within this group has remained the same at 53%, students have increased from 9% to 15% this year.

24% (19% last year) 4th year pupils from our HEY Service stated they wanted to move into employment/ apprenticeships after leaving school.

Rent Arrears Recovery/ Income Maximisation/Future Rent Projection

Over the past 17 years we have been monitoring monies recovered to Rent, Council Tax Accounts, income increased to tenants and owner occupiers. The table below highlights overall monies recovered which in many cases prevented eviction and homelessness across all Sectors. Homelessness prevention in all Sectors reduces demands on Public Sector resources, in particular homeless temporary accommodation. Many Service Users have in addition benefited from our Advice, Tenure Sustainment and First Home Services which often includes budgeting skills to prevent future homelessness.

Landlord/Lender	2015/16	2016/17	2017/18	2018/19	Total to date
SAC	£267,839.29	£269,832.68	£159,977.28	£128,225.27	£1,746,554.07
RSL	£15,149.89	£21,130.91	£17,158.66	£18,892.89	£217,686.63
Private	£53,092.80	£50,369.57	£37,507.34	£43,696.84	£562,767.04
Owner Occupied	£613.61	£720.45	£1,177.98	£5,668.00	£64,408.83
Family	£33,551.22	£3,983.00	£3,419.42	£14,993.93	£70,624.63
Total	£370,246.81	£346,036.61	£219,240.68	£211,476.93	£2,662,041.13

The table above, in particular South Ayrshire Council tenants highlights increased co-operation in terms of rent arrear cases and income maximisation. This has become more relevant as backdating periods have reduced. The reduction in numbers relate to a reduction in rent arrears referrals from South Ayrshire Council and new processes introduced at the sign up stage of tenancies. Despite this our recovery amounts and income maximisation remains high. It is clear that an increased number of Service Users are having real and sustained financial problems and this is partly reflected in the increase of arrears in the rented sector. This is the 17th year we have monitored the above which started in 2002/03, the end totals are cumulative.

The Centre has developed a Grants Database to log the number of Grants applied for and whether they were successful or not. The majority of the Grants applied for are to reduce Service User rent arrears, begin a new tenancy or sustain tenancies. Of the charitable grants applied to in the financial year 47 applications were successful totalling £46,447.18. These were from 23 different grant providers with the most awards coming from Grocery Aid (7) SSAFA (5), the Champions Board and Vicar's Relief Fund (both 4).

Estimated value of projected future rent for tenancies:

Public Sector 121 tenancies x £85 (average rent) x 52 weeks =	£ 534,820
RSL 21 tenancies x £100 (average rent) x 52 weeks =	£ 109,200
Private Sector 83 tenancies x £125 (average rent) x 52 weeks =	<u>£ 539,500</u>
	<u>£ 1,183,520</u>

Estimated value of projected future mortgage payment for owners:

Owner Occupiers 7 x £650 (average monthly mortgage payment) x 12 months = £54,600

3.12 Homeless Prevention

The Centre firmly believes early intervention and access to independent, free advice prevents homelessness. The continued development of a Homeless Intervention and Prevention Service within South Ayrshire is a major contributor to meet strategic objectives and this has been incorporated into our Services. This is clearly part of the overall Housing Options agenda.

The Centre directly prevented homelessness in 322 cases this year, estimated saving to the public purse of £1,932,000. The formula used is A x B x C

A: - Average weekly rent for temporary accommodation (£300)

B: - Number of cases (322)

C: - Average time in temporary accommodation (20 weeks)

As illustrated above there are considerable cost savings in preventative measures including temporary accommodation, case administration, investigation and other ancillary costs. Another important factor is the personal, health, education, criminal justice and social benefit to those who are prevented from coming into the homeless system through positive intervention. Research has highlighted the costs of homelessness per household ranges between £15,000 and £83,000. In a period of 15 years the Centre has directly prevented homelessness in over 3,300 cases which has had considerable economic benefit to South Ayrshire Council, Central Government and social benefit to potentially homeless households. There is clear evidence of Social Return on Investment (SROI) in terms of funding homeless prevention Services with the, **spend to save agenda**. On the lower end of the scale, **I would estimate a further saving for homelessness prevention of £7,406,000 for these 322 cases.**

3.13 Value of Services

Our Services provide a range of values including health and wellbeing, educational and economic. The measure for some of these services are more medium to long term such as HEY and First Home. Therefore they do not form part of our economic measures. Nevertheless they are vital elements and are of considerable value to school pupils and young people to equip them with the information and skills for the future.

East and South Ayrshire Councils contributed £405,000 to our one-to-one Services (not including Group Work). We estimate the value of our Service directly and indirectly benefits the Council, Central Government, Landlords and Service Users to be £10,861,696. Economic value is an important indicator and for every £1 put in by the Councils the Centre generates a value of £26.81 (last year was £28.20).

Many people benefit directly and indirectly e.g. Teachers knowledge of housing and homelessness is expanded by the provision of the HEY Service.

It is a fair estimate that every year at least 5,000 Individuals/Organisations directly or indirectly benefit from our Services.

3.14 Service User Feedback

The Centre has developed Service User Feedback systems across our Services and prepare a Service User Feedback Annual Report. Once again we have included feedback from group work delivered.

We sent out 339 questionnaires (229 last year) for our Housing Information and Advice Service, 48 of these questionnaires were returned, 30%, (16% last year). 22 questionnaires were sent out to our Tenure Sustainment Service Users, 12 of these were returned 55% (60% last year). 38 questionnaires were sent out to our First Home Service Users, 36 of these were returned, 95% (78% last year). The First Home Service received 3 Parent Feedback Forms, 19 Interim Feedback Forms issued and 18 returned, (95%). 20 completed tracking feedback forms (6 months after closing) 32 issued, (63%).

I would take this opportunity to thank and congratulate staff in terms of the positive feedback across all Services and reiterate the Centre's commitment to listening and taking into account feedback to maintain and improve quality.

3.15 Centre Development

Services interlink within the Centre and beyond and have the flexibility to meet changing demands. This requires robust internal systems and strong lines of communications with the Council and our many Partner Agencies. All our Services directly and positively impact on the lives of Service Users, Communities and Third Parties.

There are many significant changes and challenges for the Centre and our Services within the next year and beyond across all tenures. Universal Credit and further welfare reform will have a significant impact on our Service Users. The Centre is committed to working with Councils and partners to minimise the impact of Universal Credit and positively promote the continued roll out of the Scottish Welfare System with the transfer of some powers from Westminster.

We need to develop our Services to meet the changing demands of Service Users ranging from Prison Housing Advice Service to further development of the First Home Service. The Care

Experienced Pilot has been very positive during the report year and we hope this will be continued for the rest of the contract and be included in the new contract specification.

The changing profile of our Service Users is another significant factor we require to take into account and we have a long history of adapting to respond to these.

One of our primary strengths is our staff. Their commitment and dedication underpins the Services we provide. The Committee has a long proud history of supporting staff training and development. This is essential to provide high quality services to meet all the regulatory and quality assurance requirements.

3.16 Conclusion

This has been a busy and challenging year for staff and the Committee. We have more than met these challenges and I am very proud all our services have performed to the highest standards providing quality services to all who access them. The year ahead will see significant changes for the Centre with the conversion to a Scottish Incorporated Charitable Organisation and our preparation for procurement due in November 2020.

I would extend my thanks to all my colleagues who are central to the Services we provide.

I firmly believe one of our main strengths is our teamwork and commitment to the overall aims and objectives of the Organisation. I would finally thank the members of the Management Committee for their continued commitment and support.

4. STATISTICAL REPORT 2018-19

Our statistics are generated from our Microsoft Excel Database and cover the period 1st July 2018 to 30th June 2019. Please note the Prison Housing Advice Service covers both East and South Ayrshire areas. We have included this Service in the relevant statistics wherever possible. We have included an Addendum to the Statistical Report which provides additional statistics from the Prison Housing Advice Service. Our statistics change and are accurate as at the time of writing this Report.

1. CASES OPENED OVER PAST 3 YEARS

The Centre opened 1,300 cases between 1st July 2018 and 30th June 2019 (1,270 last year). This includes 175 rural cases, (203 last year). Our Prison Housing Advice Service opened 463 cases (386 in HMP Kilmarnock and 77 in HMP Barlinnie).

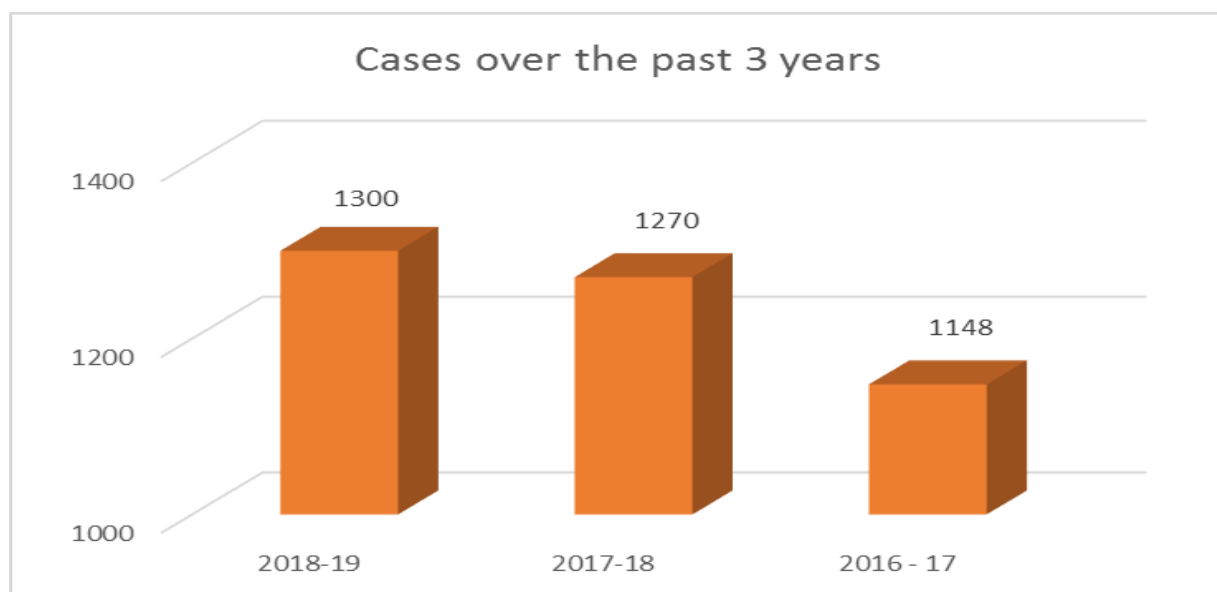


Chart 1

2. MONTHLY CASES OPENED

As you can see the month of February was very busy with 132 cases opened. The average cases opened in a month was 108, (80 last year).

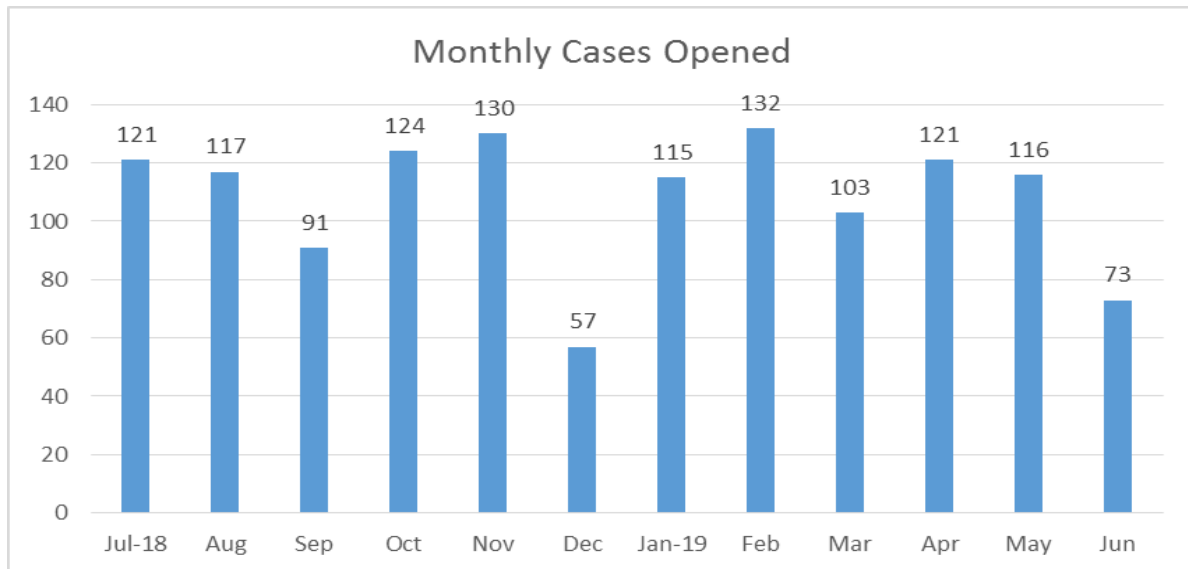


Chart 2

3. SERVICES

We provide a range of Services to individuals and families. The majority of cases are opened through our Centre based Advice Service, 684 (784 cases last year). Prison Housing Advice Service opened 463 cases. The First Home Service opened 77 (106 cases last year). Tenure Sustainment opened 61 (75 cases last year). Between 1st November 2018 to 30th June 2019 the Care Experienced Young People Project has opened 13 cases with a further 2 opened prior to the start of the pilot.

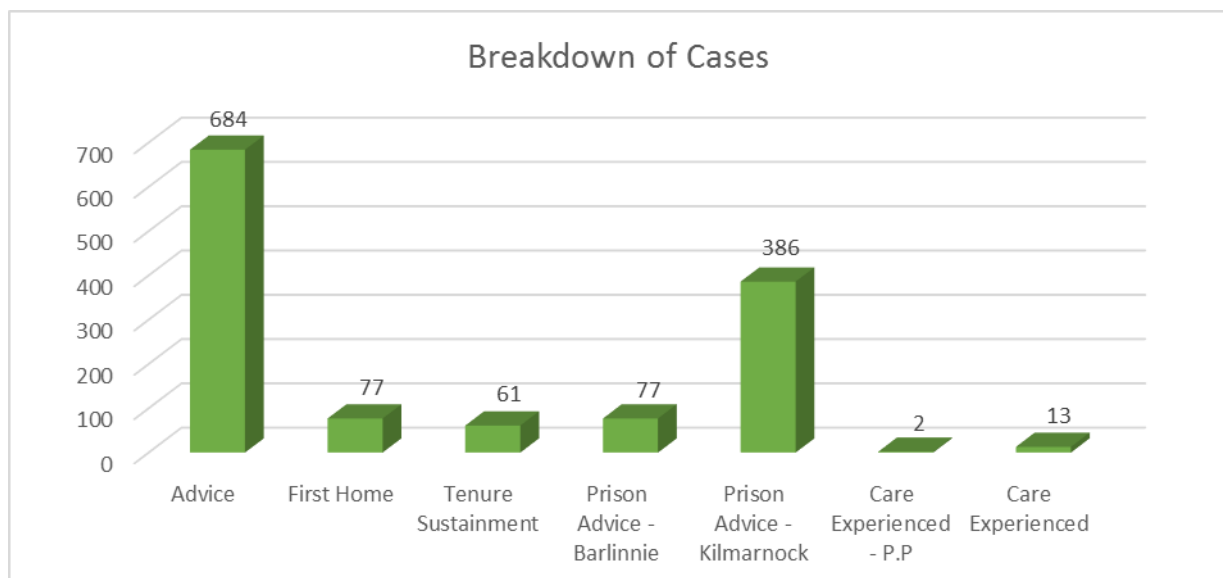


Chart 3

4. LOCAL AUTHORITY AREAS

The vast majority of cases opened were from Service Users currently residing within South Ayrshire, 951 (947 last year). There were 246 from East Ayrshire this is linked to the Prison Housing Advice project, (8 last year). 3 from North Ayrshire, (4 last year) and 100 from other areas, again linked to the Prison Housing Advice Project. (6 last year). Please note the increase in Service Users from East Ayrshire and other areas is due to the Prison Housing Advice Service.

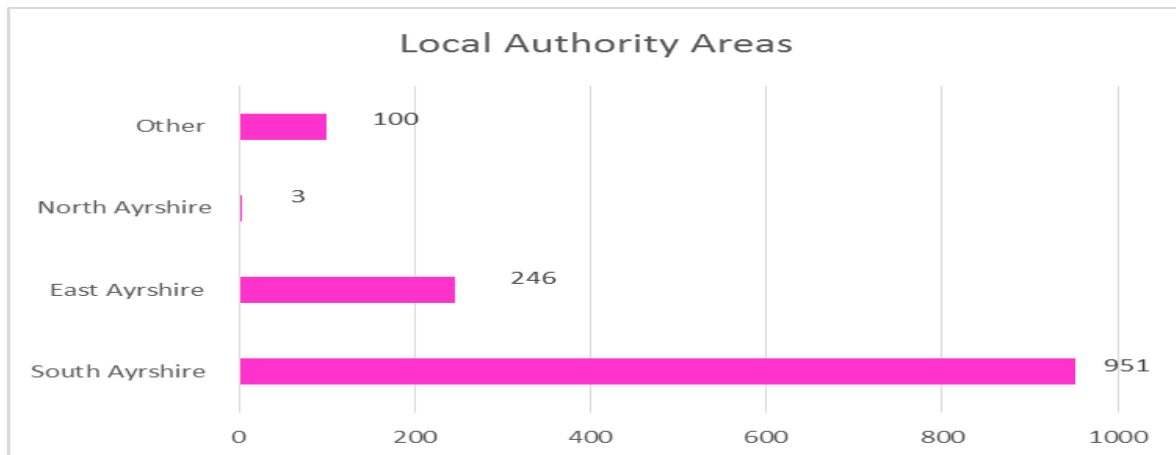


Chart 4

5. LOCAL AREAS (Prison Service not included)

This chart provides useful information on the area the Service User was living at the time they contacted us. The largest group were from Ayr North, 385 (412 last year). The figures from the Ayr South were 118, (172 last year). Cases opened from Troon and Prestwick areas are 129 this year, (160 last year). Cases opened in Maybole, Girvan and Villages were 175 cases, (203 last year).

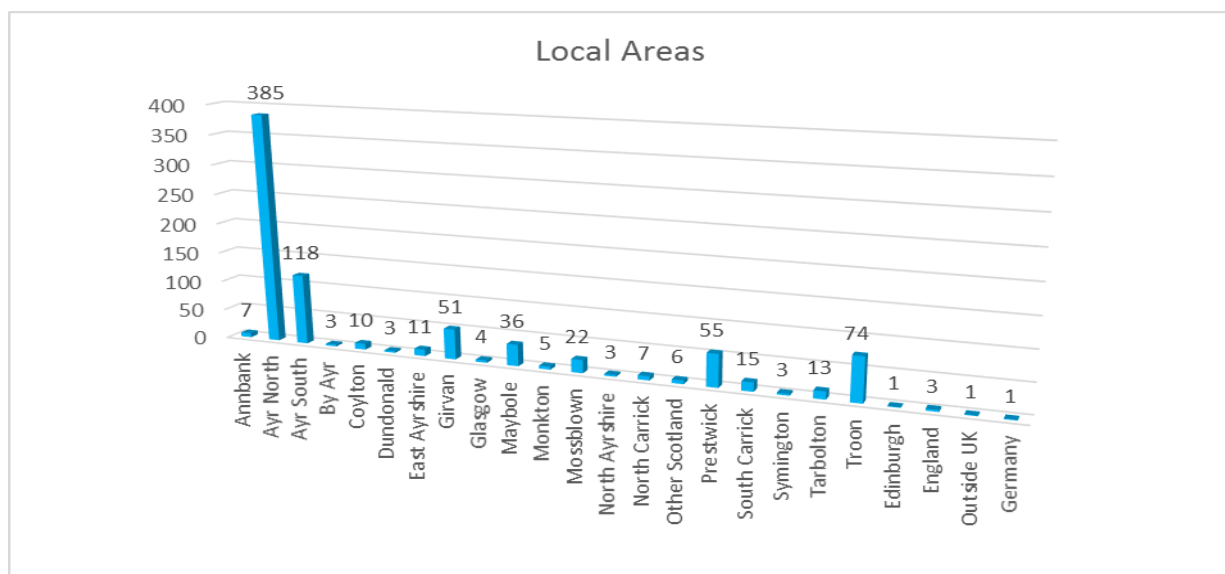


Chart 5

6. GENDER OF SERVICE USERS (Prison Service not included)

The gender split of cases opened this year is 40% men (41% last year) and 60% women (59% last year).

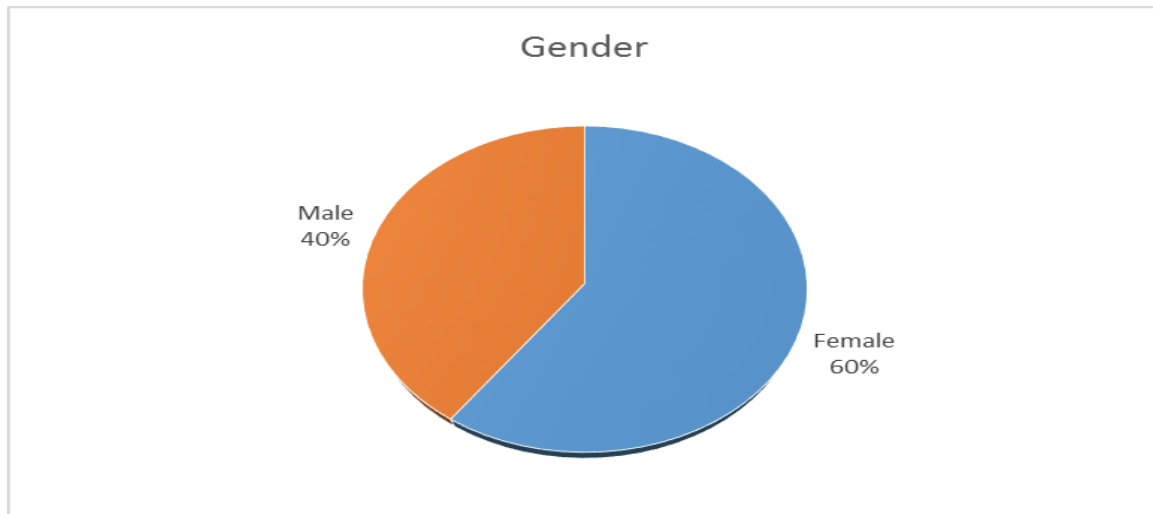


Chart 6

7. DISABILITY

141 Service Users had a physical disability (11% last year), 378 had a mental disability (21% last year) and there were 268 cases where Service Users have both physical and mental disabilities (21% last year). A total of 787 (61%) had some level of disability, (53% last year).

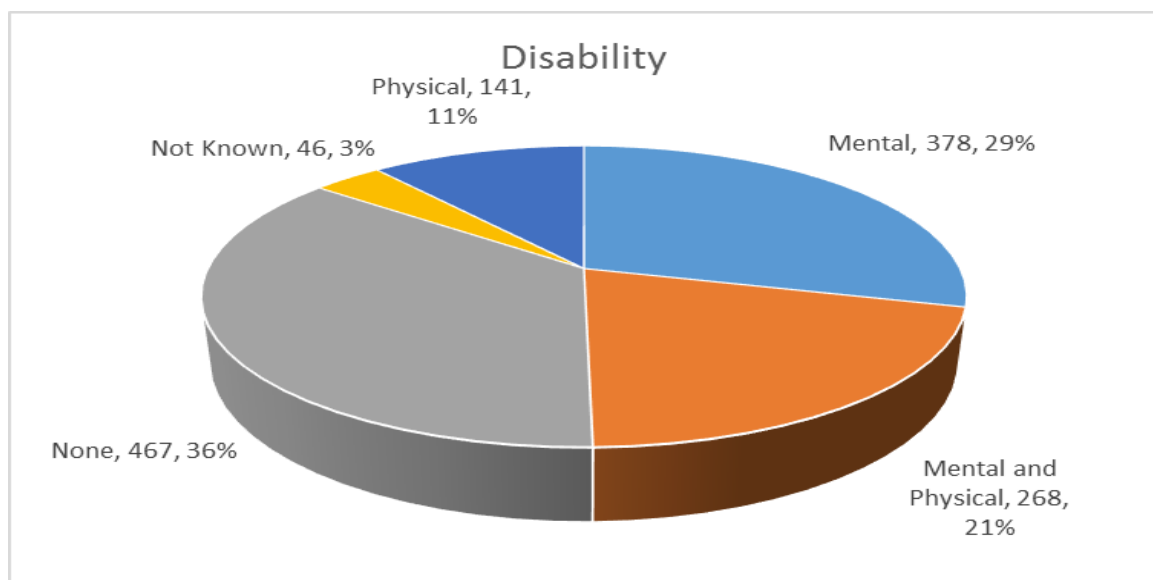


Chart 7

8. AGE RANGE (Prison Service not included)

There were 568 Service Users in the 25+ age group, (657 last year). There were 164 Service Users aged 16 - 24 (196 last year) and 103 cases from the pension age group, (112 last year). We had one Service User who was aged 15.

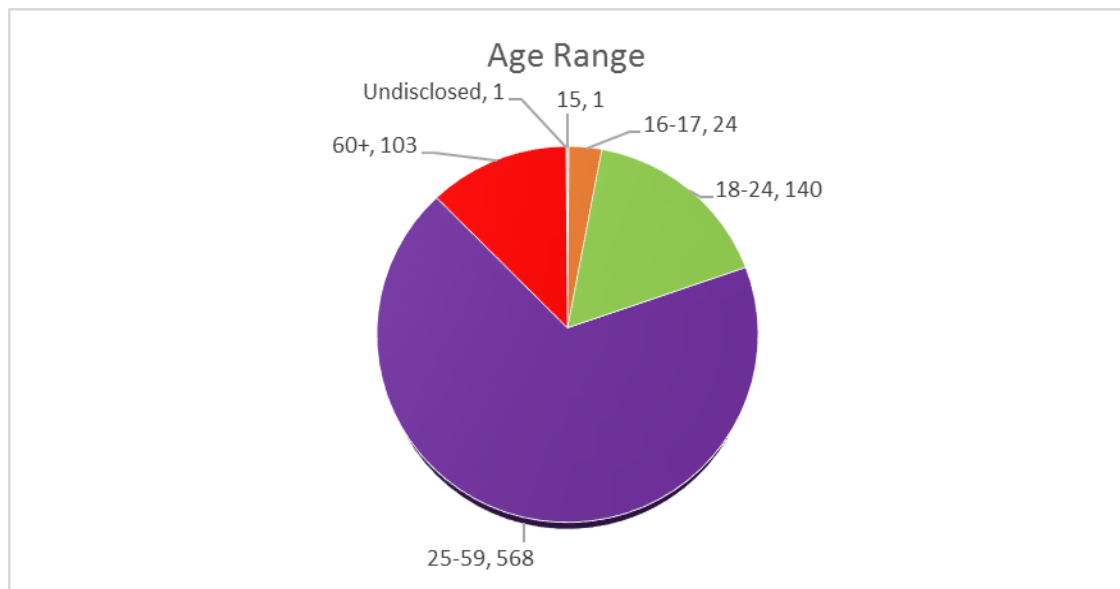


Chart 8

9. 16 - 24 YEAR OLD CASES (Prison Service not included)

This category accounted for 20% of cases opened, (20% last year). This year 62 of them were involved in homelessness at the time of calling at the Centre, (89 last year).

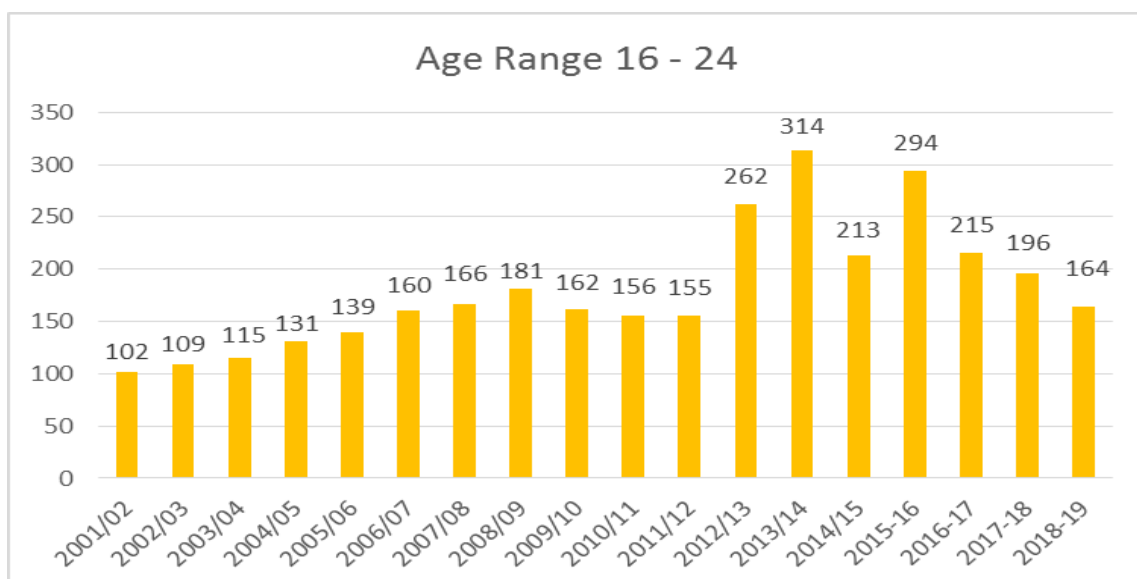


Chart 9

10. REFERRAL AGENCY (Prison Service not included see addendum)

The self category continues to be the primary method of referral, 406 (494 last year). Service Users who are aware of our Service often recommend it to others. There were 23 referrals from a family member and 35 from a friend. Referrals from the Council Housing Department were 114, (158 last year). The total number of cases referred by South Ayrshire Council including the Housing Department were 204, (279 last year), 13 of these were from Social Work, (9 last year). There were 5 Referrals from Councillors (6 last year), 3 from Members of the Scottish Parliament (3 last year). 1 Referral was from Money Advice, 6 referrals from the Information and Advice HUB and 36 Referrals from SeAscape. 11 cases were Referred from Housing Associations, (10 last year). The Centre received 8 referrals from Women's Aid and 12 Referrals from Hospital/Health. The Centre received 5 referrals from Mental Health Services and 3 from Addiction Services.

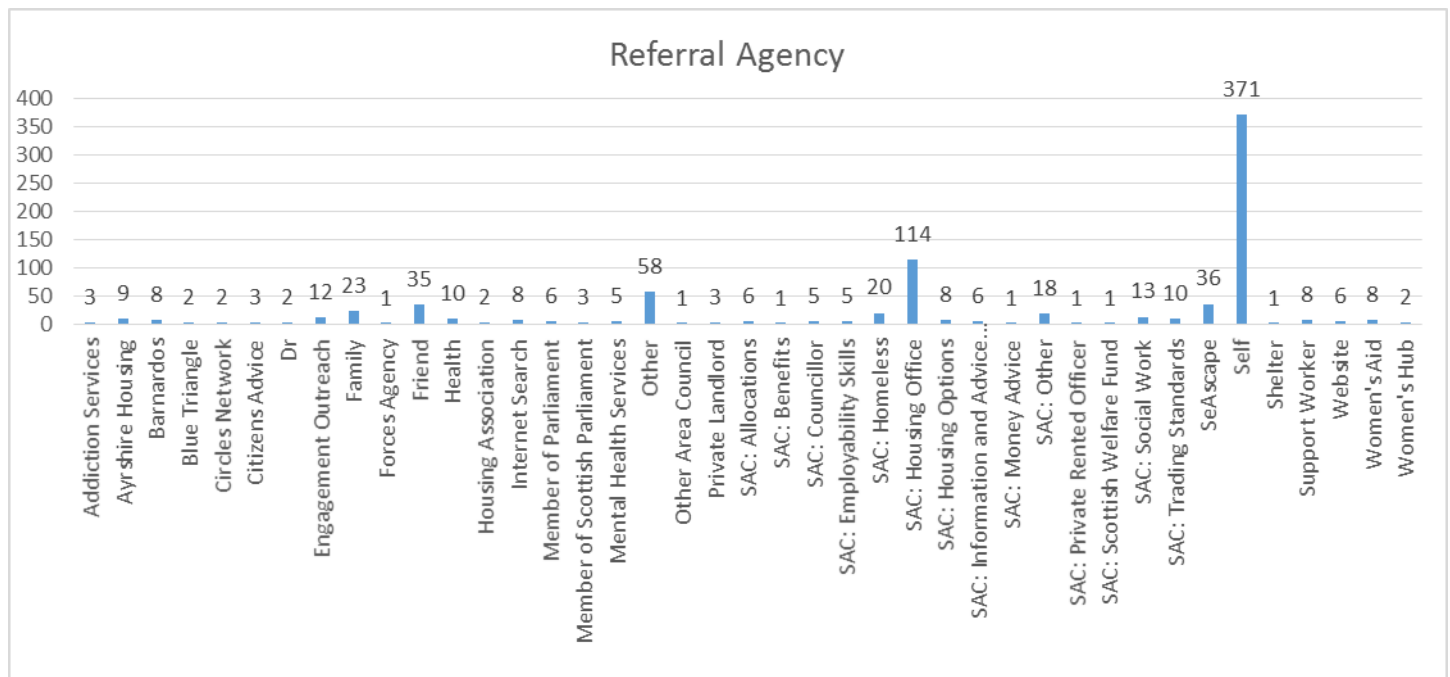


Chart 10

The Centre continues to actively participate in the development of South Ayrshire Council's Signpost system. The aim of the system is to ensure Service Users are linked to the relevant Service at the time of need and that referrals are picked up quickly from agencies and responded to speedily. The number of referrals from signpost has been disappointing over the past year. We have raised this with SAC and have provided a briefing to signpost staff about the services the Centre provides.

11. EMPLOYMENT TYPES

The majority of our caseload is Service Users who are Sick/ill, 498, 38% (296, 31% last year) followed by unemployed 357, 27% (last year 252, 26%). Those who were employed were 274, 21% (255, 26% last year). There were 60 cases from the retired age group, 41 students and 37 were carers. 4 were new parents and 5 Service Users were pregnant. 4 were new parents and 5 Service Users were pregnant.

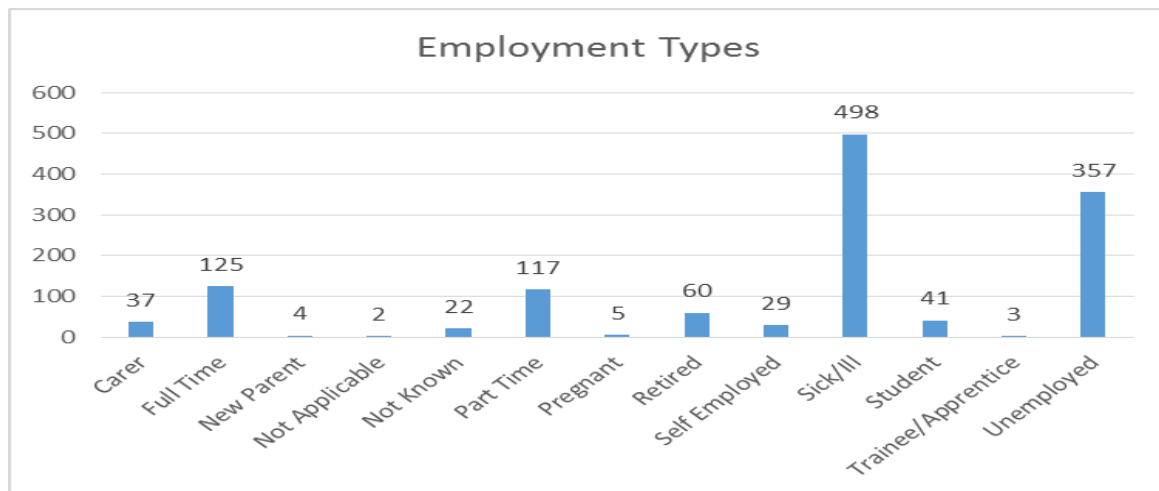


Chart 11

12. HOUSEHOLD TYPE (Prison Service not included)

The majority of cases opened were single men (636) and single women (228). Many of the singles group are involved in homelessness. This highlights the plight of this group in gaining access to reasonable accommodation often linked to affordability, in particular under 35's. It is not surprising these households provide a high number of cases as they are often at a disadvantage in terms of available accommodation and benefits. Families continue to provide a large number of cases (231 this year, 311 last year).

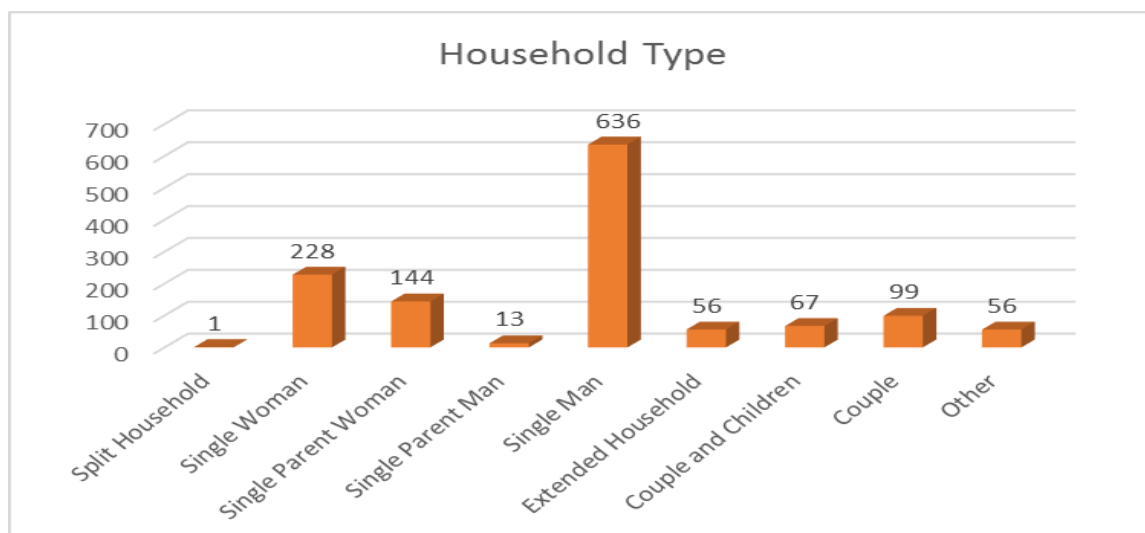


Chart 12

13. NUMBER OF CHILDREN IN FAMILY (Prison Service not included)

This chart is designed to identify how many children are involved in our cases each year. It is useful to consider how many children face housing related problems which could impact on their development, health, education and many other aspects of their lives. Families with one child were 113 cases, 171 last year. Families with 2 children were 65 cases, 84 last year. The total numbers of children involved in all of our cases were, 434, (551 last year).

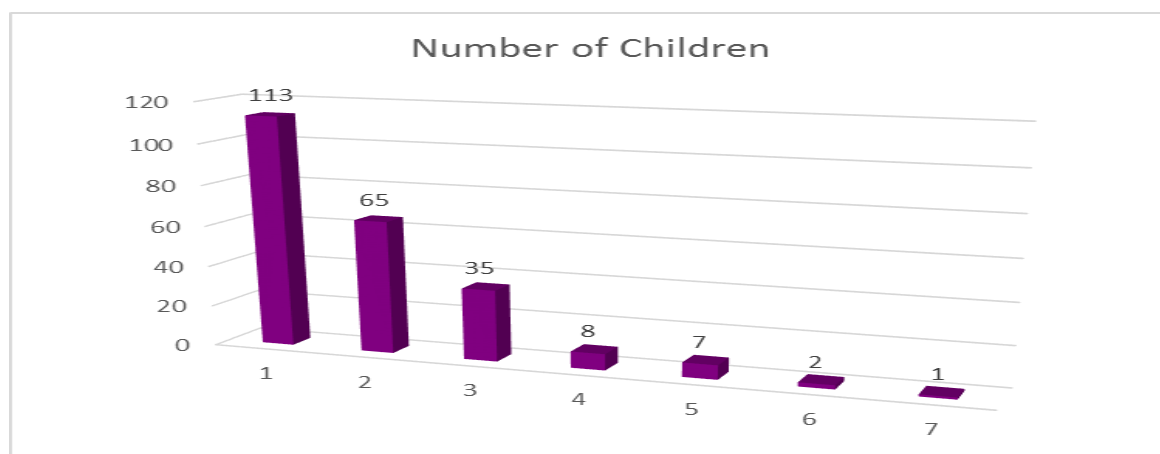


Chart 13

14. AGES OF CHILDREN (Prison Service not included)

Where there is more than one child in a family unit we have averaged their ages, for example if there are 3 children aged 5, 8 and 13 in a case we have recorded the statistics as primary school. 60 of our cases included children aged 0-4, (90 last year), 117 were aged 5-11, (127 last year) and 51 were aged 12-17, (76 last year). 2 were in further education, (14 last year) and 1 was not known.

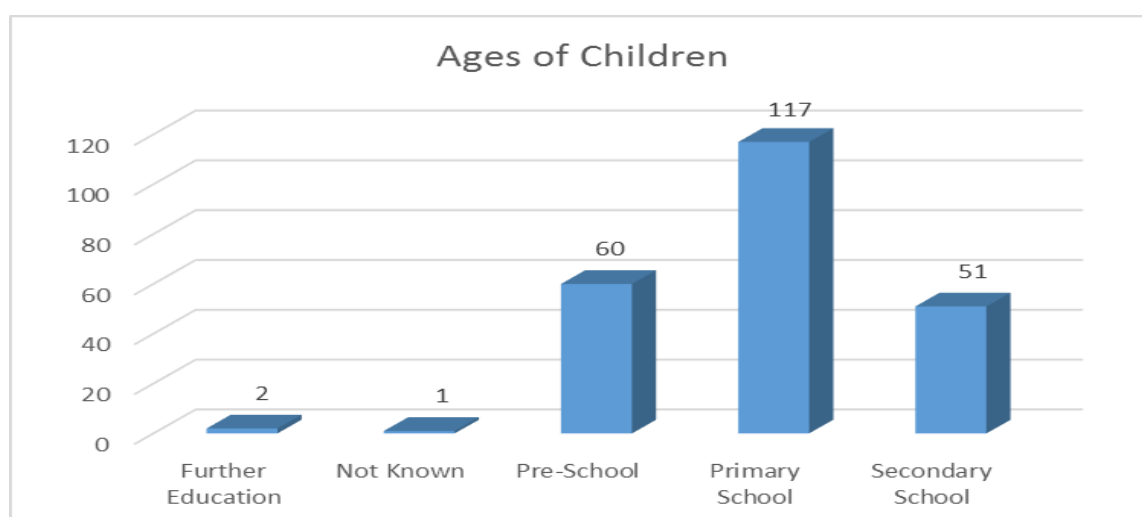


Chart 14

15. PRESENT TENURE

There are many different types of tenure within South Ayrshire. 33 Service Users were roofless at the time of the initial contact with the Centre, (16 last year). The majority of Private Sector Tenancies were Short Assured, 158 (277 last year) although this continues to reduce as these are phased out. New Private Residential Tenancies were introduced on 1st December 2017 and we opened 98 this year (15 last year). 429 of our Service Users were Scottish Secure Tenants with the Council (309 last year) and 87 were Housing Association tenants (60 last year). 38 Service Users owned their homes, (34 last year). 61 Service Users were living in a hostel and were living with Parent/Relative. 143 (90 last year) were in temporary furnished homeless accommodation.

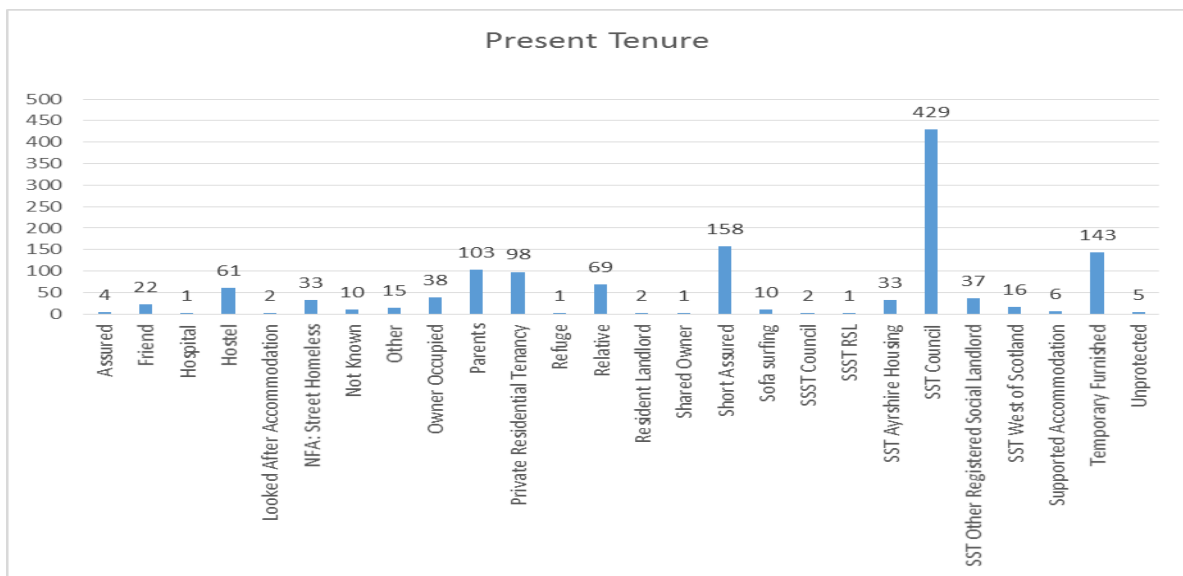


Chart 15

16. HOUSING REGISTER (Prison Service not included)

There were 55 (129 last year) on the Council Waiting List and 44 (114 last year) on Ayrshire Housing's List with 10 on West of Scotland's List (18 last year). 1 Service User was on Hanover's Housing List (2 last year).

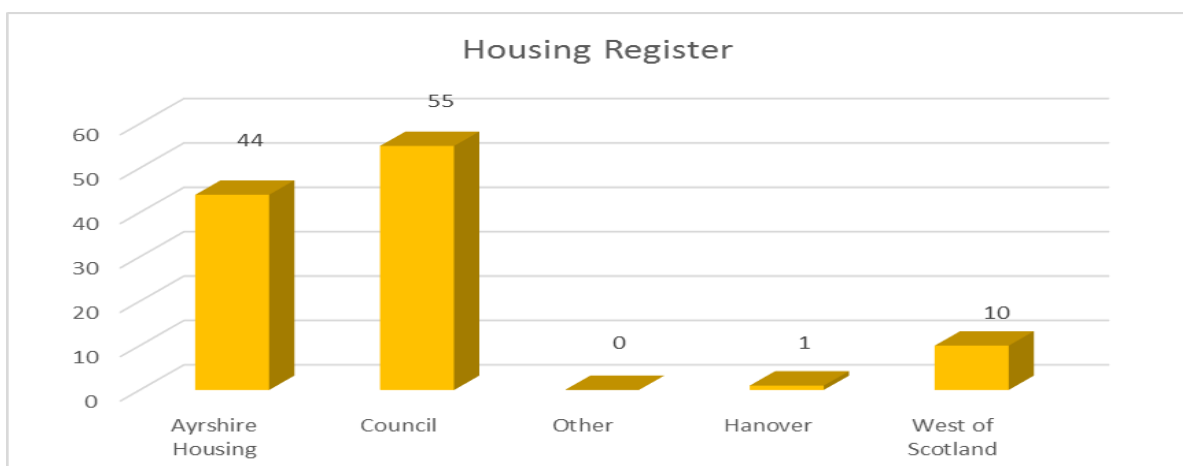


Chart 16

17. INTERNAL ACTION PLAN (Prison Service not included see addendum)

Homelessness continues to be our largest primary problem in our cases and we opened 386 cases where homeless advice was sought, (429 last year). There were 37 cases wanting a transfer and 250 cases seeking accommodation. As can be seen from the chart below there were 209 internal action plan problems relating to Benefits, 149 of them were Housing Benefit, (332 last year). Problems relating to Universal Credit accounted for 151 cases. 51 cases related to landlord and tenant problems with 51 cases relating to repair, most were in the Private Sector. Each case often has multiple problems. There were 2,260 action plans from the 837 cases opened.

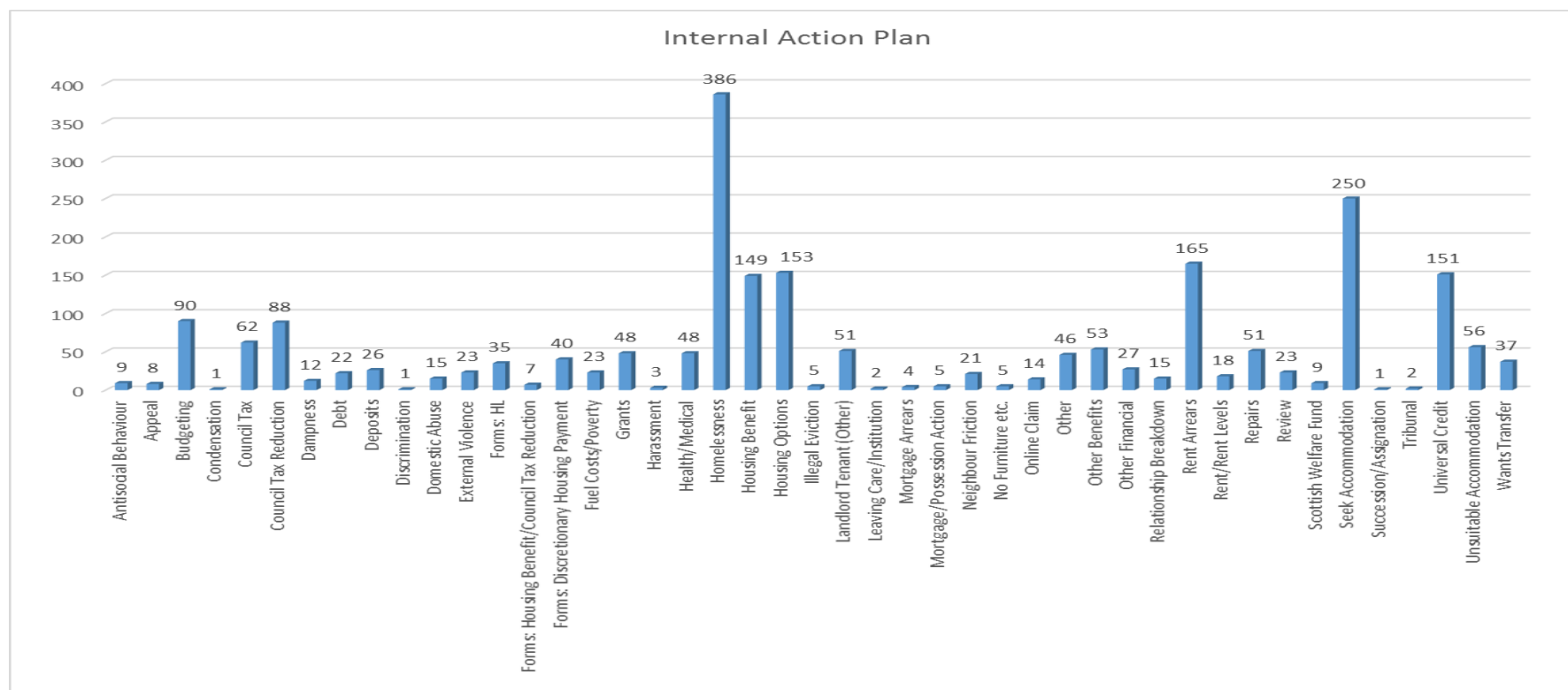


Chart 17

18. INITIAL CONTACT WITH THE CENTRE (Prison Service not included)

Service Users visiting the Centre for appointments accounted for 360 of our cases opened, (363 last year). 38 cases were opened by home visit appointment (56 last year). We opened 340 cases over the telephone this year, (403 last year). A number of Service Users had to call into the Centre for an appointment following the telephone call if there was a complex problem. There were 40 Drop-ins, (63 last year). The Centre opened 6 cases via letter, 33 cases via e-mail, 3 by text and 10 by Emergency Drop in. 7 cases were opened through outreach.

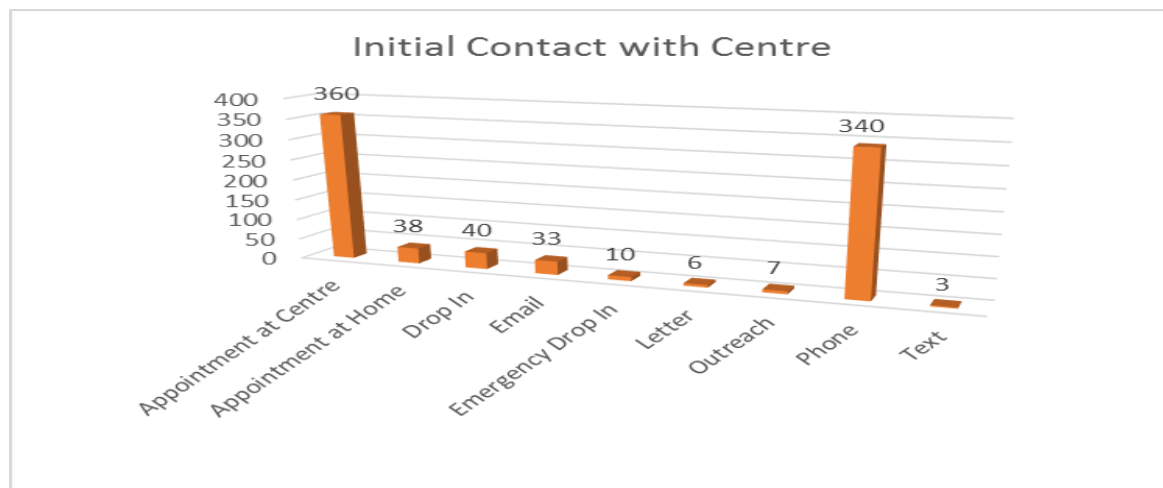


Chart 18

19. HOMELESS FIGURES OVER PAST 5 YEARS

Homeless figures include those who were roofless, statutory homeless and those threatened with homelessness within 4 – 6 months. Cases concerning homelessness have increased from 224 in 1998/99 to 5723 this year (including prisons). In percentage terms this is 40% of all cases opened, (identical % to last year).

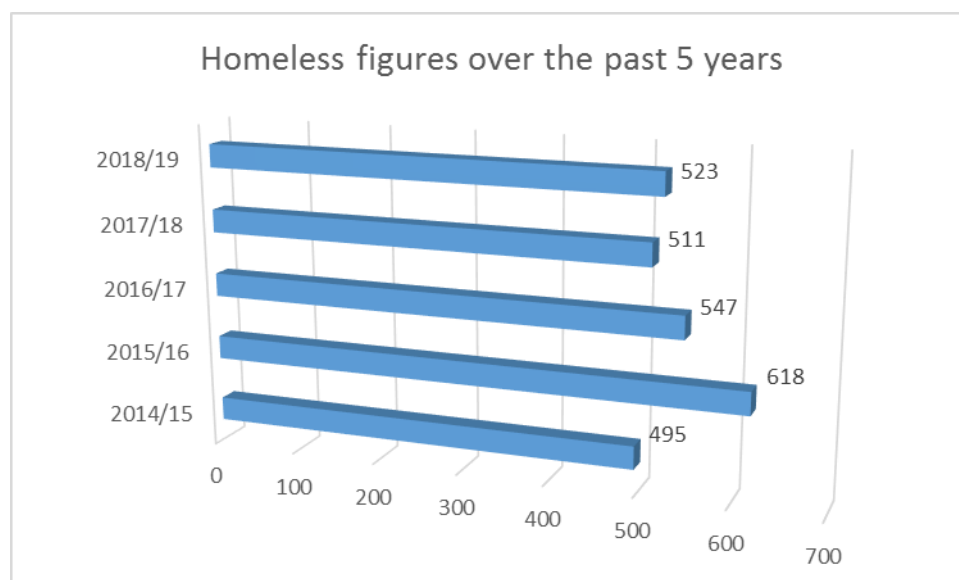


Chart 19

20. HOMELESS AGE RANGES (Prison Service not included)

Out of the 386 homeless cases opened 62 were in the 16 - 24 age range, (89 last year). We opened 14 cases from 16-17 years old, (13 last year), 48 from 18-24 year olds, (76 last year). Homeless cases involving those over 60 accounted for 30, (19 last year). The majority of our homeless Service Users still remain within the 25-59 age range, 294, (321 last year).

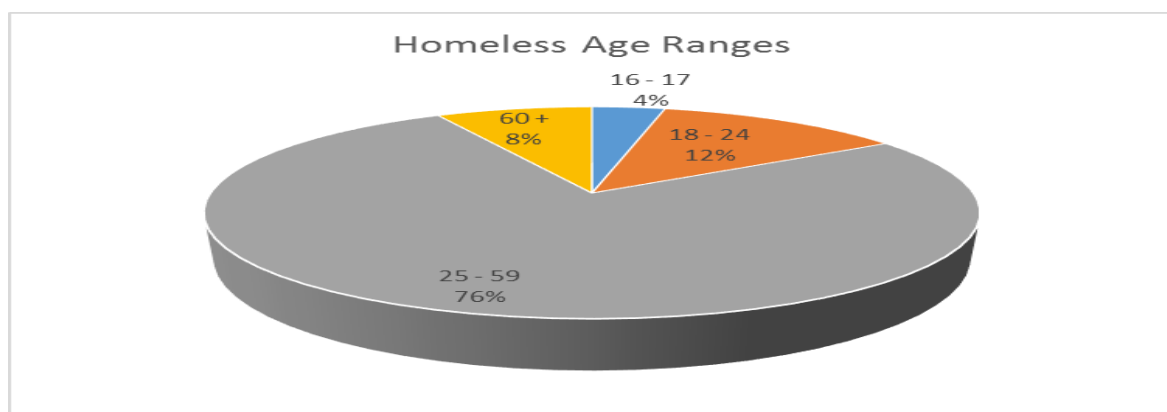


Chart 20

21. AGES OF CHILDREN INVOLVED IN HOMELESSNESS (Prison Service not included)

Further to chart 13 we have broken down the number of children involved in homelessness in our cases. Out of 434 children, 111 were involved in homelessness. As with chart 13 where there is more than one child we have averaged their ages per unit, for example if there are 3 children aged 5, 8 and 13 we have recorded the statistics as aged 5-11. 30 of these families had children aged 0-4, (48 last year), 61 were aged 5-11, (60 last year) and 18 were aged 12-17, (34 last year). 2 children were in further education, (5 last year).

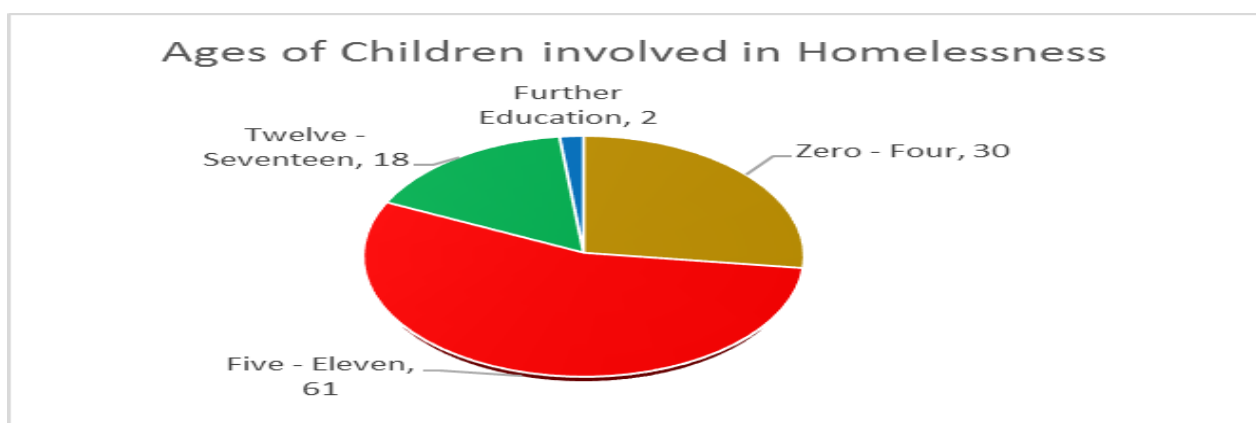


Chart 21

22. REASON FOR BECOMING HOMELESS (Prison Service not included)

64 case cited reason for homelessness as rent arrears in the Public Sector, (95 last year) and many of them will be in the statutory homeless group. 30 cases were homeless due to arrears from the Private Sector, (42 last year). Domestic abuse and relationship breakdown continues to be a major cause of homelessness, 59 cases (48 last year). Numbers of Service Users whose primary cause of homelessness was Housing Benefit problems was 3 (18 last year.) Service Users made homeless due to their tenancy coming to an end were 9 (7 last year). 16 of our Service Users became homeless due to family or friends unwilling to let them stay (30 last year). Evictions across Sectors accounted for 15 cases and includes Service Users threatened with eviction where an order has been granted. There were 13 cases where the landlord was selling the property (11 last year). External abuse and violence was the reason 37 families became homeless (29 last year).

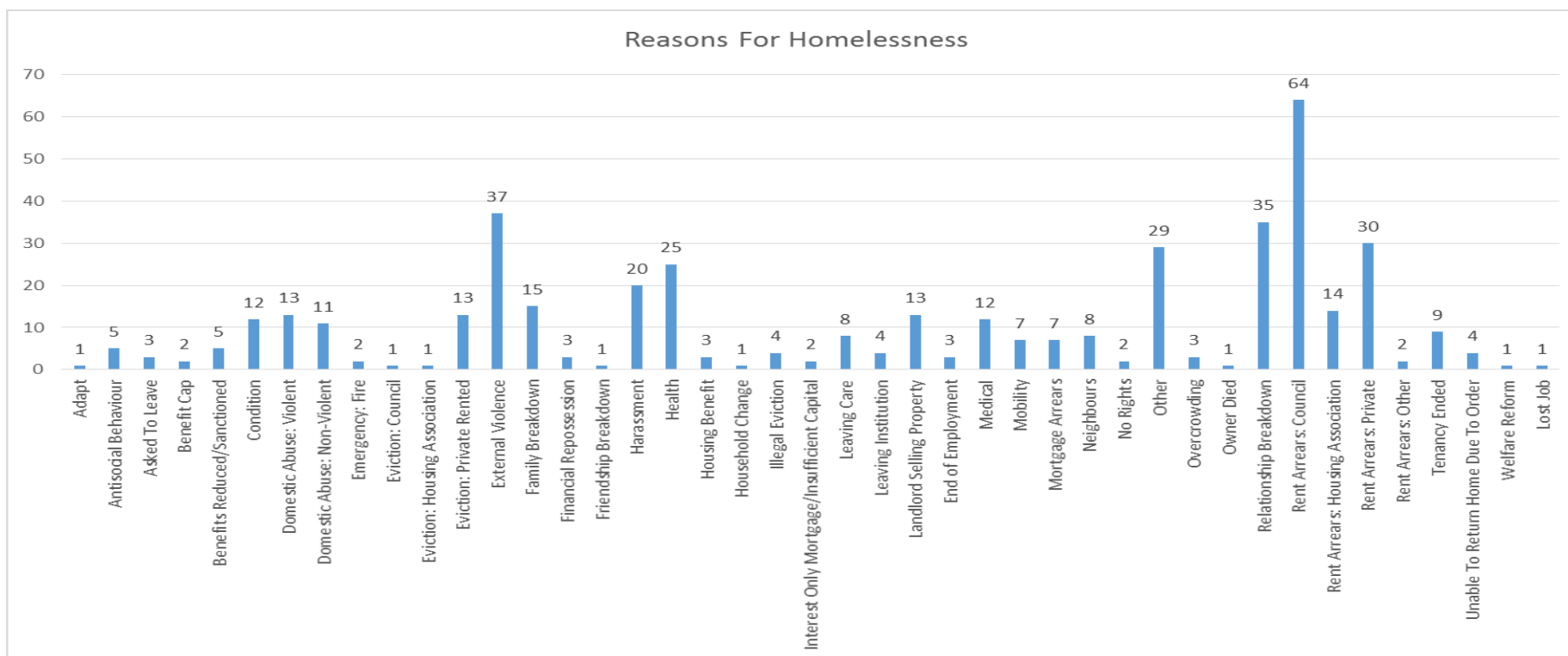


Chart 22

23. LOCAL AUTHORITY ATTITUDE (Prison Service not included)

The chart below represents the Council's attitude regarding the Homeless Application at the time the Service User came to the Centre. The Council were making enquiries into 25 cases, (27 last year) and were not involved yet in 222 cases, (294 last year). It appears from this many Service Users are seeking advice on their rights prior to contacting the Local Authority, this is positive for homeless prevention.



Chart 23

24. OUTCOME OF CLOSED CASES (Prison Service not included)

The Centre closed 88% of cases opened, (92% last year) mainly due to cases being more complex and open longer. Increased emphasis on homeless prevention by working closely with Landlords and Housing Options has been positive. The Centre prevented homelessness in 134 cases, (204 last year). This has been made more achievable by improved Referrals and however the reduction in hours of our Tenure Sustainment Service has impacted the number of cases we can open as this is only one member of staff instead of 3. Please note there can be more than one outcome per case.

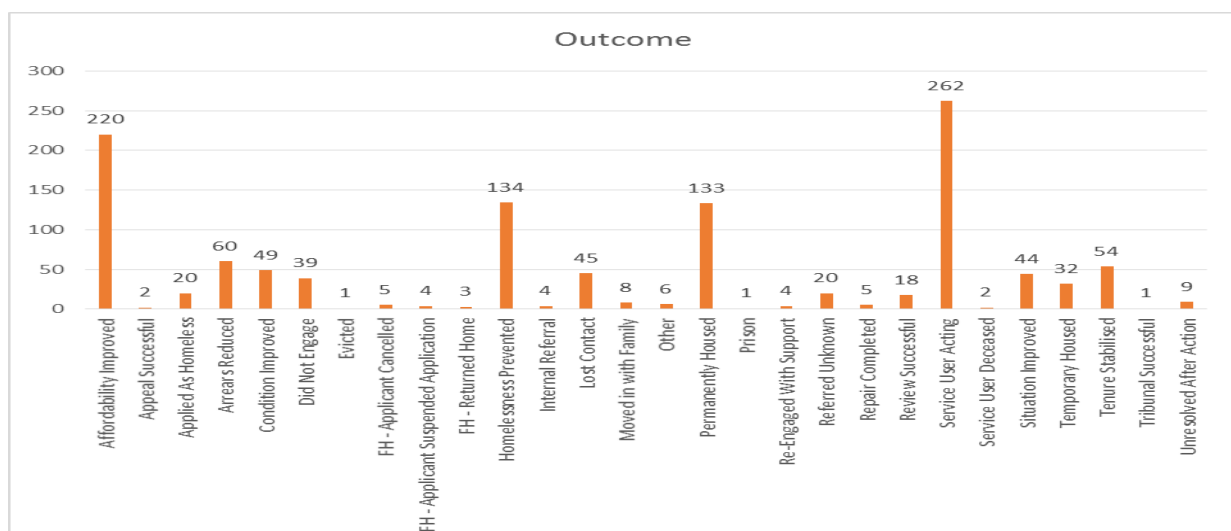


Chart 24

25. ACTION/ADVICE OF CLOSED CASES (Prison Service not included)

As already stated, advice can cover a wide range of factors and cover many internal action plans. In terms of advocacy we have regular contact with many Local and Central Government Departments, Landlords, Lenders, Partner Agencies and individuals. Positively advocating for Service User at an early stage is often successful in preventing homelessness.

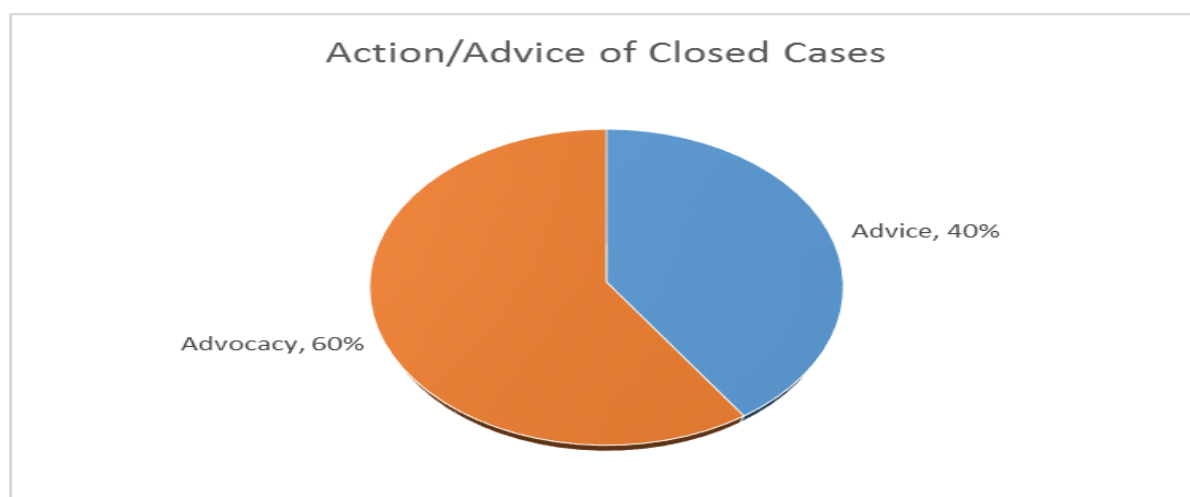


Chart 25

26. CASE ASSESSMENT

This graph relates to an assessment of the outcomes. In the vast majority of cases closed there was a positive outcome or a likelihood of a positive outcome. It is interesting to note the level of lost contact cases, 44 (36 last year). The Centre has systems in place to minimise the possibility of losing contact and we follow up cases quickly to avoid this. This is vital, in particular when trying to prevent homelessness and encouraging engagement and a positive interaction.

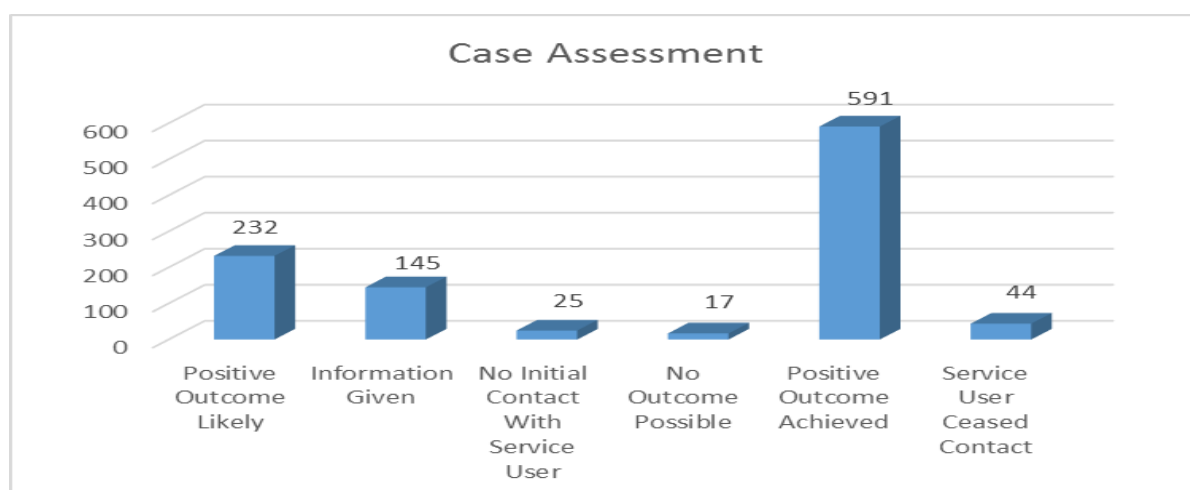


Chart 26

ANNUAL STATISTICAL REPORT

PRISON HOUSING ADVICE SERVICE

INTRODUCTION

The Service covers both East and South Ayrshire areas. Since the Contract integrated this service on 1.11.17 we have created a Prison Housing Advice Policy, reviewed and adapted the existing database for collation and extraction of statistics for reports, created a backup of the database and created Service User Feedback forms. This report has additional information from our statistical systems in line with The SHORE Standards. Please note there may still be some discrepancies due to the overlap in cases since the database was updated on 1st February 2018.

27. LOCAL AREAS

These charts illustrate the Local Authority areas. The majority of our Service Users are from East Ayrshire, mainly due to the location of the Prison and an increase in those coming into HMP Kilmarnock during this period. HMP Kilmarnock has a higher number of East Ayrshire residents compared to South Ayrshire so it is expected that we will have a higher percentage of East Ayrshire Service Users. The other category are prisoners in HMP Kilmarnock who are not from South or East Ayrshire who are referred through the Prison Core Screening process. They are linked to services within their local areas and are given housing advice and options. Prisoners from South and East Ayrshire in other prisons access similar services.

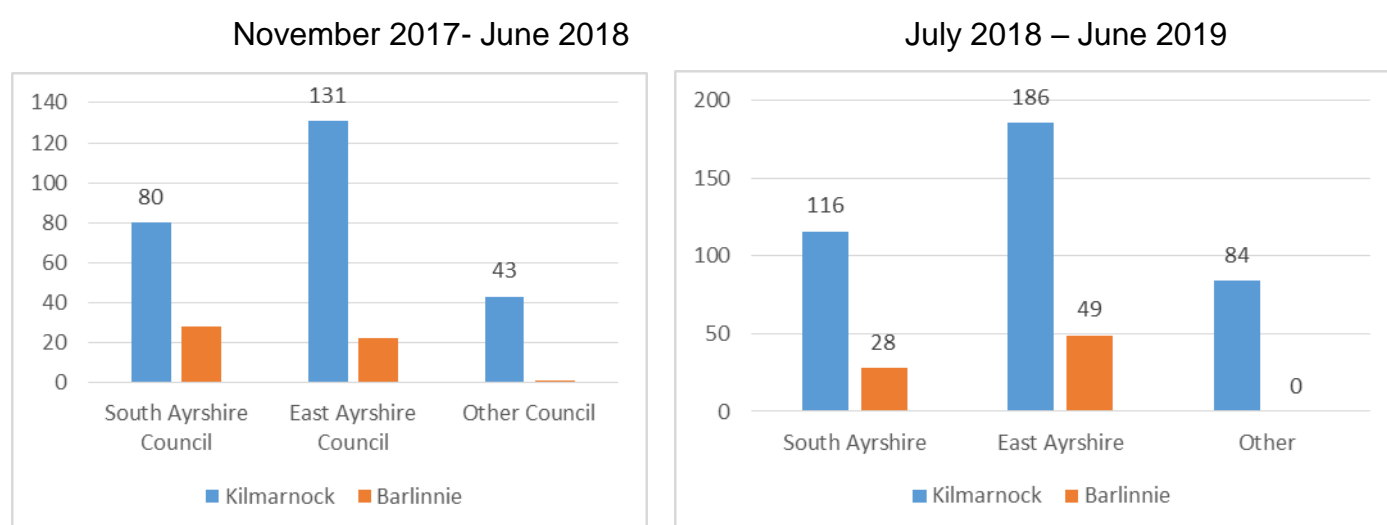


Chart 27

28. REFERRAL AGENCY

The following charts show the majority of cases were referred to us via the Prison Core Screen and Induction which is carried out by Prison Officers to identify Service Users' needs when they come into Prison. There have been numerous self-referrals received in Kilmarnock which are usually from mid-sentence if circumstances change.

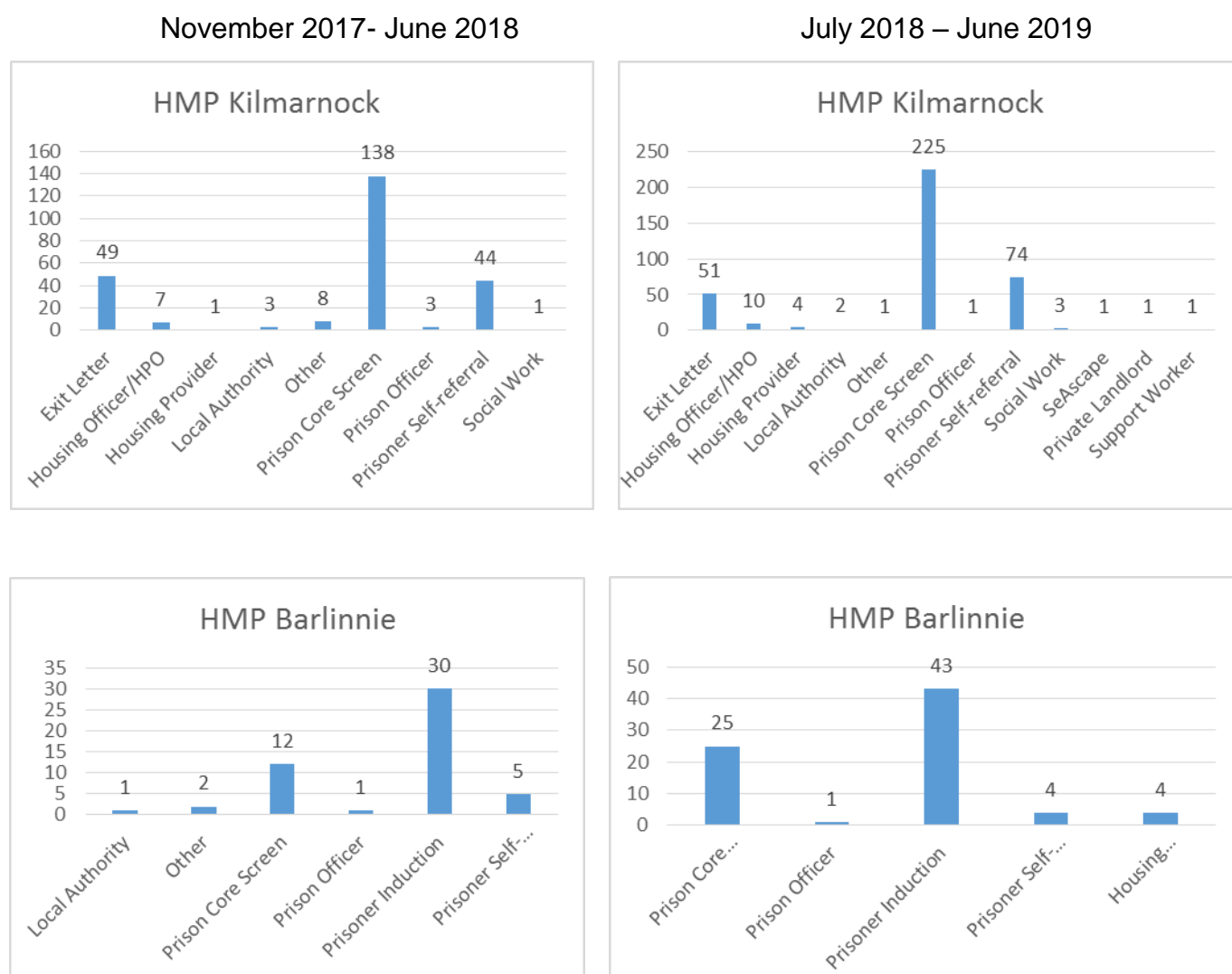


Chart 28

29. INTERNAL ACTION PLAN

The 463 cases opened this year generated 1,196 issues requiring advice (Kilmarnock 1,004 and Barlinnie 192). This is only new case specific advice actions from cases opened and doesn't include the additional work carried out for e-mail and phone call enquiries from local authorities checking if their tenants are in custody, court appearances or sentence dates and any other work carried out. This illustrates the breadth of housing knowledge our Advisers have. As you can see the majority of our Service Users required Housing Information, Options, Homelessness and Benefits advice (Housing Benefit, Council Tax Reduction/Exemption and Housing Element of Universal Credit).

November 2017- June 2018

July 2018 – June 2019

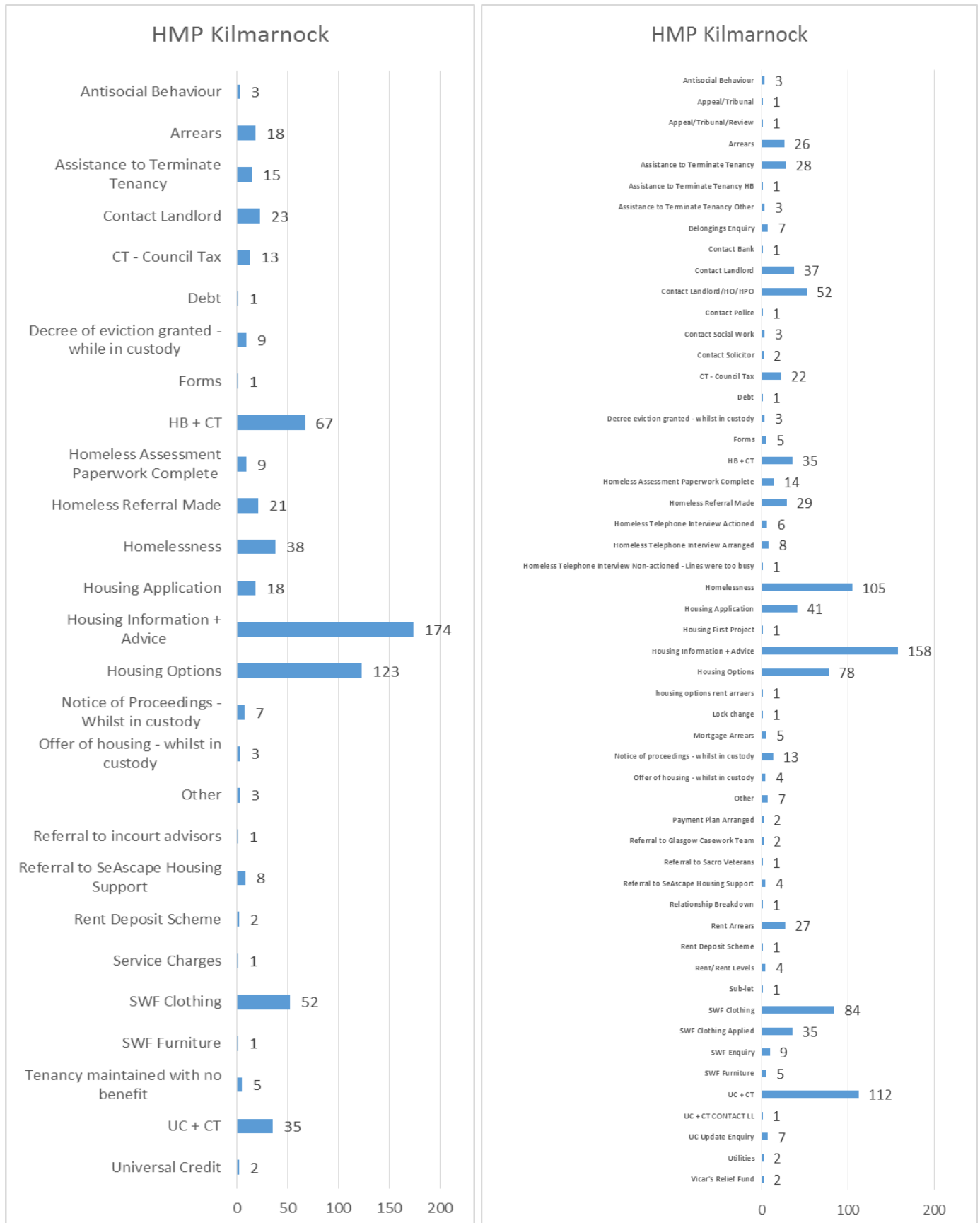
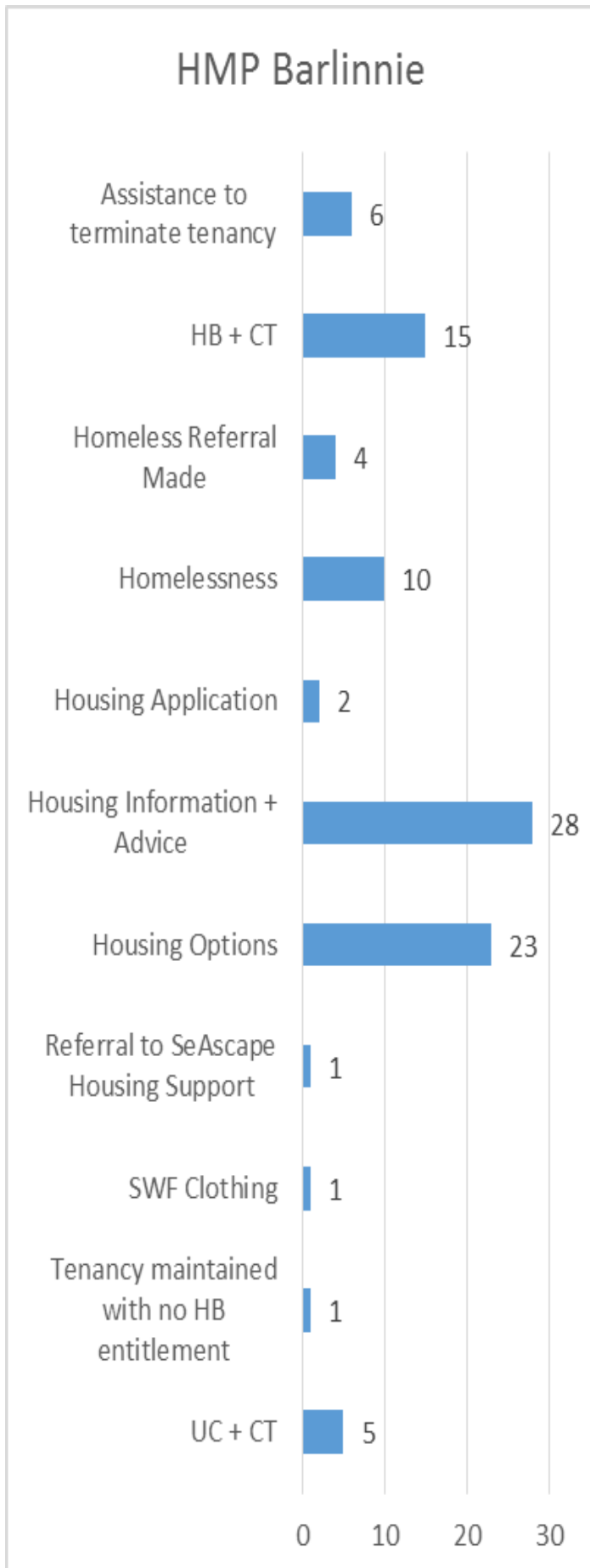


Chart 29

November 2017 – June 2018



July 2018 – June 2019

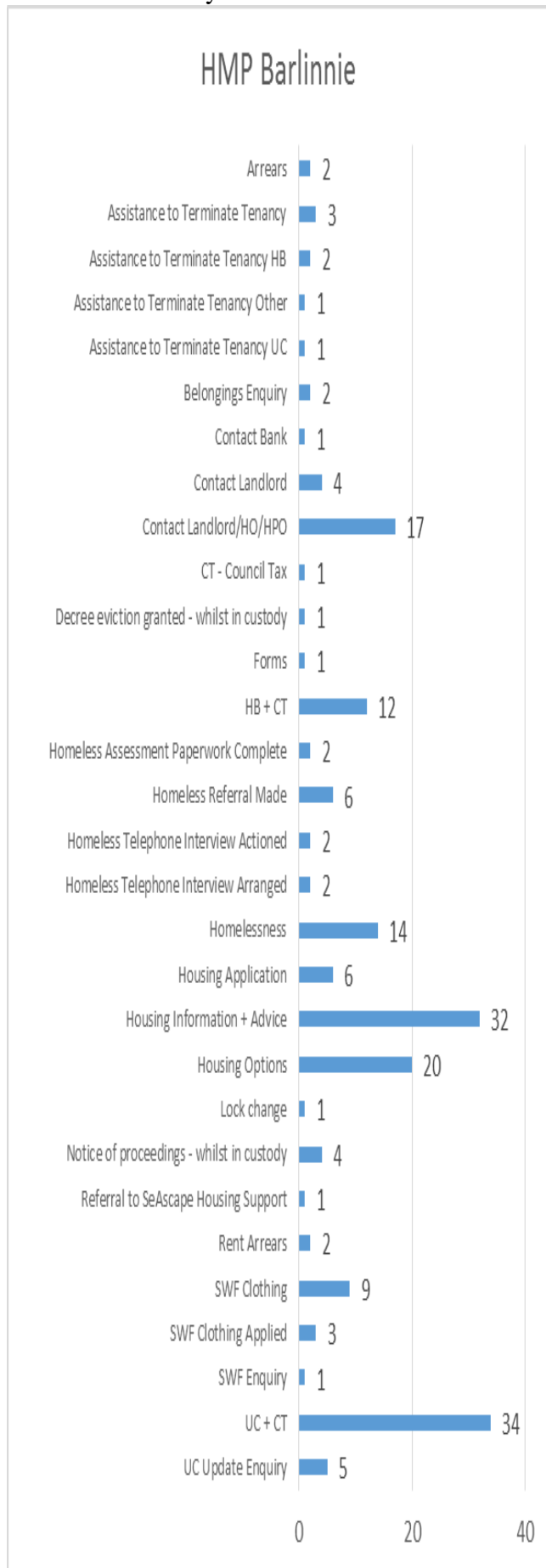
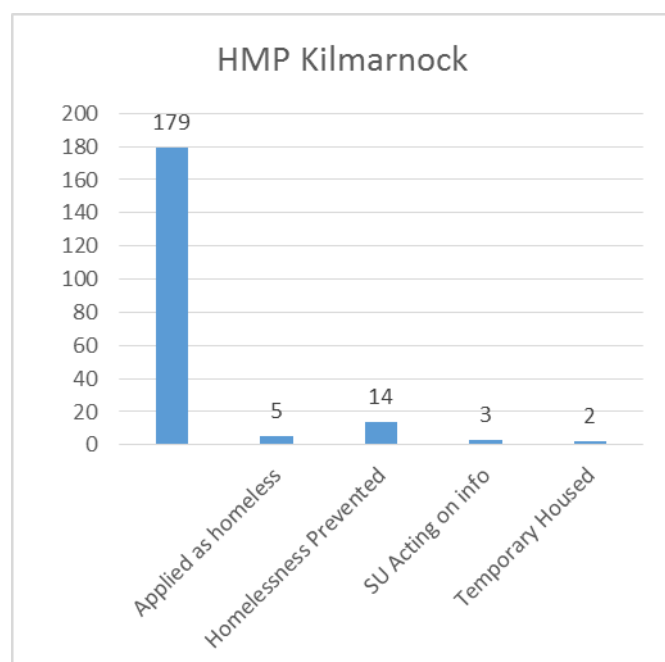


Chart 29

30. OUTCOME OF CLOSED CASES

From the 320 closed cases (Kilmarnock 274 and Barlinnie 46) during this period we prevented homelessness in 188 cases (157 Kilmarnock, 31 Barlinnie). If our Service User had a live homeless case prior to coming into Prison their outcome would almost always be temporary housed as they would be accepted whilst in custody and would be told they will get temporary accommodation arranged for liberation. However if this was not confirmed or they had not yet been accepted their outcome would be applied as homeless. The blanks are where we did not know the outcome which may be due to their being released at Court or not coming back to us.

November 2017- June 2018



July 2018 – June 2019

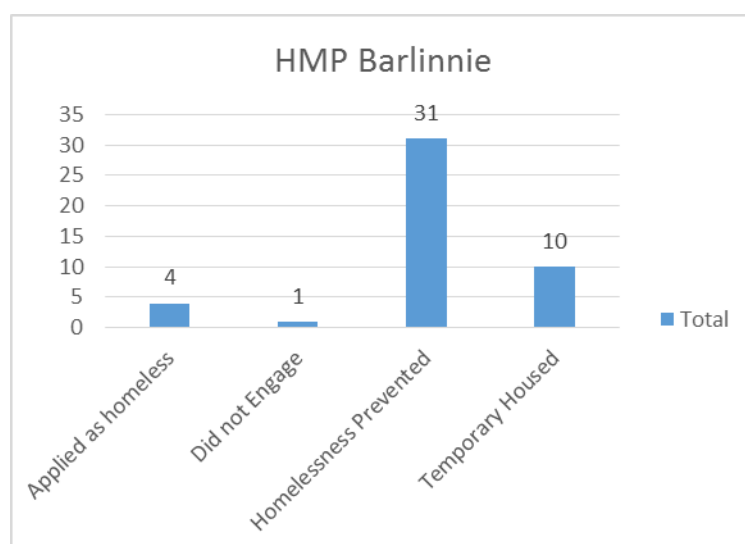
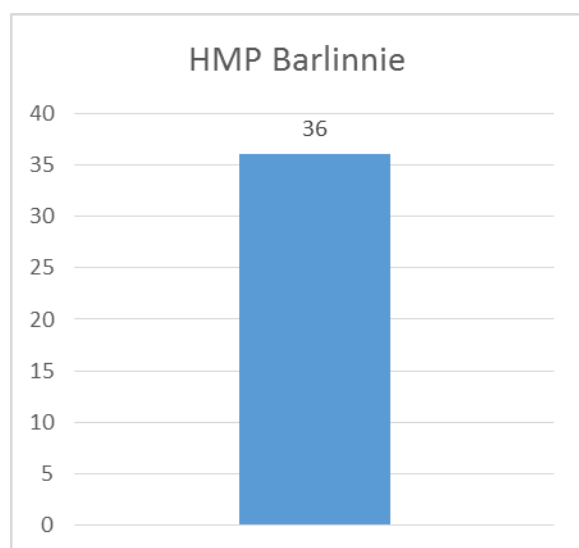
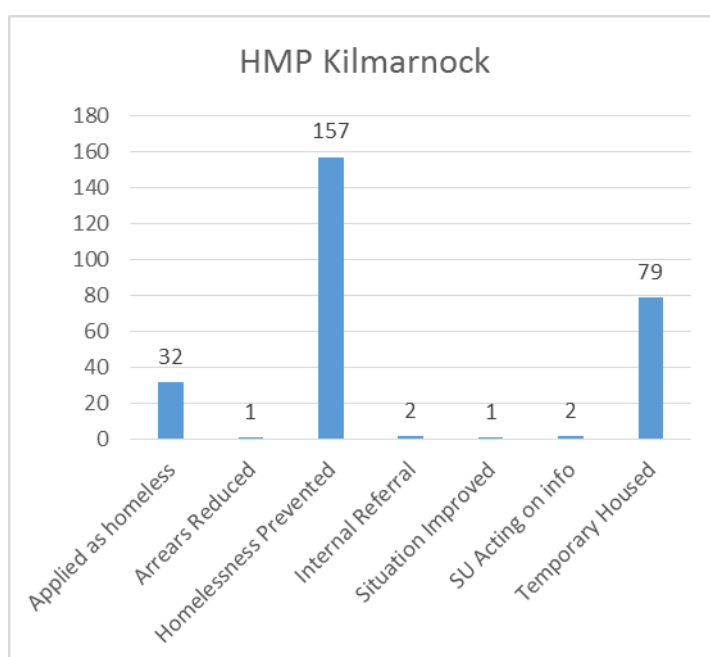


Chart 30

The blanks in year November 2017 – July 2018 were due to not recording case assessment until a later date on our Database. There are no blanks this year as we have been recording this throughout 2018/19.