



**2020 - 2021**

# Annual Summary Report



**Ayr Housing Aid**  
Centre scio

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@ayrhac

Established 1986

SCOTTISH CHARITY NO:



**care**  
inspectorate



# About the Centre

## WELCOME



I have pleasure in presenting the Annual Summary Report for 2020-21. Our full Annual Report can be accessed at: [www.ayrhousingaidcentre.com/Reports](http://www.ayrhousingaidcentre.com/Reports)

The Centre converted to a Scottish Charitable Incorporated Organisation (SCIO) in October 2020. We had to work from due to COVID-19 and the stay-at-home message. The Board's main priority was to protect and support our staff and service users. I would like to convey how proud I am of the Board, staff and management team for getting through such a tough year.

The Centre's services provide a range of benefits including health, wellbeing, educational and economic. Our main aims continue to be the prevention of homelessness, helping those in housing need and the alleviation of poverty. We continued to deliver high quality services under our contract with South and East Ayrshire Councils.

The Centre went through the procurement process for existing services and with the contract being split resulting in 2 tender processes between February 2021 – June 2021. Further work on Contracts and TUPE were completed after this and will be outlined in next year's report. The Centre embraced digital technology ensuring business continuity. We were able to ensure staff were able to work remotely and put in place systems to facilitate and support staff to continue to deliver high quality services to our service users throughout the pandemic.

Allan Shaw, Chairperson

## BACKGROUND

Ayr Housing Aid Centre SCIO is a local charity, operating in South Ayrshire. We were established in 1986 following a Shelter Conference on homelessness.

Our primary aims and objectives are to provide free accredited, independent information, advice, advocacy, representation and engagement services to those who are homeless, threatened with homelessness and/or are in housing need.

The Centre is run by a Board of Trustees consisting of committed volunteer laypersons interested in helping those in housing need. The day to day running of the service is provided by our employees.

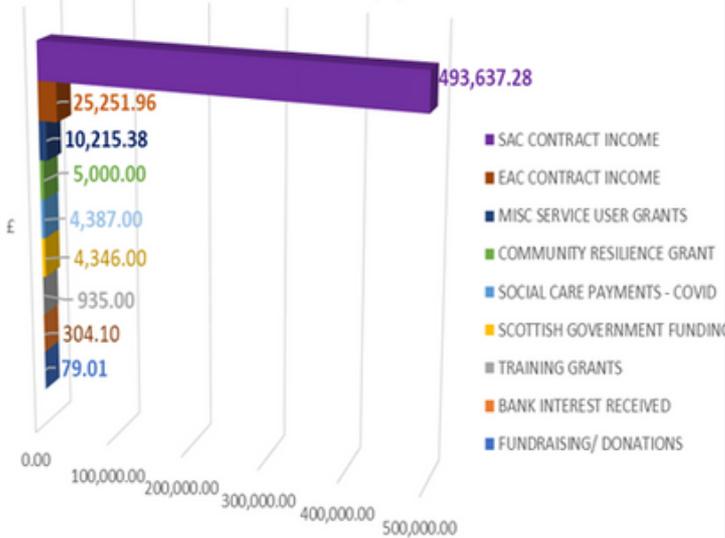
As a registered Charity we are regulated and inspected by the Care Inspectorate, and accredited under the Scottish National Standards for Information and Advice Providers at Type III. We comply with the Quality Standards and Key Performance Indicators within our South Ayrshire Council Contract.

# FINANCIAL OVERVIEW

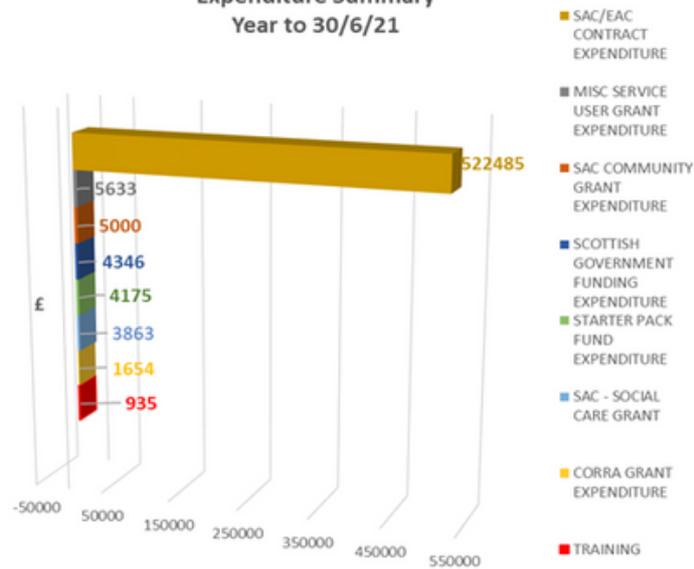
The Centre's income for this financial year was £544,155 (£518,888 received from Public Authorities as part of the Contract, and £25,266 from fundraising, donations and other income).

Expenditure for the year was £548,091. The primary expenditure heading was salaries including pensions, which accounted for £473,179.

INCOME SUMMARY  
YEAR TO 30/6/21



Expenditure Summary  
Year to 30/6/21



## Social Return on Investment

Our services provide a range of values including health and wellbeing, educational and economic. It is a fair estimate that every year around 4,000 Individuals/Organisations directly or indirectly benefit from our Services.

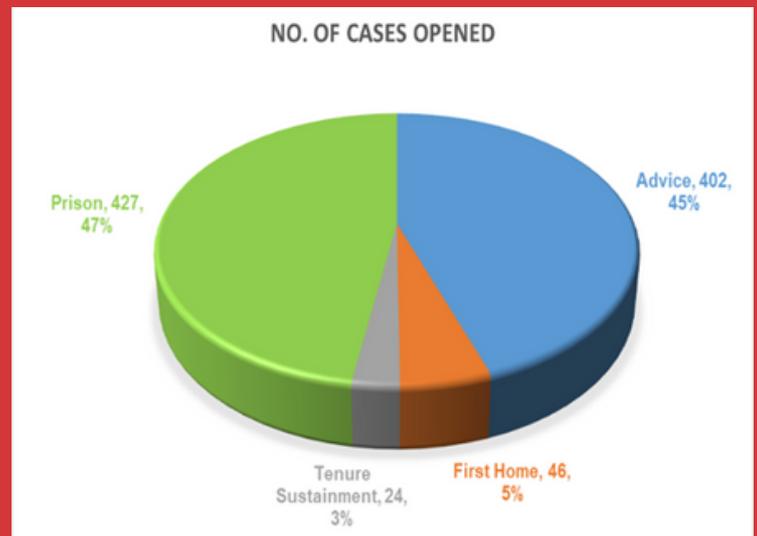
We estimate the value of our Service directly and indirectly benefits the Service Users, Council, Central Government, and Landlords to be £14,329,134 (£12,015,632, last year).

**For every £1 put in by the Council the Centre generates a value of £27.62 (£26.19 last year)**

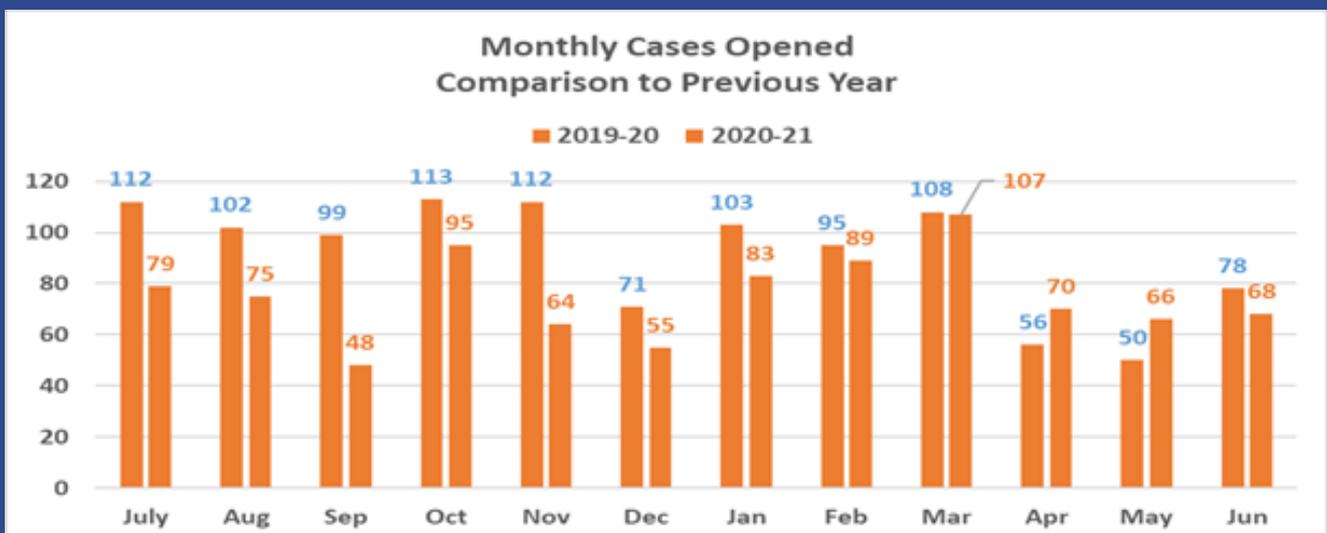
# OUR SERVICES

As an independent Charity all our services are Service User led and our service has directly evolved from Service Users' changing needs and expectations.

- Type I, II and III Accredited Housing Information, Advice and Advocacy (one-to-one service)
- Prison Housing Advice (one-to-one service in Prison Link Centres, main base HMP Kilmarnock)
- Tenure Sustainment (one-to-one support service)
- First Home, (one-to-one support service)
- First Home Care Experienced (one-to-one support service)
- HEY (Housing Education 4 Youths, Secondary School groups) suspended due to COVID-19
- Home+ (group work) suspended due to COVID-19
- Community Engagement and Promotion - reduced due to COVID-19



*A total of 899 cases were opened during this year, despite COVID-19 and its many restrictions (1,099 previous year).*



We provide advice on a wide range of topics including homelessness, tribunals and homeless reviews, housing related benefits, and landlord/tenant disputes.

The Prison Housing Advice Service covers both East and South Ayrshire areas in HMP Kilmarnock, Barlinnie and Greenock.

**402 New  
Advice cases  
opened**

## Advice Case Study

Miss M lived in a Private Let with her daughter and other family members, they contacted the Advice Helpline as they were having problems with an abusive family member and could not escape. Miss M did not want to make a homeless application as her daughter had multiple health problems and would not cope with multiple moves.

Miss M was able to source another private let but did not have the funds for a deposit. The Housing Adviser assisted Miss M by applying to the Emergency Fund from Frontline Network to secure accommodation.

The application was successful and Miss M was awarded the full cost of the deposit £425, this allowed her and her daughter to move to the new accommodation and escape the abuse. This resulted in reduced pressure, anxiety, stress and fear.

SU comment – “Without the help for the deposit we would never have been able to start afresh and begin a new life away from the constant fear”.

**427 New  
Prison Advice  
cases  
opened**

**Service user  
positive  
outcomes in  
759 cases**

## Prison Advice Case Study

Mr A's last known address prior to custody was temporary furnished accommodation. He had been in temporary accommodation for 4 months which he felt contributed to him committing his offence as he was surrounded by other homeless accommodation and people that he engaged in offending behaviour with.

Mr A engaged with the Prison Housing Service from entry to custody until liberation. By ensuring his Housing Options Officer was kept up to date via the Prison Advisers, Mr A's homeless application remained open whilst in custody. 8 weeks prior to release Mr A's application became live again in preparation for release and 6 weeks prior to release Mr A received an offer of permanent accommodation from East Ayrshire Council.

Mr A's was delighted with the offer and provisionally accepted, it was in an area close to his family so he would have a support network near him. As Mr A had never had his own tenancy before he agreed to a Housing Support referral with SeAScape for support in his new tenancy. The Prison Housing Advisers also completed a Scottish Welfare Fund Community Care Grant for furniture and white goods on his behalf to ensure the application could be processed and ready for delivery as soon as Mr A had signed for the tenancy.

This was a positive outcome for Mr A, and gave him something to look forward to on release. Mr A was released from custody in November 2020 and to this date has not returned to prison custody.

# TENURE SUSTAINMENT

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This is a crisis intervention Service where there is an imminent risk of homelessness due mainly to rent arrears. There is often an intensive response required at the point of referral. This service is predominantly Council tenants referred by their Housing Officers.



## Care Inspectorate Report

- **Quality of Care and Support - Grade 6 (Excellent)**
- **Quality of Management and Leadership - Grade 6 (Excellent)**

24 New  
Cases  
Opened

Prevented  
Homelessness/  
Tenure  
Stabilised in  
77% of cases

Affordability  
improved in  
65% of  
cases

# OUTREACH SERVICES

Unfortunately due to COVID-19 our outreach services including the HEY Project did not take place within this reporting year. However, the Centre continued to collaborate with external partners, some of whom are listed below:



- East and South Ayrshire Council
- Local Foodbanks
- Health & Social Care Partnership
- Ayrshire College
- Employability & Skills
- South Ayrshire Women's Aid
- Local Colleges and Universities
- Homeless Network Scotland
- Justice Services
- Child Poverty Action Group Scotland (CPAG)
- Frontline Network

The First Home Service has developed since 2012 and covers the full geographical area of South Ayrshire with a preferred target age group of 16 – 24 years old who have applied for housing with South Ayrshire Council. The focus widened to include homeless young people owed a full housing duty which was part of the merger and expansion in April 2015. The First Home Service opened 46 new cases in this reporting year. The service continued to work on 54 cases brought forward from the previous year. We identified 268 Internal Action Plans focusing on and including help with housing options, seeking accommodation, budgeting, Universal Credit and Council Tax Reduction/Exemptions.



- 46 New First Home Cases
- Affordability Improved in 35 cases
- Positive Outcome Achieved/Likely in 83%
- 20 Permanently Housed
- Work Continued with 24 CEYP cases from previous year

## First Home Care Experienced Young People Service CEYP

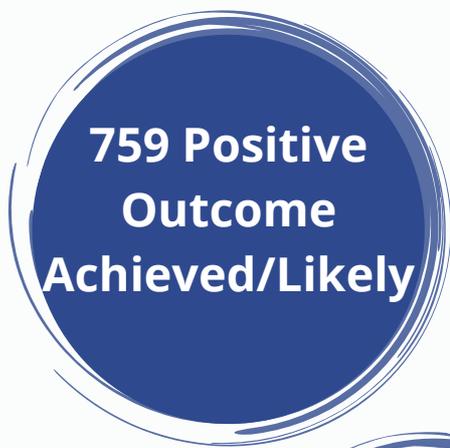
The primary aim of the Care Experienced service is to improve housing outcomes for Care Experienced Young People (CEYP). Majority of referrals came from the Youth Housing Support Group (YHSG) for us to provide our adapted First Home model.

During COVID-19 this group required additional support due to additional pressures and vulnerabilities. Many of the Young People were already in or were about to go into the Homeless system when they were referred to us. We successfully worked with many CEYP throughout the year to improve housing outcomes. We worked with the Council to focus allocations based on choice and aspirations for this key group. The Centre made a recommendation to South Ayrshire Council for a blank canvas approach for all CEYP which has proved very positive and has made the transition into their own tenancy easier and more sustainable.

# OUTCOMES

7

From the 833 closed cases across all services in 2020/21 we can illustrate the additional Economic Values achieved through our work with service users and their families



## ECONOMIC VALUES



£176,055 Monies recovered including arrears reduced and income maximised across all sectors (including prison cases)



£2,043,080 Future Rental Income to all sectors



£2,121,000 Homeless Prevention value (relates to temp accommodation costs savings)

## What Our Service Users Say About Us ...

"I can never thank my advisors or indeed all the staff for being there with their advice or help when I needed it most to help me out of, what was to me, a very worrying and stressful situation. "

**"Service was fantastic cannot praise them enough for what they did for me."**

*"Great, really helpful. We got advice on how to deal with our Landlord that just made things a lot less stressful than us dealing with it on our own. And the money really helped me and my family when we needed it. I felt like Lucy listened whereas when I'd phoned up other places, I didn't really get that same feeling from them."*

"Could not be happier with all the help and support I received."

"Outstanding, really went out her way for me and went above and beyond when I was really not in a good place"

"..thank u for everything that you have done to help us. We cant thank you enough as we were really struggling to get assistance from anyone else. Really don't know what we would have done, you are definitely our guardian angel, take care and god bless you"

"Helped with loads of things. Would be nowhere without the help I got."

"Got more info in 5 minutes than had been trying with landlord for months and you were superbly helpful. Absolutely delighted with service. Provide a reassuring service, explains things clearly and are always treated like a human being"

# Thank You

## ACKNOWLEDGEMENTS:

Ayr Housing Aid Centre SCIO would firstly like to take the opportunity to thank all our Service Users that have engaged with our services during this year.

We would also like to thank and recognise our funders and partner agencies for all their ongoing support, including:

