



Ayr Housing Aid
Centre scio

ANNUAL REPORT

1st JULY 2021 – 30th JUNE 2022



SCOTTISH CHARITY NO: SC049609

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GOVERNANCE

Objectives & Activities

Ayr Housing Aid Centre SCIO is established for charitable purposes only, and the objectives are:

1. Relief of those in need by reason of age, ill health, disability, financial hardship, homelessness or threat of homelessness or other disadvantages
2. Relief of poverty
3. Advancement of human rights, conflict resolution or reconciliation
4. Advancement of education

Our office is based at 7 York Street, Ayr with Prison Housing Advice staff based within HMP Kilmarnock Link Centre.

The Board

1. Allan Shaw, Chairperson
2. Pat Lappin, Treasurer (from 01/07/21)
3. Alan Berry
4. Margaret Greenan
5. Julie Williams (from 08/07/21)
6. Craig McArthur (from 17/11/21)
7. Lesley Sehli (from 25/04/22)

The Team

- Suzanne Slavin, promoted to Chief Executive Officer from 01/07/21
- Karen Miller, Office and Finance Manager until 10/12/21
- Suzanne Mcilloney, Engagement Manager, employment ended 31/08/21 (TUPE)
- Neil Gray, Advice & Advocacy Team Leader until 29/10/21
- Leica Malkin, Training & Engagement Officer until 15/10/21
- Emma Gaughan, Senior Prison Housing Adviser, promoted to Engagement Team Leader on 16/12/21
- Shirleyann Reid, Prison Housing Adviser
- Gavin Kennedy, Care Experienced and HEY Officer employment ended 31/08/21 (TUPE)
- Jasmine Salmons, First Home Officer, employment ended 31/08/21 (TUPE)
- Karen Jess, First Home Officer, employment ended 31/08/21 (TUPE)
- Lucy Carroll, Tenure Sustainment Officer until 08/11/21
- Joseph Sproat, Administrative and Statistical Assistant, employment ended 31/08/21 (TUPE)
- Alison Hood, Finance & Administrative Officer, promoted to Finance & Statistical Manager on 16/12/21
- Gerry Tierney, Advocacy & Tribunal Officer from 01/07/21, promoted to Advice Team Leader on 01/11/21
- David Anderson, Early Intervention Officer from 09/12/21
- Allison Cairns, Housing Adviser from 09/12/21
- Elspeth Lloyd, Tenure Sustainment Officer from 09/12/21
- Janet MacAlister, Tenure Sustainment Officer from 13/01/22
- Hilary Denholm, Office & Compliance Manager from 17/01/22
- Dianne Cairns, Receptionist from 16/02/22 until 16/05/22

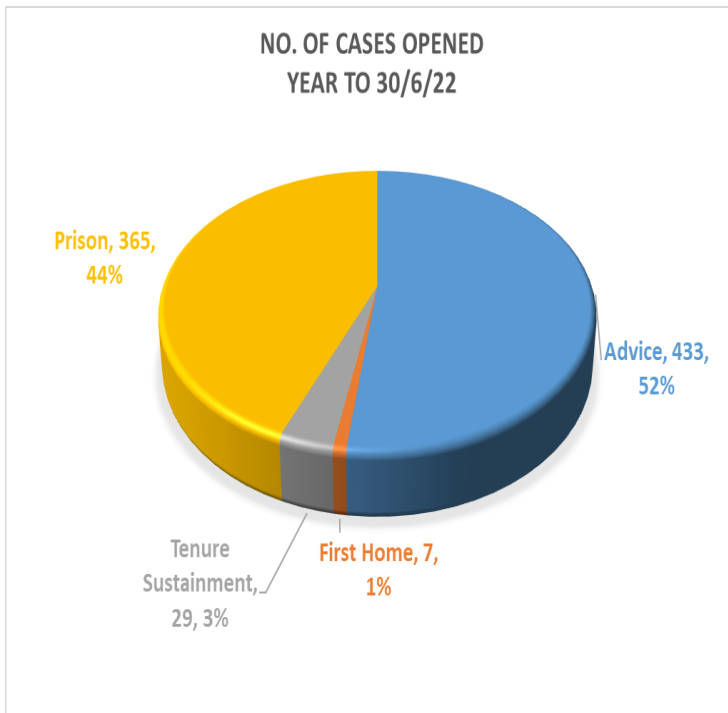
PRINCIPLE ACTIVITIES AND ACHIEVEMENTS

Each of our Services contribute to the Centre meeting its aims and objectives, contractual obligations and our Service User's and community's needs. All Services produce Internal Annual Reports and statistics which feed into our Annual Report cycle including the Annual Service User Feedback Report. A total of 834 cases were opened during this reporting year, (999 previous year).

Our Services

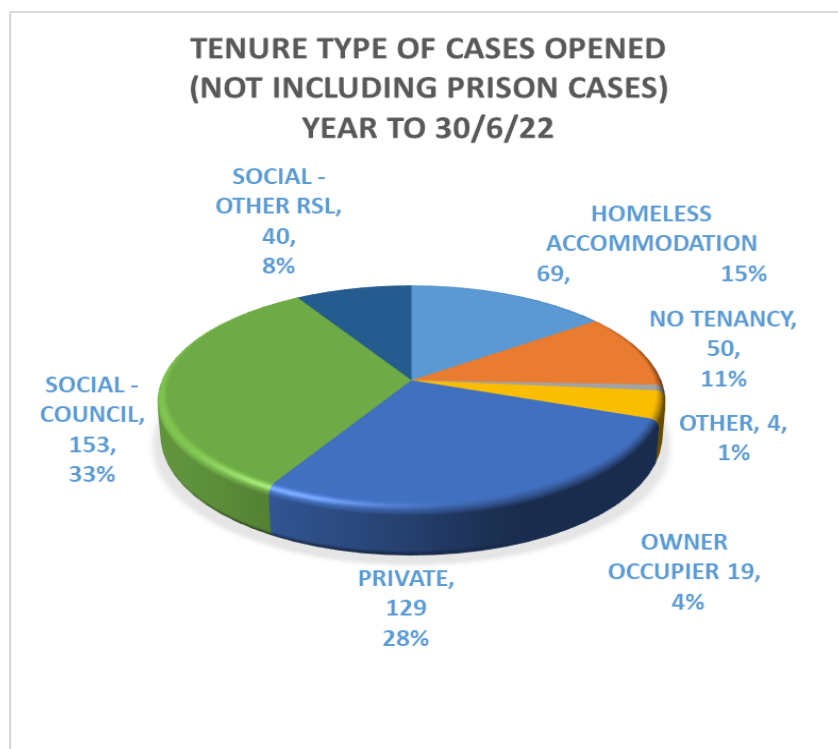
1. Type I, II and III Accredited Housing Information, Advice and Advocacy (one-to-one service)
2. Prison Housing Advice (one-to-one service in Prison Link Centres, main base HMP Kilmarnock)
3. Tenure Sustainment (one-to-one service)
4. First Home, (one-to-one Engagement Services) – ended 31/08/21
5. First Home Care Experienced (one-to-one Engagement Services) – ended 31/08/21
6. HEY (Housing Education 4 Youths, Secondary School groups) suspended due to COVID-19
7. Home+ (Engagement Services group work) – ended 31/08/21
8. Community Engagement and Promotion - reduced due to COVID-19 restrictions

Case Type Analysis



- 834 new cases opened in year
- 433 Advice cases opened
- 365 Prison cases opened
- 29 Tenure Sustainment cases
- 7 First Home cases opened until 31/8/21

Tenure Breakdown of Cases Opened



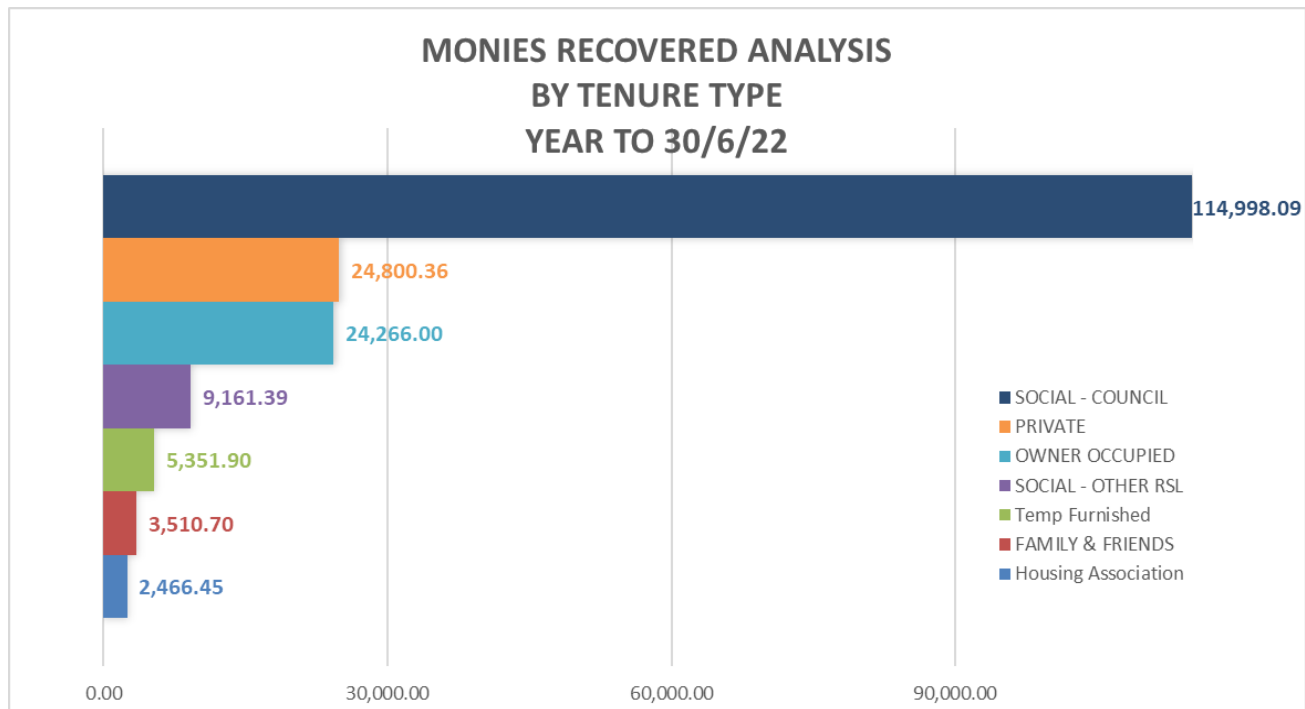
- 41% RSL secure tenancies
- 28% private rented tenants
- 11% had no tenancy
- 15% in homeless accommodation
- 4% owner occupiers

Key Outcomes from Cases

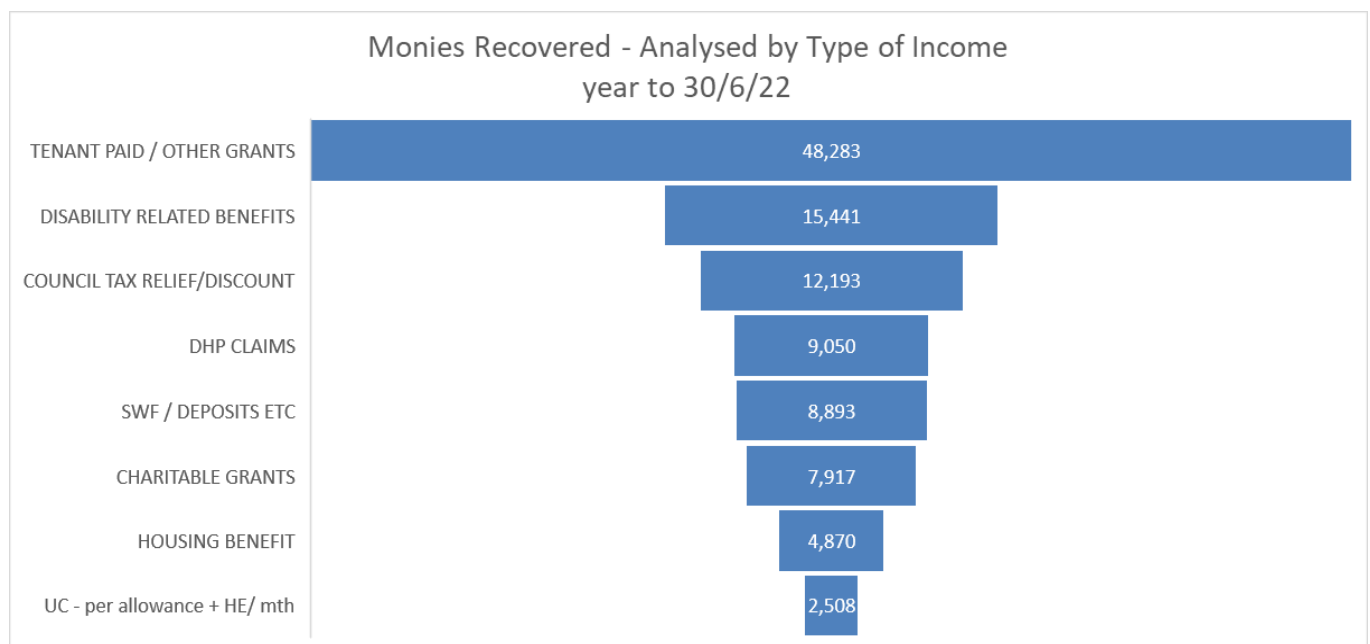
- 834 new cases opened in this year including prison
- 743 cases were closed in this reporting period including prison (some from the previous year)
- 970 outcomes – (Prison cases not included)
- 238 Homelessness Prevented Cases (157 from Prison Advice)
- 1,248 prison appointments carried out remotely with increase in physical appointments
- 87 Service Users permanently re-housed (Prison cases not included)
- 66 Service Users acted on advice from the Centre (Prison cases not included)
- 606 (82%) cases had a positive outcome achieved or likely (including Prison cases)
- Monies recovered including arrears reduced and income maximised across all sectors £184,555 (including Prison cases)
- 4 homelessness prevention for Homeowners (not including Prison cases)
- Estimated value to secured lenders £18,200
- 525 signposting and referrals made to external agencies and organisations
- 28% of Prison service users provided with temporary homeless accommodation on release
- £864,500 future rental income to all sectors (Service Users x weekly rent x 52 weeks)
- Homelessness prevented value for avoiding temp accommodation costs - £2,382,380
- £7,140,000 estimated value as less demand on social, family, education, health and housing services

Tenant and Third-Party Beneficiaries – (including Prisons)

Over the past 18 years we have been monitoring monies recovered to Rent, Council Tax accounts, income increased to tenants and owner occupiers. The Centre has developed a monies recovered database to log grant monies received on behalf of service users as well as other income/funding. Most of the grants we apply for go direct to Service Users and their rent accounts to reduce arrears, prevent homelessness or begin/sustain tenancies. The chart below highlights monies recovered broken down by tenancy type which alleviates poverty and, in many cases, prevents homelessness and eviction across all sectors.



Monies Recovered Analysis by Type of Income (Not Including Prisons)



- £48,283 – including £11,803 tenant repayment arrangements, £3,966 COVID special government grants, £544 fuel poverty grants and £24,000 increased proceeds of sale for an owner occupier which prevented eviction
- £15,441 from assisting with claims for disability related benefits and unclaimed pension entitlements
- £12,193 worth of Council Tax reductions, discounts and exemptions awarded
- £8,893 Scottish Welfare Fund and returning Private Rented Deposits
- 18 Charitable Grants totalling £7,917

Rent Arrears Recovery/Income Maximisation/Future Rent Projection

Homelessness prevention in all sectors reduces demands on Public Sector resources, in particular, the provision of 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. The monies we recovered, summarised in the section above, highlights increased co-operation in terms of rent arrear cases and income maximisation. Our recovery amounts and income maximisation remain high across all sectors. An increased number of Service Users are having real and sustained financial problems and this is partly reflected in the increase in arrears across the rented sectors.

Estimated value of projected future rent for tenancies:

130 Public Sector tenancies x £90 (average rent) x 52 weeks =	£	608,400
13 RSL tenancies x £100 (average rent) x 52 weeks =	£	67,600
29 Private Sector tenancies x £125 (average rent) x 52 weeks =	£	188,500
Total	£	864,500

Estimated value of projected future mortgage payment for owners:

2 Owner Occupiers x £175 (Average Mortgage) x 52 weeks =	£	18,200
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Cases often involve a continuation of entitlements being carried over for future years, such as benefits like PIP, CTR, and ongoing grants from charities paid for years after the case is closed to alleviate poverty. If we remove the Housing costs elements already counted above these payments account for an additional **£55,972.37** continued into the next year.

Homeless Prevention achievements in detail

The Centre firmly believes early intervention and access to free, independent, accredited advice prevents homelessness. The continued development of early Intervention and Prevention Services is key to assisting the Council to meet their strategic objectives and is a best value approach. It is important that everyone who is identified as threatened with homelessness within 6 months is able to access help as soon as possible which will in turn avoid crisis. Housing Options and other Services are able to identify people . This is clearly part of the overall agenda.

The Centre directly prevented homelessness in 238 cases this year. The estimated saving to the public purse for the purpose of providing temporary accommodation only would have been **£2,382,380**. This figure is worked out by multiplying the 3 figures below:

A: - Average weekly rent for temporary accommodation (£385)

B: - Number of cases (238)

C: - Average time in temporary accommodation (26 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 £20,000 and £95,000. For the purposes of this calculation, we use the figure of £30,000 which is on the low range. In a period of 18 years the Centre has directly prevented homelessness in over 4,196 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 and Councils are aware of the spend to save agenda. Using the £30,000 figure savings we estimate a further saving for homelessness prevention of £7,140,000 from these 238 cases.

Value of Services

The Centre over many years has strived to develop Services to meet the community challenges and demands. There are considerable cost saving returns through social return on investment through 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 type III National Standards Housing Advice Accreditation. Our Services provide a range of values including health, wellbeing, educational and economic. The measure for some of these services are more medium to long term such as HEY (Housing Education 4 Youths) and First Home and so 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. Similarly there are some people who are given help which is not financially measured who through information go onto make positive life choices which benefit them later on after our interaction is completed.

During the financial year to 30/6/22 the Centre received **£411,474** in funding from the public purse (2 local authorities and the Scottish Government). This was a contribution towards the running of the Services delivered by the Centre and does not include any additional external funding, grants, fundraising etc. We estimate our Services directly and indirectly benefits the Council, Health and Social Care, NHS, Central Government, Landlords and Service Users to be approx. £10,589,635 detailed in the table below:

ECONOMIC VALUE SUMMARY	£
Reduced demand on services	7,140,000.00
Savings on temporary accommodation costs	2,382,380.00
Future Projected Rental Income	864,500.00
Future Projected Mortgage Income	18,200.00
Monies Recovered overall incl prisons	184,555.00
TOTAL SAVINGS	10,589,635.00

Economic value is an important indicator; for every £1 from the public purse the Centre generates an approximate value of £25.74, (calculated by dividing total economic value by total public purses monies received).

It is a fair estimate that every year around 4,000 Individuals/Organisations directly or indirectly benefit from our Services. Cases involving continuation of PiP, CTR entitlements and ongoing grants from charities carried over for future years, amounts to an additional **£55,972.37** per year which is not included in our calculations above.

CHAIRPERSON'S OVERVIEW

Introduction

The Centre has continued to adapt and evolve to life after COVID-19 with our staff getting back to the office. The Board's main priority throughout this period was to protect and support our staff and service users. This year the Centre faced significant change and restructure prompted by new Procurement contracts and staff change. I am extremely proud of how the Board, staff and management team were able to adapt to whatever change came their way and shows true resilience. 2021/22 was still affected by the pandemic, with us working with a range of stakeholders to mitigate the economic, health and social impact on the most vulnerable. We were still actively working to help those in greatest need to directly reduce poverty.

Our main aim continues to be the prevention of homelessness, housing need and the alleviation of poverty. The Board's procurement sub-group supported the Senior Management Team through a difficult tender process where existing contracts were split. This not only increased the amount of work but the short timescales, targets and extensive meetings was difficult for a small organisation of our size. The new contracts were initially meant to commence on 1.7.21 but had to be delayed to 1.9.21. Further extensive meetings and negotiations proved necessary for the TUPE process so we could support affected staff through the process which was ongoing months after this time.

Future Development

The next 12 months will focus on delivering and monitoring our secured contracts and working to prepare our 5-year plan which will include looking to future funding streams to maintain or increase service delivery. We will reincorporate our HEY within schools and Community Outreach services which were paused due to the COVID-19 pandemic. We will continue to influence local and national policy through responding to homeless, housing and poverty related consultations which directly affect our service users. We will look to re-establish our fundraising and training activities to secure additional funding to enhance existing core services.

Acknowledgments

The Board are particularly grateful to the Staff and Management Team in this difficult year, for their resilience and imaginative responses to people's needs. Despite numerous challenges and change the Centre has remained positive and upbeat and has welcomed new staff into the fold. They have

remained unphased and passionate to ensure anyone in housing need receives quality housing advice, advocacy and engagement services. I extend my appreciation to the numerous partner agencies we work with every day to together make a real difference to those in need. Thanks again to our Board members whom I am looking forward to continuing to work with you.

This year has been challenging for everyone. In this year the Board underwent significant change of its own with 3 long standing Trustees and Office Bearers retiring which saw the need for recruitment of 3 new volunteer Trustees. I would like to extend my thanks again to Alex, Ethel in particular for their many years of dedication to the Centre. It has been a year of change with myself in my new role as Chair with our new Treasurer, Pat Lappin.

Allan Shaw, Chairperson

TREASURER'S FINANCIAL OVERVIEW

2021/22

Within this Report I have enclosed the Statement of Financial Activities from our Financial Statements which were independently reviewed and submitted to Office of the Scottish Charities Regulator (OSCR).

The Board recognises the need to hold reserves to provide the necessary working capital to carry out our activities and to provide protection against future adverse financial circumstances. Our target is to retain an amount equivalent to 4-6 months operational expenditure in designated reserves for this purpose. The charity is in an acceptable financial position with net current assets amounting to £255,235. Our surplus of £80,777 is mainly due to staffing changes, renegotiation of running costs and contracts and will be used to reduce projected future deficits.

We have designated reserves of £198,108 to provide for identified liabilities including redundancies salaries, admin costs and to protect against reduction in income. This includes future designated reserves for contingencies. Restricted funds comprise of grants subject to specific conditions imposed by the funder, (£7,518). Unrestricted reserves are £49,609. We are reviewing our banking position in accordance with the Financial Services Compensation Scheme.

Independent Examiner's Statement

Opinion

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respect, the requirements

- to keep accounting records in accordance with Section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations: and*
- to prepare accounts which accord with the accounting records and to comply with Regulation 8 of the 2006 Accounts Regulations*

have not been met; or

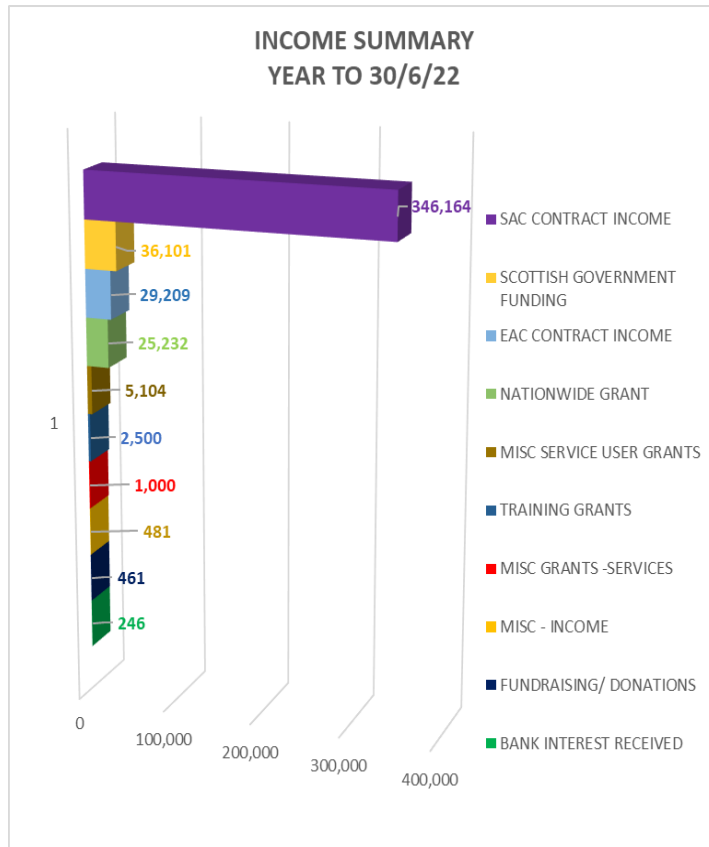
(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Kenneth C Livingstone
B.A., C.A., A.I.P.F.M.
Stewart Gilmour & Co.
24 Beresford Terrace
Ayr
KA7 2EG

Date: 7th December 2022

Income Breakdown

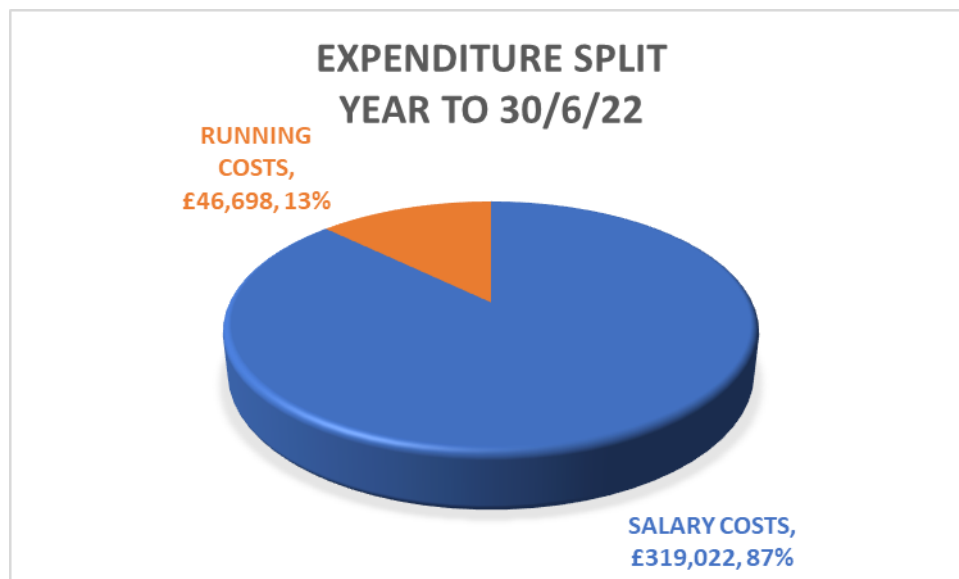
Total income received was £446,498 made up as follows:



- **£346,164 (77.5%)** South Ayrshire Council
- **£29,209 (6.5%)** East Ayrshire Council
- **£36,101 (8.1%)** I'M IN! Scottish Government funding via SeAscape
- **£25,232 (5.7%)** Nationwide Building Society
- **£9,792 (2.2%)** other grants and misc. income

Expenditure Breakdown

Total expenditure was £365,721 of which salary costs were £319,022, (87%).



Projections for 2022/23

Our revised budget for the year ending 30/6/23 shows a small surplus mainly due to additional income secured and tight spending restrictions. Our estimated income for next year is projected to be around £507,000. Our prepared budget forecasts indicate continued growth and development to enable our core objectives of prevention of homelessness and alleviation of poverty. Forecast pressures for the coming years due to increased demand linked to the cost-of-living crisis will see the need for additional funding and increased fundraising activities.

Acknowledgements

Thanks to Stewart Gilmour & Co for carrying out our independent financial review this year. We look forward to working with them in the next financial year in providing payroll and accounting services. Thanks to the Senior Management team for their dedication and support throughout the year relating to financial projections.

J P Lappin, Treasurer

AYR HOUSING AID CENTRE SCIO

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 JUNE 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		461	-	461	80
Charitable activities					
Provision of Housing Advice, Advocacy and Support		381,476	63,834	445,310	543,771
Investment income	3	246	-	246	304
Other income		481	-	481	-
Total		<u>382,664</u>	<u>63,834</u>	<u>446,498</u>	<u>544,155</u>
EXPENDITURE ON					
Charitable activities					
Provision of Housing Advice, Advocacy and Support		301,870	63,851	365,721	548,091
NET INCOME/(EXPENDITURE)		80,794	(17)	80,777	(3,936)
RECONCILIATION OF FUNDS					
Total funds brought forward		166,923	7,535	174,458	178,394
TOTAL FUNDS CARRIED FORWARD		<u>247,717</u>	<u>7,518</u>	<u>255,235</u>	<u>174,458</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

CHIEF EXECUTIVE OVERVIEW

Introduction

This was a particularly difficult year for everyone at the Centre. The Centre changed in many ways through changes to our Board and staff. The new procurement contract changes forced a restructure and in September a TUPE transfer through the change in contract meant some staff left the Centre. Our Office Bearers and Senior Management Team had to respond quickly to ensure the new contract could be delivered. It is important to praise staff for their resilience throughout this period of change by taking the challenges head on and adapting to whatever our service users needed quickly. Despite this major change we still continued to respond to the changing service users' needs and expectations.

The Centre's core ethos continues to be the prevention of homelessness, housing need and the alleviation of poverty. Throughout this year we have continued to deliver high quality services.

A few of our longstanding Board members in key positions such as Chair and Treasurer retired meaning a change in Office Bearers. Thanks to Allan Shaw who became Chair and Pat Lappin, who became our Treasurer in 2021. The work he has been undertaking to further enhance the robust financial systems and planning has been appreciated. In this year we saw a surplus created through a significant restructure, vacancies, additional income secured and tight spending restrictions in preparations for the next few financially challenging forecast years. Due to pressures on funds and reductions to our main contractual income we have applied to numerous external funders. We have continued to deliver quality services throughout the year including secured projects for a Tribunal Worker funded through the Nationwide Building Society and our I'M IN! Project with SeAscape through Scottish Government. Next year we will see additional pressures increase as these short term funding streams end while the need for additional homeless prevention and representation increases with eviction bans ceasing and landlords seeking to recover their properties. We will continue to seek additional funding to minimise risk and increase fundraising activities when it is covid safe to do so.

Service Development

Ayr Housing Aid Centre SCIO's main aims and objectives continues to be to prevent homelessness and alleviate poverty which we do through a variety of responsive approaches. As we recover from the pandemic we have still been actively helping those in poverty emerging poverty consequences, getting grants and financial support and practical responses such as delivering 'Get Started Packs' for service users in need.

Last year was intense with 2 rounds of procurement in quick succession which was no mean feat for a small organisation resulting in other work being put aside to allow a quick response. Thanks to our Office Bearers and Senior Management Team for their input, dedication and patience through this process.

Looking Ahead

The next 12 months will focus on continuing to deliver high quality services and work to increase income to fill the gaps to ensure we have sufficient staff to meet our every changing service user expectations. Economic factors play an important part of the work we do with many who have never felt poverty having to reach out for help.

Over the next year we will work on our 5-year plan which will include looking to future funding streams to maintain adequate service delivery. We hope to be able to reinstate our HEY and Community Outreach services which were paused due to the COVID-19 pandemic. We will continue to influence local and national policy through responding to homeless, housing and poverty related consultations which directly affect our service users. We will look to re-establish our fundraising and training activities to secure additional funding to enhance our existing services.

Our services have the flexibility to meet changing demands and needs and the pandemic emphasised how our robust internal systems and strong lines of communication with the Council and our many Partner Agencies have served us well. The Centre is committed to working with Councils and partners to alleviate poverty and promote the continued roll out of the Scottish Welfare System to ensure people claim what they are entitled to.

Acknowledgements

The Centre's primary strength is our committed staff who deliver an efficient, quality service which puts our Service Users at the centre of everything we do. Their commitment and dedication underpin the services we provide and is reflected in our high levels of engagement across all. I would like to take this opportunity to thank the staff for their continued support, strength, and resilience in what has been an unforgettable year.

Suzanne Slavin, Chief Executive Officer

OUR SERVICES IN DETAIL

Type I, II and III Accredited Housing Information, Advice and Advocacy Service

In this reporting year 433 advice and advocacy cases were opened, (402 in 2020-21). This does not include our prison service which is shown separately below. 1,403 Internal Action Plans were created from the 433 cases opened, averaging 3 per case. Housing Options (43%) and Homelessness (65%) continue to be the main reasons people come to us for advice. Many looked for alternative accommodation or were seeking a transfer where they were living in accommodation which didn't meet their needs or was unsuitable. During the pandemic there was a reduction in voids available and transfers put on hold. We hope this will start moving over the next year so those who are able to move can be facilitated and supported.

Advice and Advocacy Stats:

- 433 advice and advocacy cases opened
- 348 cases were closed generating 638 outcomes (including some long running cases were closed from previous years)
- 84% of cases had a Positive Outcome Achieved, Likely or information given to enable them to act themselves
- 57 service users were permanently housed
- Affordability improved in 65 cases
- 27 successful grants
- 11 families had outstanding repairs completed by landlords, allowing them to remain at home
- 266 referrals made to various agencies
- Out of a possible 124 cases that were not already in the homeless system, 65 resulted in Homelessness Prevented (52.4%). The key to being able to prevent homelessness is early intervention before crisis
- From 206 cases involving homelessness (357 people: 112 children and 245 adults) a total of 399 outcomes were generated
- From the 348 cases closed in year we helped 614 people (427 adults and 187 children)
- 153 cases were still live at the year end and continued to be worked on

Homeless Reviews

We submitted 26 Homeless Reviews during this reporting year. A total of 2 cases were accepted, 15 offers were withdrawn, 2 appeals were withdrawn, 5 reviews were dismissed and 2 succession reviews were successfully upheld.

Private Rented Sector (not including Prisons)

The private sector in Scotland currently remains stable for now, accounting for 14% of tenures in Scotland. Most recent statistics taken from the Landlord Registration Scheme show there are over 6,000 registered private lets within South Ayrshire, 13%. In this reporting year 127 (29%) of our cases opened were in the private rented sector, the same percentage as the previous year. Many cases involve landlords who wanted to sell in the buoyant market of this reporting year with prices reaching record highs due to lack of supply. Over the next few years, we see a crisis developing where the availability to access private rented accommodation will be a luxury afforded to few and those we work with will struggle to find a landlord who will take them. Many landlords are asking for 6 months rent in advance or 3 months deposit, something which is not readily available to many. We will continue to work with various funders to seek grants to help assist into the sector where this is their preferred choice.

We already see pressure within the sector with Agents advising us for every vacancy they are receiving between 200-1000 enquiries. Many Landlords are having the choice to choose full time employed tenants only. This leaves our more vulnerable service users, often without Guarantors unable to access this sector simply due to lack of supply and demand pushing up rents charged. In this year, despite us having access to Grants to access new accommodation for rent in advance and deposits our service users still struggled to persuade Landlords to take them over those who had more cash up front, a full time employed guarantor and guaranteed regular income. We urge the Scottish Government to look at social quotas or tax incentives to keep the much-needed supply available to those who choose this sector.

Private Rented Sector Statistics

- 127 cases opened generating 424 Internal Action Plans
- 90 advice cases were threatened with homelessness (71%)
- 17 cases needed help to claim grants
- 62 cases wanted Housing Options advice
- 37 cases involved disrepair
- Out of 127 cases opened there were 56 families including 111 children
- 79 cases were closed generating 159 outcomes
- 86% of cases had a positive outcome achieved or likely or information given
- 27 Homelessness prevented cases
- 9 were permanently housed
- 41 service users remained in their current accommodation

Prison Housing Advice Service

Our Prison Housing Advice Service, funded by South and East Ayrshire Councils has been provided by AHAC since 2017. Our key aim is to reduce and prevent homelessness by early intervention when a person enters Prison. We collaborate with the Prison staff who identify those in housing need and make referrals to us at key stages such as Core Screen, Induction and prior to liberation. In this reporting year we opened 365 cases generating a total of 2,286 types of assistance.

Prison Stats:

- 1,248 appointments were carried out remotely in this reporting year compared to 1,343 in the previous year: a slight decrease due to meeting people face to face again
- 15 service users required 203 appointments between them (between 10-20 appointments each) needing a lot of ongoing support, advice and advocacy
- Total monies recovered was £75,400: a slight increase per case than last year
- 295 cases were closed in the year
- Homelessness was prevented in 157 cases mainly by ensuring rent entitlement was in place or providing housing information and advice on tenancy sustainment and affordability
- 28% of service users were provided with temporary homeless accommodation on release
- 19 offers of permanent accommodation were given by East Ayrshire Council. However only 12 of our service users moved into these tenancies: some were either rejected by the service user or were unable to move in due to receiving a further sentence, so the offer was withdrawn
- 100% of cases had either a positive outcome achieved, a positive outcome likely or information given
- 50 service users agreed to a referral to SeAscape for ongoing intensive support on liberation

Tenure Sustainment Service

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 where our case flow comes from referral from Council Housing Officers. During this reporting year 29 Tenure Sustainment cases were opened, creating 140 Internal Action Plans mainly involving homelessness, rent arrears and poverty. A total of 11 cases were brought forward from the previous year.

Tenure Sustainment Stats:

- 29 cases opened generated 140 Internal Action Plans (average 4-5 per case)
- 22 cases closed during the year (some from previous years) generating 81 outcomes
- 77% of cases had a positive outcome achieved, likely or information given
- 14 Homelessness Prevented Cases also had their tenures stabilised, arrears reduced, and affordability improved and 2 were permanently housed
- 8 grants applied for were successful
- We maximised income through disability benefits and recovery of overpayments to facilitate arrears to be paid. In addition to this we encouraged payments to be made to rent accounts by tenants to reduce arrears
- 41 external referrals were made to various agencies
- All cases that engaged properly had their rent arrears reduced by on average 75%
- 8 cases had 100% arrears reduced at case closure
- £28,157 monies recovered was recorded for cases closed in the year including reduction of rent arrears by various means such as successful grant applications, discretionary housing payments, correction of benefit claims, council tax reductions and discounts, DWP claims, etc

First Home Service

The First Home Service developed since it transferred to us in 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 Council housing. The focus was widened to include homeless young people owed a full housing duty which was part of the merger and expansion in April 2015. Unfortunately this service came under a different contract and staff came under TUPE from 1/9/22. The stats below reflect the outcomes and work done until 31/8/22 only.

The First Home Service opened 7 new cases in this reporting year (2 months) and identified a total of 29 Internal Action Plans to focus on including help with housing options, seeking accommodation, budgeting, universal credit, and council tax reduction. The service also continued to work on 58 cases brought forward from the previous year.

First Home Stats:

- 7 new cases opened in the 2 months to 31/8/21 generated 29 Internal Action Plans
- 65 cases were closed within this period generating 186 outcomes including 31 cases where service users agreed to transfer to Quarriers
- 122 referrals were made to external agencies such as funding bodies, Employability & Skills, Scottish Welfare fund, etc
- 52 cases had a positive or positive outcome likely outcome (80%)
- 21 service users were permanently housed after they went through their tenancy readiness work and support
- 36 service users had affordability improved due to grants and income maximisation
- The 31 cases were closed on 31/8/21 when they transferred to Quarriers

First Home Care Experienced Young People Service

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. Previously we had provided sessions within the Children's house to build on housing options knowledge so informed choice could be made ready for when their chose to leave the Children's House using an adapted version of HEY. The Service had been directly impacted by the fact that many of the Young People were already in or were about to go into the Homeless system, mainly due to the nature of the current referral route through YHSG. Our contract to provide this service, like First Home transferred to Quarriers from 1/9/22 and so stats below relate to work done and outcomes until 31/8/22 only. We continued to work with the 13 cases still open from the previous year.

Care Experienced Young People stats:

- 13 cases were closed or transferred to Quarriers generating 47 outcomes (averaging 3 – 4 outcomes per case)
- 7 cases saw affordability improved.
- 6 cases had income successfully maximised
- 11 service users had grants successfully awarded to them
- 84 referrals were made to outside agencies such as Who Care's Scotland, The Champion's Board and Citrus Energy
- 4 cases were referred to Student Services and Employability & Skills
- 100% of cases had a positive outcome achieved or likely
- An average of 247 hours were spent on each case
- 11 service users had mental or physical disabilities: (85%)
- 1 service user became a student during the life of the case
- The 10 cases were closed when transferred to Quarriers at 31/8/21

HEY (Housing Education for Youths) and Community Engagement and Promotion

Unfortunately, due to COVID HEY was not delivered during this year. However, the 8 schools were all contacted and dates were agreed to start delivering HEY lessons from September 2022 onwards.

STAFF ACHIEVEMENTS & DEVELOPMENT

Our senior management team ensure we are up to date with regulatory requirements: human resources, personnel issues, finance, projections, statistics, reporting, health and safety and quality control, etc. Training included a comprehensive Induction programme for all new staff, relevant training for specific job roles and job promotions, plus all-staff team training on new systems (such as our new telephone apps and fuel bank portals), updated legislation and/or procedures. Despite some COVID-19 restrictions earlier in the year, staff kept up to date with continuous professional development via internal and external training, with staff achieving qualifications and certificates on specific job-related subjects via external organisations for example Shelter Scotland, Families Outside, Serco and South Ayrshire Council.

Staff

The organisation employed 14 members of staff up to 31/08/21 and the new contract prompted a restructure. There was then a period of staff shortages, followed by a period of restructure and recruitment, resulting in a total of 11 members of staff being employed as at 30/6/22.

Promotions

- Suzanne Slavin, promoted to Chief Executive Officer from 1/7/21 (acting Chief Executive Officer from April 2021)
- Gerry Tierney, Housing Adviser & Tribunal Officer from 1/7/21, then promoted post of Advice Team Leader from 1/11/21
- Alison Hood, Finance & Administrative Officer, promoted to Finance & Statistical Manager from 16/12/21
- Emma Gaughan, Prison Housing Adviser, promoted to Senior Prison Housing Adviser from 1/9/21 and Engagement Team Leader from 16/12/21

SERVICE USER FEEDBACK

The Centre has produced a separate Service User Feedback Annual Report for cases opened during the period 1.7.21 to 30.6.22. Each service has different feedback forms tailored to Service Users' needs, expectations and regulatory requirements. See analysis below:

SERVICE PROVIDED	NO. ISSUED	NO. RETURNED	% RETURNED
Advice	195	35	17.95%
Tenure Sustainment	22	7	31.82%
TOTAL	217	42	19.35%

Out of a total of 217 surveys issued, 42 were returned, an overall return rate of 19.35%. The results of the feedback surveys were very positive. Most service users were happy with the service they received. Please see some comments below and our feedback report for more detail:

"The service was outstanding, David went over and beyond, please give David my thanks, he helped me a great deal"

"Your service is amazing; I genuinely don't know where I would have been without this"

"Fantastic!! Thank you so much!"

"Managed to sort out issues with landlord and agent, put my mind at ease"

"The service was a tremendous help when we were in such a dire situation. I've even passed Lucy's number on to some friends who are struggling with housing related issues"

"I don't know how I would have got through it all without your help"

"Amazing. I could cry. What a relief"

"Amazing thank you, I'll certainly be less stressed"

"You've been great, I couldn't have done it without you"

"Thank you so much for all your help, it's really been appreciated"

"Thanks for all your help. I'm starting to feel better about things now"

CASE STUDIES

1. Private Rented Couple with health issues facing homelessness

Situation

- A couple in their early 40s, living in a Short Assured Tenancy for about 10 years with various health issues including epilepsy. Difficulty with Landlords and Letting Agents where tenants felt bullied into leaving the house and felt harassed and Landlord turning up unannounced, demanding to be let in to do 'inspections'
- Notice received due to Landlord claiming need to occupy for self or family but had been given different reasons why wanted the house back
- Due to health issues tenant had not been able to go to work regularly which led to financial pressure
- Were on Council housing list but had never received any offer

Actions

- Tribunal Officer explained rights, responsibilities and identified numerous inconsistencies in paperwork served. Tenant felt more confident once knew rights and options and that we could assist them navigate the homeless system if necessary
- Liaised with Landlord's Letting Agents and Solicitors to update and delay ejection dates
- Helped make homeless application to the Council due to timescales
- Despite no defence to eviction action, we represented at 2 Housing and Property Chamber Hearings
- Made written and verbal representations to the Tribunal and Solicitor to secure a further continuation of the case so that the necessary work on the new flat could be completed

Outcomes

- Through negotiation with Landlord, agreed tenant could have another 3 months in property and the Landlord would not proceed to Tribunal for ejection date
- Landlord happy there was a plan in place for a date to move out without stress of ejection date via Tribunal
- Tenants were able to move to a suitable tenancy close to where they stayed meaning minimal disruption
- Enabled more time for Council to source suitable accommodation so homelessness was delayed enough to be offered suitable Council flat
- Mental health improved as they did not have the worry of temporary accommodation
- B moved straight from one tenancy to another and are now happy and settled avoiding going into temporary accommodation
- We were able to have the case at Tribunal dismissed with no expenses to be paid by tenants

Benefits

- Homelessness delayed and no temporary accommodation required to be provided
- Secured tenancy with Registered Social Landlord
- Assisted in delaying Tribunal until permanent offer secured so a planned move from one home to another
- Mental health improved - Situation improved with a positive future ahead
- Remained close to social networks and supports in area
- While we were unable to prevent their ultimate eviction from the property we were able to delay it. During the economic climate, it is difficult to access any new private accommodation and so homelessness applications have become for the ONLY option for many

Service User Feedback

"We are so grateful for the help we got from Ayr Housing Aid Centre. We didn't know where to turn. We didn't have any information about what rights we had or whether what was happening to us was unfair. The staff at the Centre were helpful and put our minds at ease right away. We can't thank them enough for helping us at the Tribunal. We had no one else to speak up for us. They were able to make sure that we didn't end up homeless. We will always be grateful to them for the help they gave us. I don't know where we would have been without them".

2. Vulnerable single parent, relationship breakdown, domestic abuse victim, poverty

Situation

- Vulnerable Single Parent separated from partner and had employment issues during lockdown. Her home was in a much sought after private residential area, close to her 13 year old daughter's school and near her extended family who helped provide support and received support and care too. Prior to COVID-19 our service user and her ex-partner both had good jobs and were able to afford the rent without difficulty while they were together
- Their separation was traumatic. She was assaulted and subjected to threats and intimidation from her former partner and his family. There was an extended Criminal Court case during which her ex-partner was in and out of custody which badly affected her mental health. During the Court process her teenage daughter also suffered trauma
- Without her partner's financial input she began to struggle with the rent. To make matters worse, during lockdown, she lost her own well-paid job. She had accrued significant arrears and recognised she was unable to afford to continue living in her private tenancy any longer without help
- She was served with a Notice to Leave by the Letting Agents and then Tribunal papers

Actions

- Provided advice and available options. Contacted the Homeless Team at South Ayrshire Council, helped to complete applications for social housing in areas where had family support
- Advocated and liaised with Letting Agents and Tribunal to explain position. The Tribunal and Letting Agents were sympathetic and allowed several case continuations to allow alternative accommodation to be sourced and secured
- L, having had a traumatic experience at the domestic abuse Court case felt unable to take part in Tribunal Case Management Discussions and relied totally upon us. Her sister, who had been liaising with us and helping out with the copying of documents etc, experienced a sudden bereavement and had to withdraw from supporting L. Throughout all of these circumstances we maintained contact with Tribunal and Letting Agents who were grateful for our assistance and were accommodating and helpful

Outcomes

- L was allowed time to source suitable alternative accommodation and secured an offer of permanent accommodation in an area close to her family
- Tribunal and landlord agreed to give time for permanent offer to come through
- L able to move to a suitable tenancy close to family for support
- Mental health improved as they did not have the worry of temporary emergency accommodation
- Avoided going into temporary accommodation earlier – delayed by 32 weeks

Benefits

- Homelessness delayed
- Sole Tribunal Representation due to L being unable to attend due to trauma and vulnerability
- Liaison with Social Landlord re temporary and permanent accommodation
- Secured tenancy
- Mental health improved
- Stressful situation reduced
- Situation improved with a positive future ahead
- Remained close to social networks and supports

Service User Feedback

"I was at my lowest ebb after the separation and terrified of going in front of the Tribunal after what I had been through at Court. I couldn't see any way out of the position I was in. I've never had to rely on benefits before and have always had well paid employment. With everything me and my daughter had been through I felt completely helpless. Having someone to speak for me and help me find a way through things was so important to me and my family. I was really glad that Ayr Housing Aid Centre could be there for me."

3. Long Term Prisoner Liberation

Situation

- Single male serving 16-year prison sentence due to be homeless on release with no family support
- Due to length of sentence service user had lack of digital skills and anxious about changes in society on release

Actions

- Early intervention 6 months pre- liberation, discussed options, waiting list applications, Homeless interview completed
- Partnership working with Social Work & Housing Options, Face to face appointments alleviated stress
- Referred to Digital Inclusion, SWF Furniture completed, encouraged engagement with Social Work and Throughcare

Outcomes

- Received permanent offer of housing whilst in custody, SWF furniture awarded
- Linked in and engaged with support on release, mobile phone provided – digital inclusion training arranged

Benefits

- No need for temporary accommodation
- Ongoing support established
- Pressure, anxiety and stress removed - confidence improved - poverty reduced
- Skills gained and confidence increased

Service User Feedback

“Emma and her team were exceptional to me, without them and Social Work I would of been very very worried indeed about getting out. They took all my serious problems away in one day and now I'm very very excited and really hopeful of settling down with everything well taken care of. Thank you all so much.”

4. Council Tenant With Rent Arrears Due To No Claim In Place Prior To Prison

Situation

- Single male lost employment prior to custody, entered custody before end of UC assessment period resulting in claim closure
- Sentenced to 10 months with no housing costs in place (serving 5 months) Increasing rent arrears totalling £1895

Actions

- Adviser performed extensive grant check, Made application to grants linked to former employment eligibility
- Ensured CT exemption applied, Liaised with Housing Officer and family member
- Referred to training provider, referred to inhouse Tenure Sustainment service

Outcomes

- Tenancy maintained, arrears reduced by £1000 via successful grants and re-payment arrangement established
- CT exemption awarded £505.40; Support continued from prison to community

Benefits

- Homeless prevented despite not entitled to UC help with rent
- Rent arrears reduced - tenancy sustained - allowed children to maintain contact
- Repayment plan in place on release - ongoing support provided by AHAC
- Affordability improved - pressure, anxiety and stress removed and poverty reduced
- Employment gained on liberation from prison via help from training provider

5. Council Tenant With Rent Arrears Due To No Claim In Place Prior To Prison

Situation

- Care leaver from out with South Ayrshire Referred to First Home from SAC Homeless Dept -Still supported by Edinburgh CC Social Work
- Presented as homeless as now unable to live with sister
- Requiring First Home Care Experienced intensive support

Actions

- Explained housing WL and homeless processes
- Helped with areas chosen including additional support available due to status
- Supported with tenancy readiness, budgeting and preparations
- Applied for grants for Chromebook & Wi-Fi
- Applied for Homeless Network Winter Warmer payment
- Applied for CT Exemption
- Assisted in getting Section 29 monies from other local authority and helping budget what would buy
- Assisted with benefits calculation and applying for bursary
- Awarded Covid Grant
- Awarded a few fuel poverty payments
- Liaised with Homeless and new Housing Officers
- Provided intensive support for 14 months until transferred to another support provider via TUPE

Outcomes

- Various grants successful – Chromebook, Wi-Fi, Winter Warmer payment,
- CT Exemption successful alleviated poverty
- Section 29 monies from other local authority and helping budget what would buy
- Reduced food and fuel poverty via payments
- Supported to make positive choices and look to their future

Benefits

- Financially better off by over £3,700 through various grants and awards
- Prepared to become a tenant and ready to cope in own tenancy
- Helped move into own tenancy and help picking furnishings etc
- Affordability improved - pressure, anxiety and stress removed and poverty reduced
- Assisted with bursary and budgeting and became a Student
- Mental health and anxiety issues reduced and feels safe, secure and happy

6. Vulnerable Private Rented Tenant Facing Eviction

Situation

- Single woman in Private Rented accommodation
- Rent arrears £1,040 due to COVID-19 (Notice of Proceedings Served)
- On Universal Credit and struggling financially struggling with mental health and vulnerable

Actions

- Helped apply for various benefits/grants to help with rent arrears and ongoing living costs
- Emotional support to encourage, empower and reinforce success if engages
- Liaised with Landlord, DWP, grant providers, etc

Outcomes

- £150 Supermarket vouchers via Benevolent Fund
- £546 DHP awarded £30.33 per month 2022/2023
- £13,121 PiP 2022/23 - £6,653 + 2023/24 - £6,468
- £1,040 Rent Arrears written off via bankruptcy
- £1,702 Council Tax /Stirling Park debt cleared via bankruptcy
- £4,870 Charitable monthly income payment - 2021/22 (£730), 2022/23 - £1,380, 2023/24 - £1,380, 2024/25 - £1,380
- Linked in with CAP to assist with Bankruptcy process including rent arrears & C/Tax
- Maximised Income via Charity and PiP - Food and fuel poverty alleviated

Benefits

- Homeless prevented
- Rent arrears cleared and tenancy sustained
- Ongoing affordability improved and poverty alleviated through budgeting and ongoing regular grant income
- Mental health improved - pressure, anxiety and stress removed
- **TOTAL BETTER OFF BY - £ 21,429**

7. Council Tenant With Rent Arrears Due To Covid

Situation

- Couple with 4 children, low income (Child benefit, tax credits and Statutory Sick Pay)
- Rent arrears £1862.65, £822.74 CT arrears, £3023 utility arrears
- Pre-Notice of Proceedings at stage of referral
- Tenant stressed and anxious about possibly becoming homeless and debt

Actions

- Applied for Universal Credit, PIP and 2 x Child Disability Payments for 3 people in family with health/disability issues
- Applied to other grant providers for help in meantime alleviate poverty
- Emotional support to encourage, empower and reinforce successes possible with engagement

Outcomes

- £1273 paid from Grant successful applications
- Rent Arrears of £2515.45 cleared – Eviction and homelessness prevented
- Awarded £4352.40 - PIP, Child Disability Payment £1261, CTR £822.74, Stirling Park & payment plan set up £40 per month
- Mental Health improved
- Service User is now in part-time employment
- Referred for ongoing housing support to help reduce risk of future debt accumulation

Benefits

- Homeless prevented despite not entitled to UC help with rent
- Rent arrears reduced - tenancy sustained
- Affordability improved - pressure, anxiety and stress removed and poverty reduced
- Employment gained and tenant feeling better about themselves
- Benefits maximised
- **TOTAL BETTER OFF BY - £10,704.59**

8. Elderly Council Tenant Living In Poverty

Situation

- Elderly retired single male in Council tenancy
- Rent arrears £468.59 which increased to £655
- Private Pension had stopped
- House was freezing cold even with heating on – Only income: State Pension
- Service User advised due to their mental health / vulnerability at times would rely on alcohol
- Felt isolated and lonely
- Service User wanted to move from Girvan to Ayr as has family there
- Struggling to budget as State Pension received monthly
- Was paying full Council Tax

Actions

- Applied to the Benevolent Fund but unable to assist as not a member, contacted Private Pension as pension had stopped
- Due to living on his own and lonely, he was a victim of theft as he was very vulnerable and allowing the wrong people in his home, contacted SAC repairs for broken door lock
- Emotional support to encourage, empower and reinforce successes possible with engagement
- Liaised with Landlord, SAC, DWP and Council Tax
- Set up affordable rent payments
- Referred to SeAscape when case closed as required ongoing support
- Completed a Housing Application form to start process for move to Ayr

Outcomes

- £655 Rent Arrears cleared
- £361 Single person's discount awarded and backdated for Council Tax
- £5400 Private Pension backdated plus £4,000 reinstated
- £1300 Housing Benefit backdated as had been having carers deducted
- £370 State pension now been paid fortnightly to budget better
- £110 Standing order set up to pay ongoing rent liability

Benefits

- Homeless prevented - rent arrears cleared - tenancy sustained
- Affordability improved - pressure, anxiety and stress removed
- Poverty reduced - private pension reinstated, deductions removed
- Tenant feeling better about themselves
- Started process for a move to be close to support networks
- **TOTAL BETTER OFF BY £8,086.30**

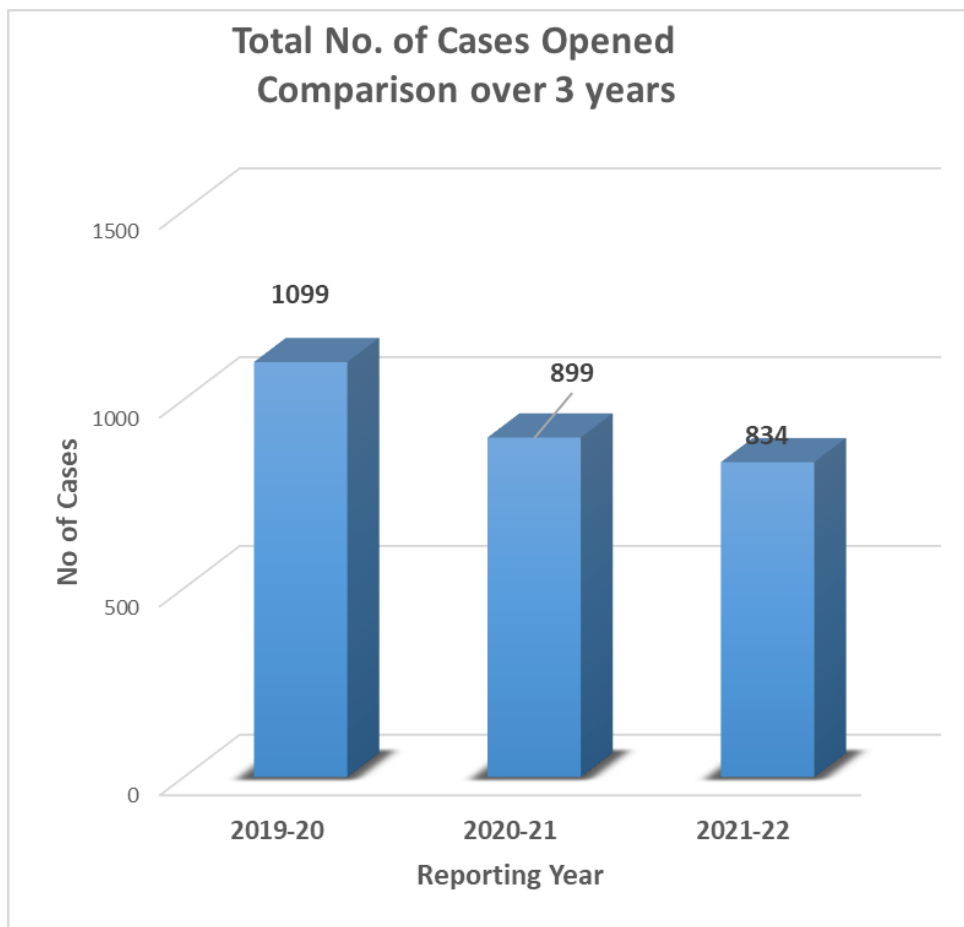
DETAILED STATISTICAL REPORT

Our statistics are generated from Microsoft Excel Databases. These databases and related statistical analysis and reports are integral to the Centre's reporting and evaluation cycle. This enables us to produce accurate reports for each service, monitor trends and respond to specific requests from Managers and Funders on selected areas. The databases are a major contributor to maintaining high quality control systems for compliance. The information is updated onto the database for each case from the excel case sheets which records the information for each case in a way that it can easily be uploaded onto the database to provide meaningful information. Please note the Prison Housing Advice Service covers both East and South Ayrshire areas. We have included this Service in the relevant statistical analysis wherever possible.

Cases Opened Statistics

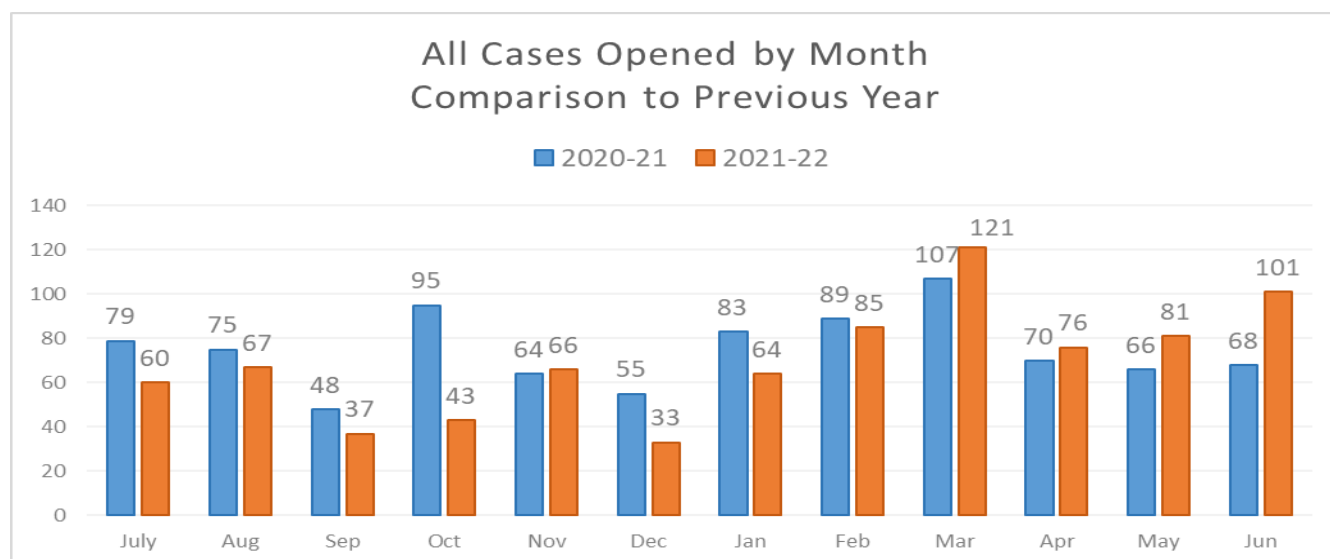
Comparison of Cases opened over last 3 years

The Centre opened 834 cases in this reporting year: a reduction from 899 in the previous year. We had expected this to reduce due to COVID-19 pandemic and included 365 Prison Housing Advice cases.



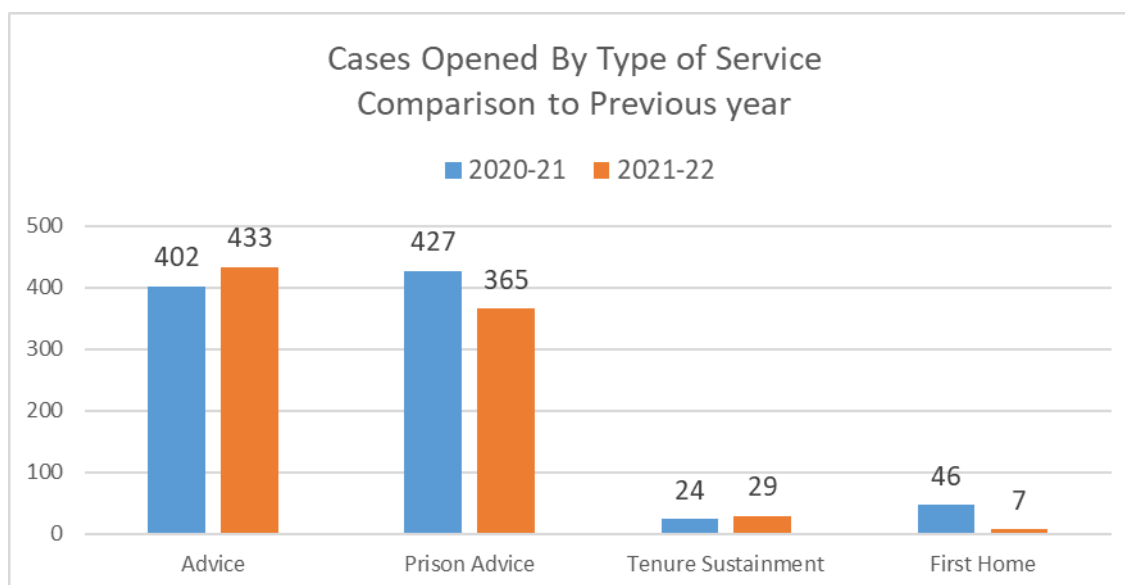
Monthly Cases Opened

The chart below analyses the number of cases opened per month including the prison service and compares it to the previous year. We can see here how the COVID pandemic affected the number of service users contacting us until March 2022.



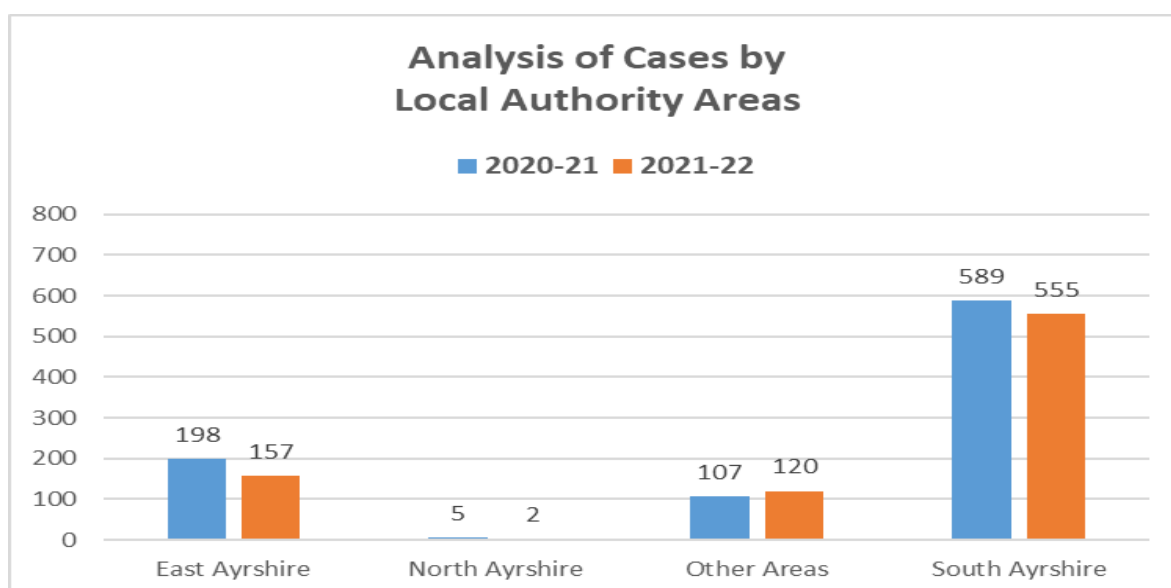
Types of Services

During the year to 30/6/22 we provided a range of different services to individuals and families. The graph below provides an analysis of how the 834 cases opened are split between the different services (First Home was only 2 months 21/22).

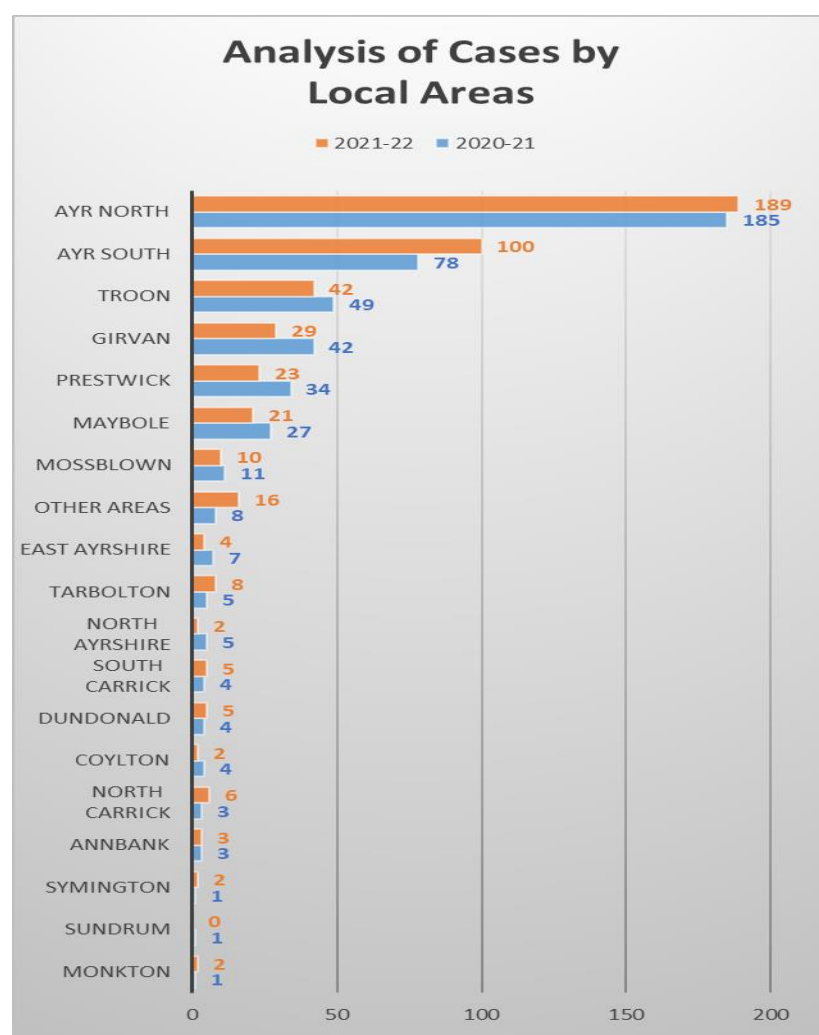


Local Authority Areas

Analysis of local authority areas follows the same trends as the previous year. Most cases opened were from Service Users currently residing within South Ayrshire. Most of the 157 East Ayrshire cases and the 120 cases from other areas are linked to the Prison Housing Advice project.



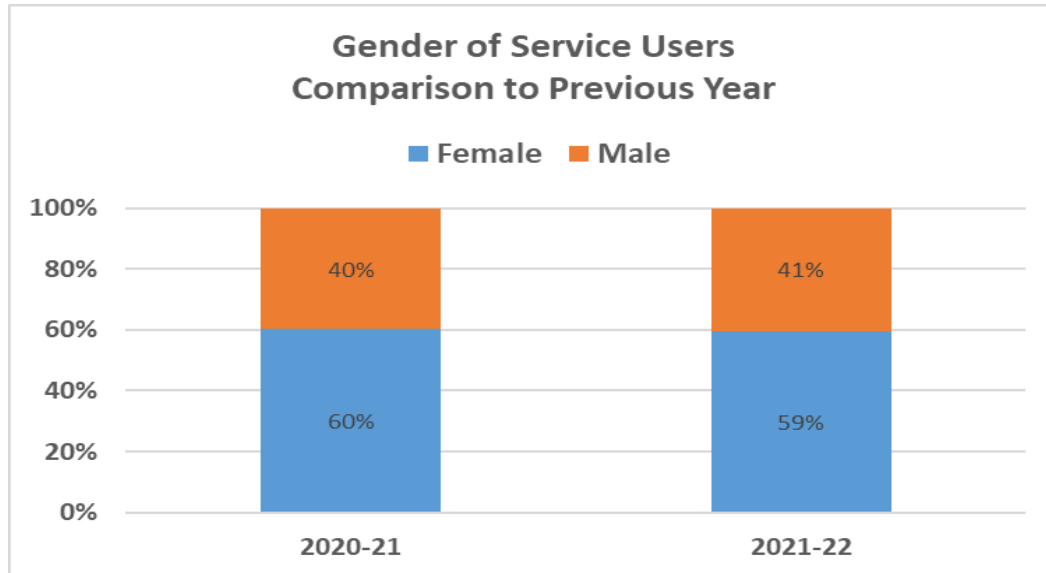
Local Areas (Prison Service not included)



This data relates to the local area the Service User resided at the time they contacted us and is very similar to last year. The largest group were from Ayr North.

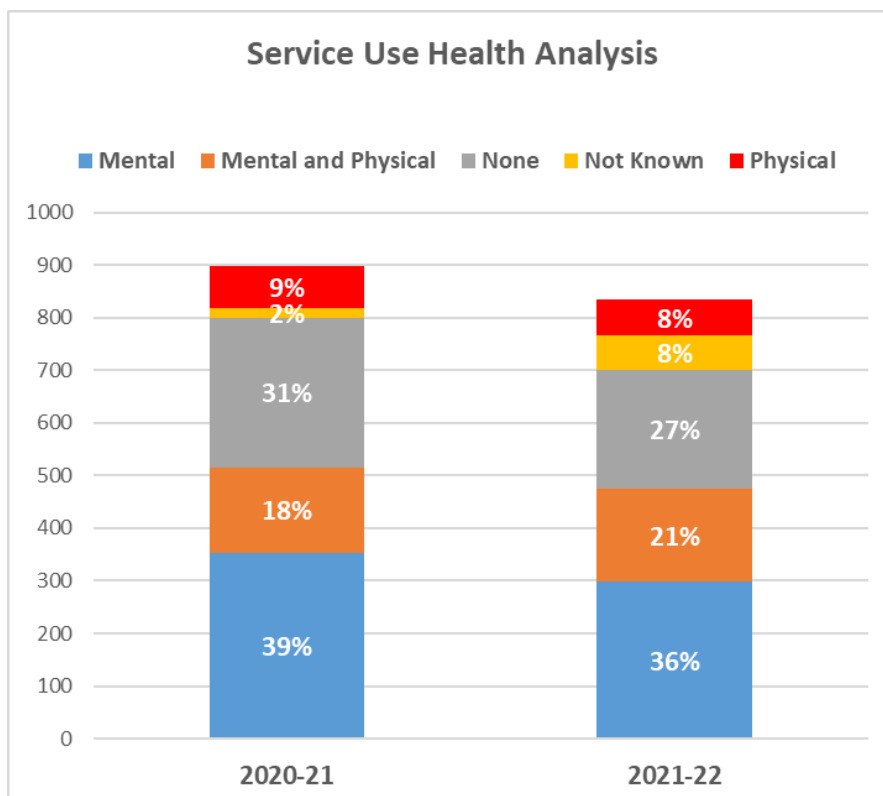
Gender of Service Users (Prison Service not included)

The gender analysis of cases opened remains consistent with the previous year with no-one identifying as other.



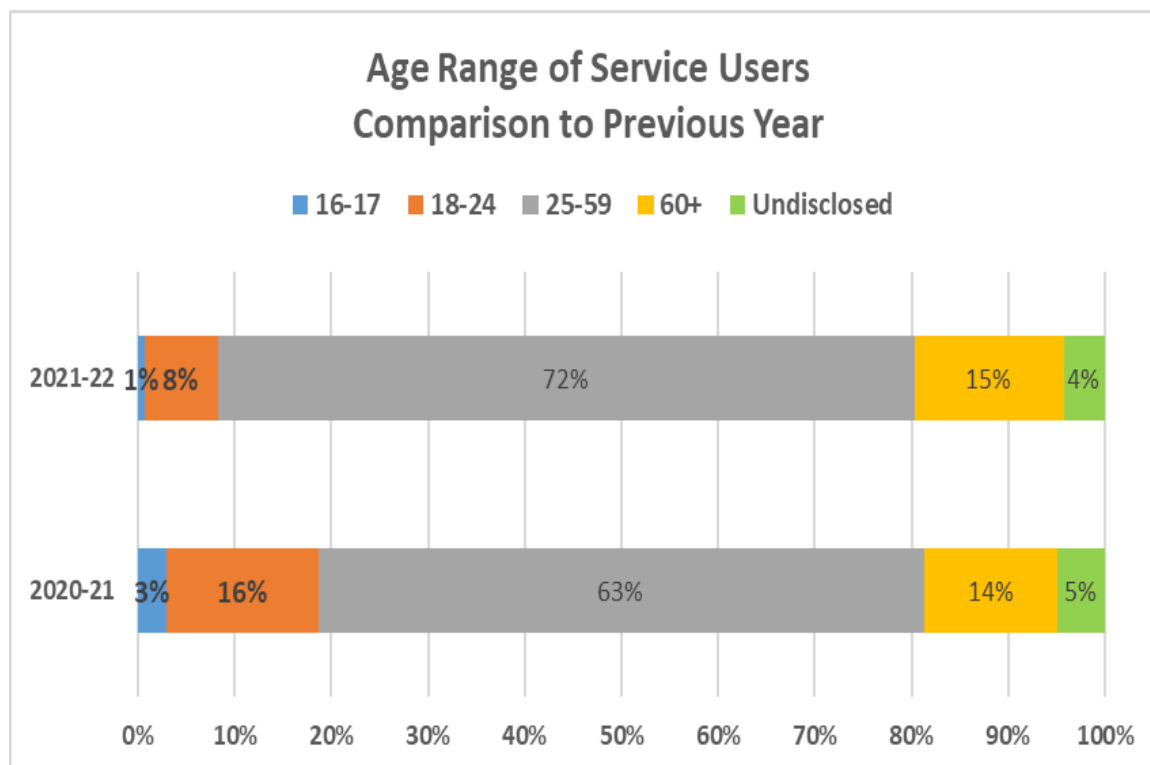
Health Analysis

In this year only 27% of Service Users indicated they had no health issues down from 31% in the previous year. The impact of COVID 19 is still ongoing. Mental health issues are still present in the majority of cases. A total of 57% of cases had either mental or mental and physical disabilities.



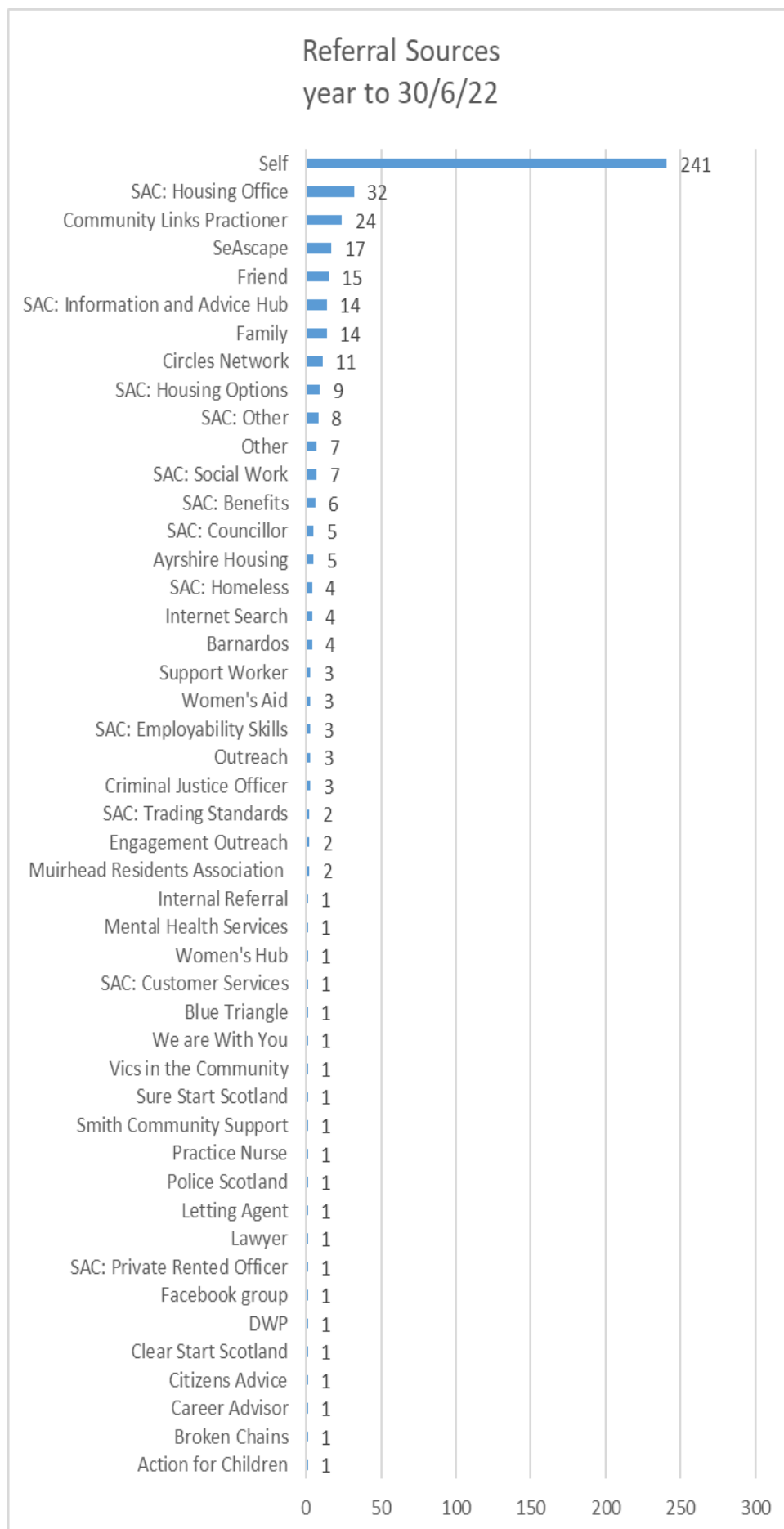
Age Range (Prison Service not included)

The age range of service users has remained similar with the majority of those who get in touch being within the 25-59 age group. There has been a decrease in the 18-24 group due to the First Home and Care Experienced service ending on 31/8/21.



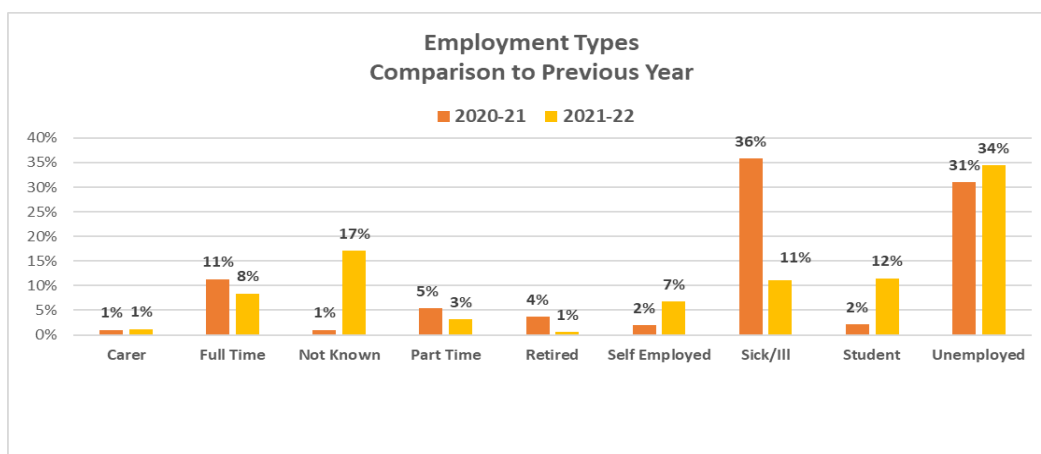
Referral Source (Prison Service not included)

The chart below illustrates how the service user found us or who referred them to us. As you can see our referrals come from a variety of sources. The self-referral category continues to be the primary method of referral with many telling us it is due to word of mouth and our reputation: 51% of total cases. Referrals from Housing Officers reduced to 32 this year and only 13 from Homeless and Housing Options. There has been a rise in Community Links Practitioner and SeAscape referrals mainly due to the I'M IN! project.



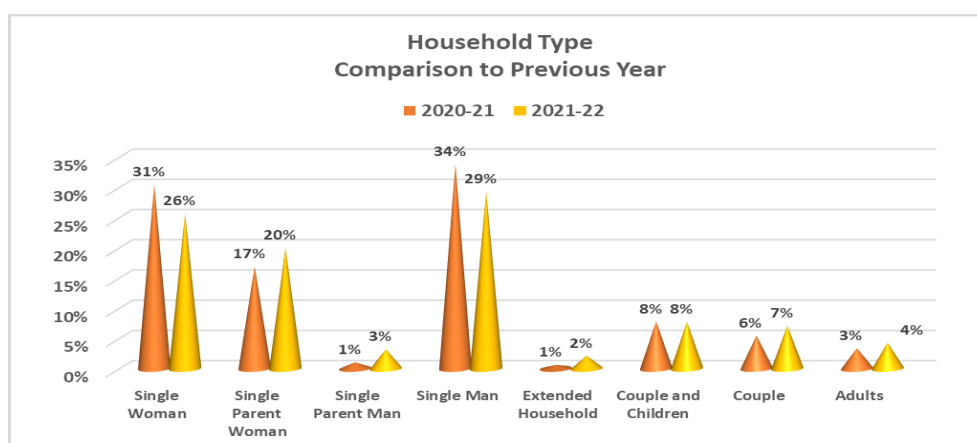
Employment Types

This year we saw a decrease of those describing themselves as sick/ill and an increase in students. Cases involving poverty linked to the cost-of-living crisis started to increase from March 2022.



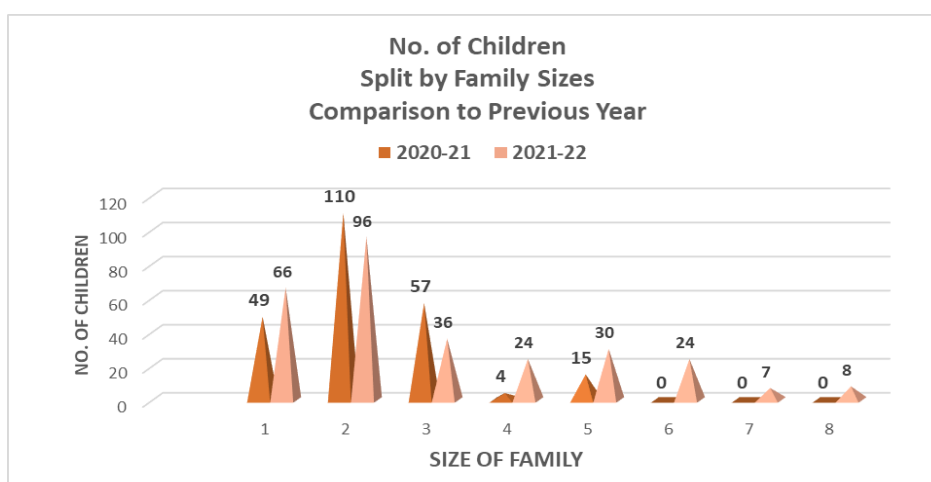
Household Types (Prison Service not included)

Similar to last year single men and women make up the majority of our cases. Many of this group are involved in homelessness in particular the under 35's affected by the Single Room Rent Restrictions.



Number of Children in Family (Prison Service not included)

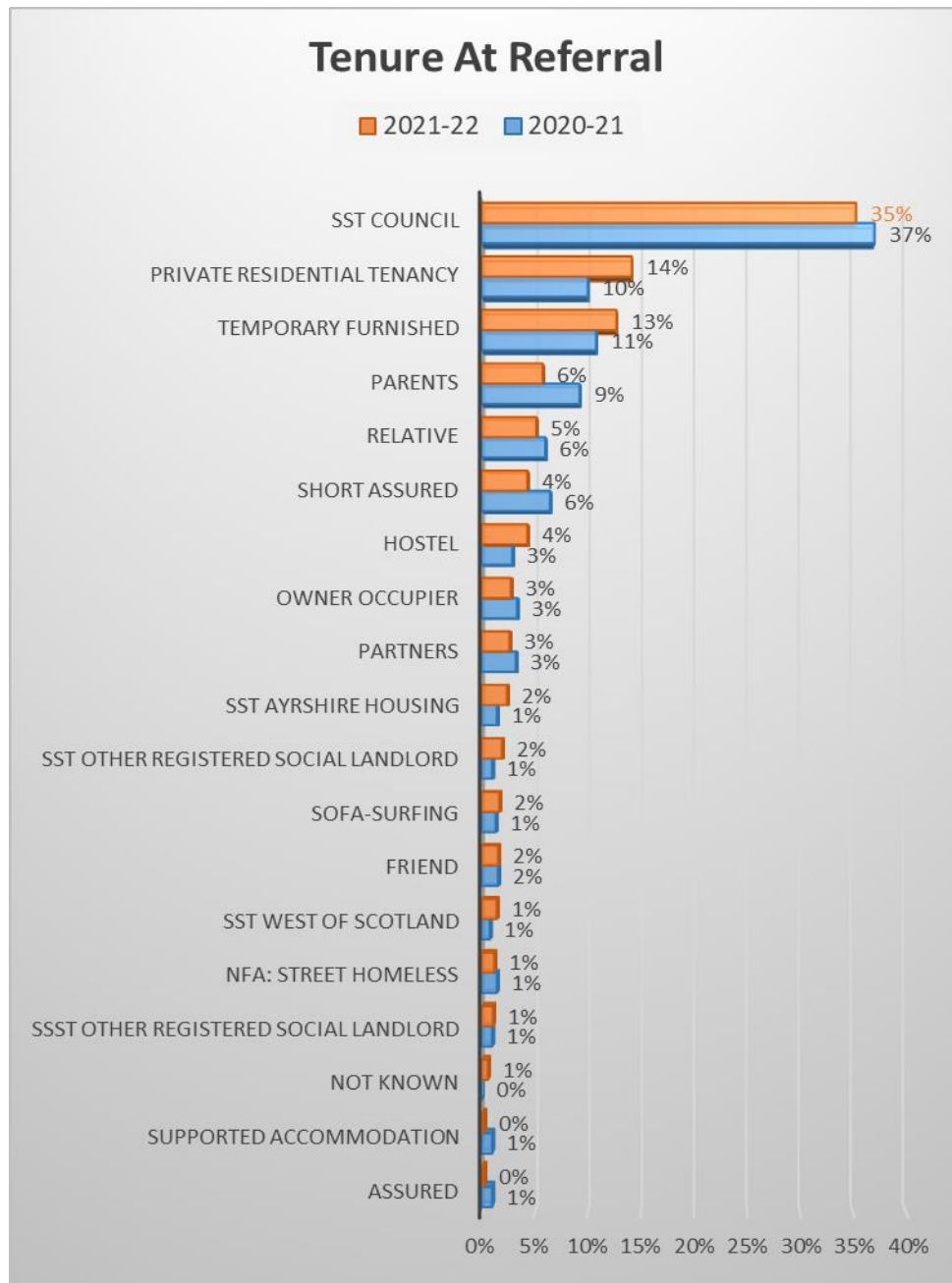
It is useful to consider how many children face housing related problems which could impact on their development, health, education, and many other aspects of their lives. There is a wide spread of family sizes with 144 families having a total of 291 children.



Tenure – (Including Prison Cases)

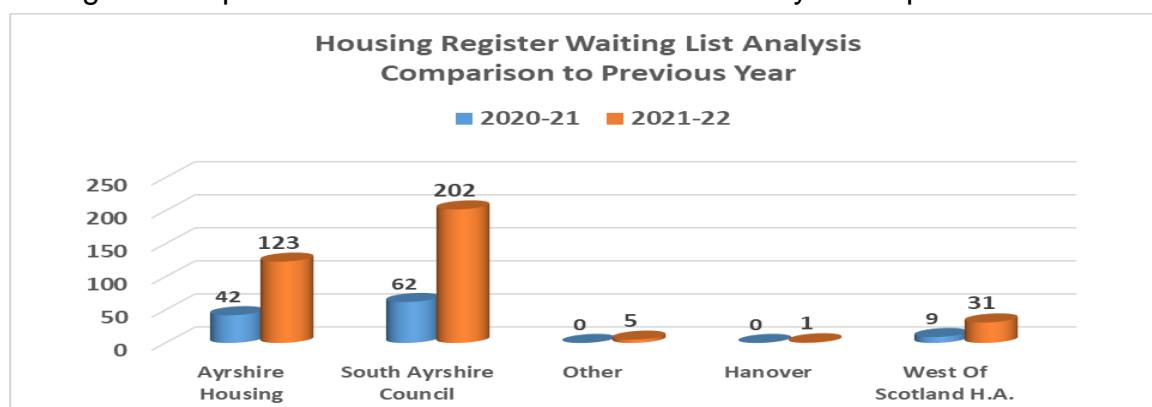
The chart below analyses the tenure types of cases opened.

- Scottish Secure tenants decreased by 4%: linked to a reduction in referrals from SAC
- COVID-19 regulations meant those with no accommodation were booked into temp and many were allowed to stay in their accommodation longer
- 2% decrease in those telling us they were roofless
- 3% increase in those already in temporary accommodation including hostels
- 3% decrease in those living with parents (linked to First Home)



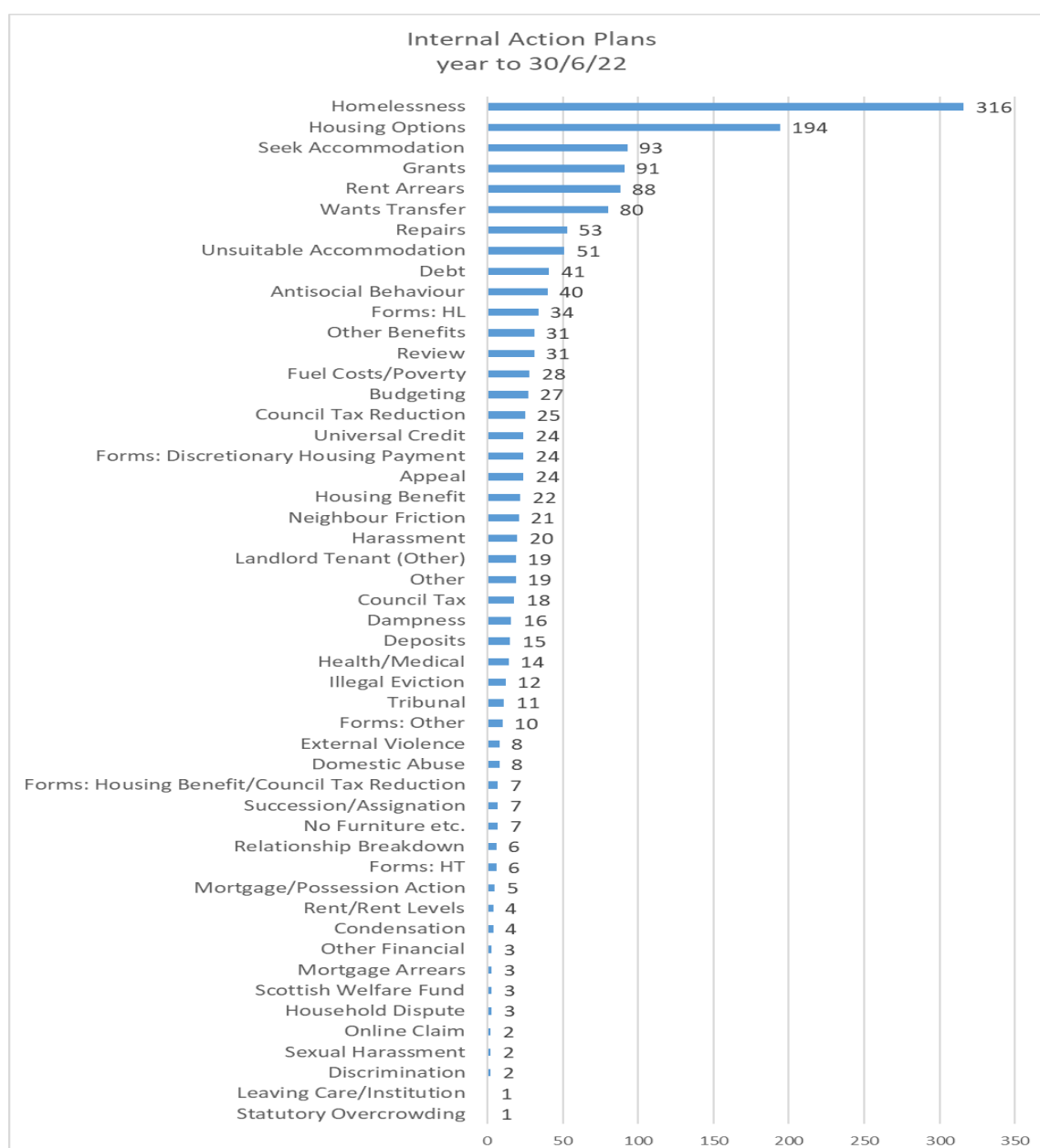
Housing Waiting Lists (Prison Service not included)

The majority of cases opened are on South Ayrshire Council waiting lists with many now turning to the social housing as their preferred choice due to lack of availability in the private sector.



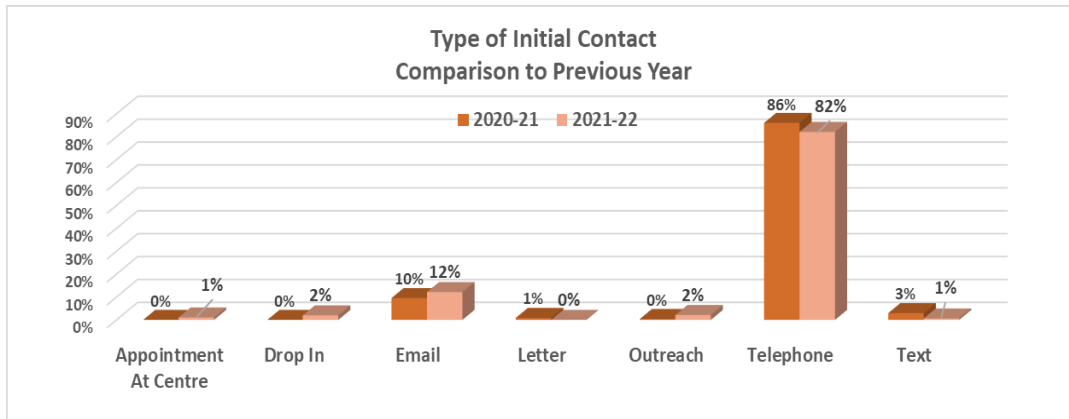
Internal Action Plans (Prison Service not included)

Out of the 469 cases opened during this reporting year a total of 1,574 action plans were created averaging 3 to 4 per case. Homelessness issues continues to be the main cause people come to us for help, (67%) compared to 49% last year, followed by Housing Options 194 (41%), 42% last year.



Type of Initial Contact (Prison Service not included)

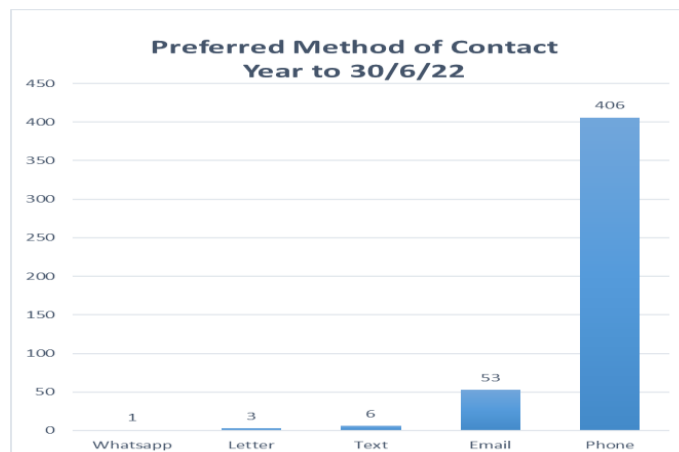
The impact of covid was still felt during this reporting year as we were working from home and then returned to the office on a hybrid basis. As expected more of our cases continued to be opened via indirect means and we continue to offer choice of how services are accessed. We saw some service users face to face where this was their preferred method, and it was safe to do so.



- 82% phoned
- 12% emailed
- 2% attended Outreach

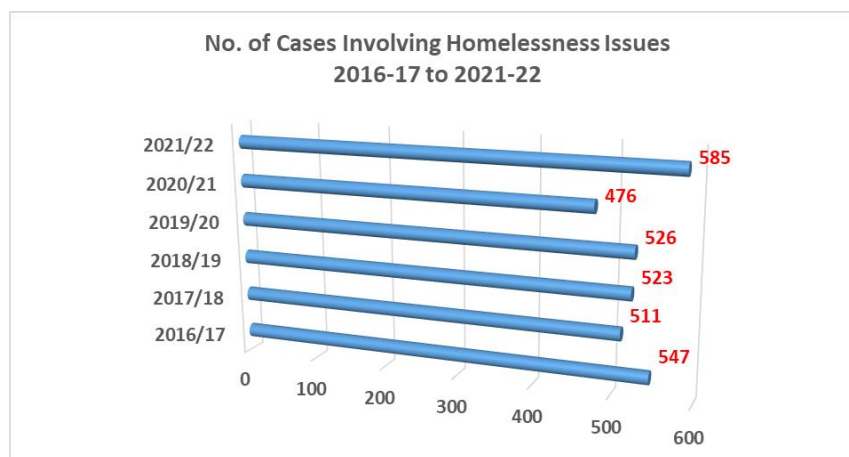
Preferred Method of Contact (Not including Prison Cases)

We actively ask service users how they would like to be contacted and communicate with us. During this period no-one wished face to face contact although there have been instances where we have required to see them face to face to collect paperwork or get more information due to the complexity of the case.



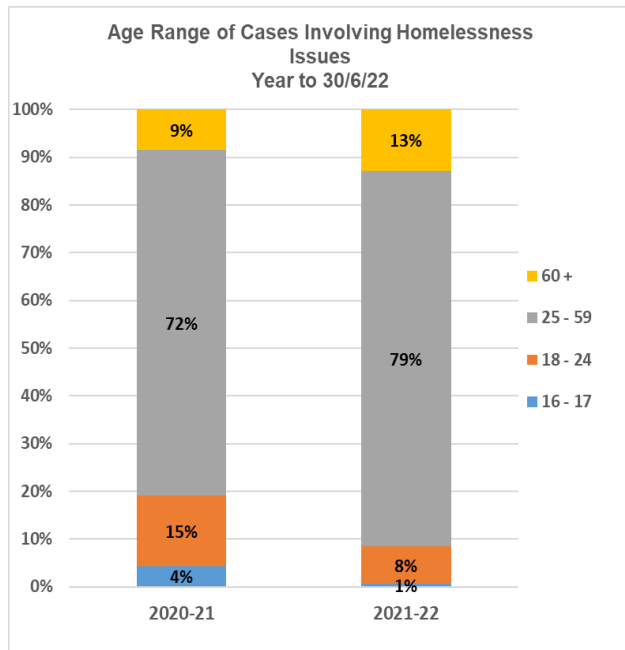
Number of Cases involving Homelessness Issues (Including Prison cases)

Homeless cases included those who were roofless, statutory homeless and threatened with homelessness within 4 – 6 months. The eviction ban impacted the numbers of cases in 2020/21.

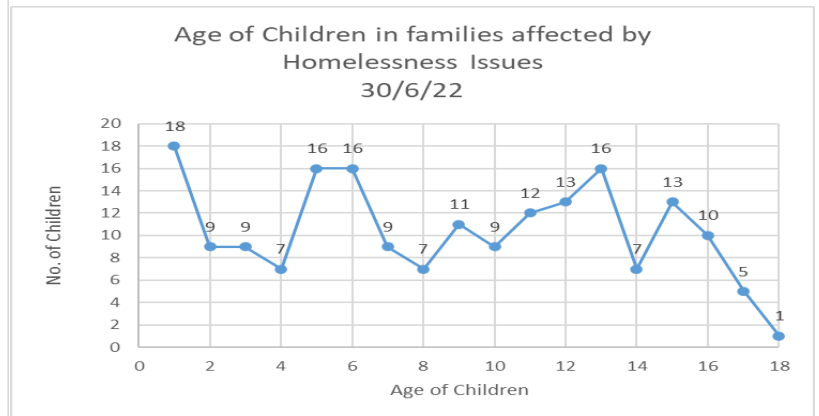


Homeless Age Ranges (Prison Service not included)

The age ranges of those involved in homelessness has changed due to the First Home and Care Experienced contract change.



- 79% of those facing homelessness are in the age group 25-59: increase of 7% since last year
- 13% are 60 or over: increase of 4% since last year

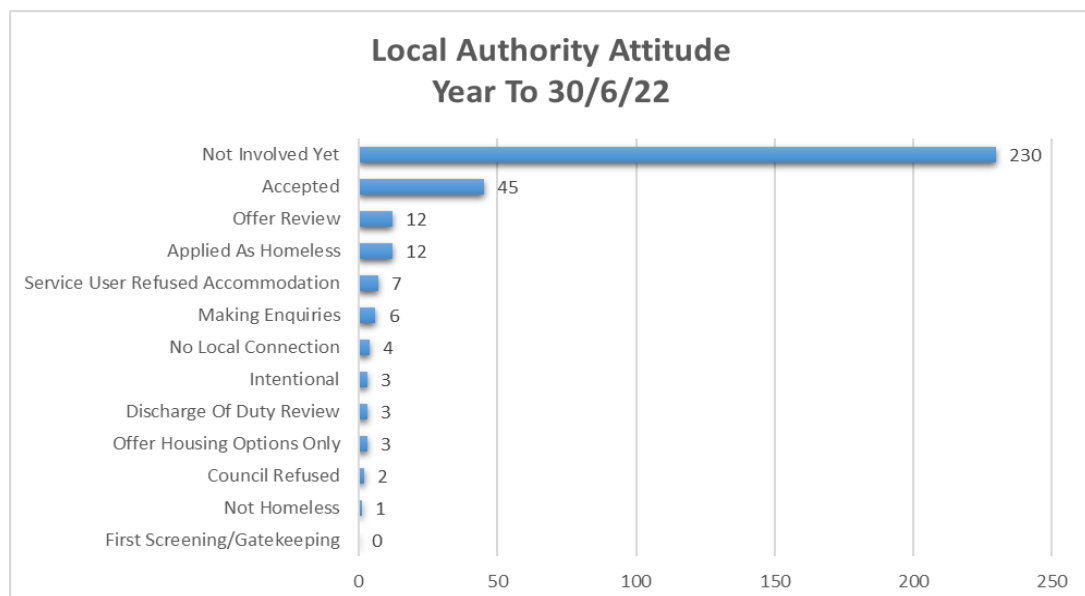


Children Age ranges affected by homelessness (Prison Service not included)

From the above chart there were 188 children either homeless or threatened with homelessness. The age range of children affected is varied although more than half the children involved were 10 years old or younger: 111 (53%) altogether, 23% were 0 - 4 years old and could be linked to inability to work with young children and childcare affordability issues.

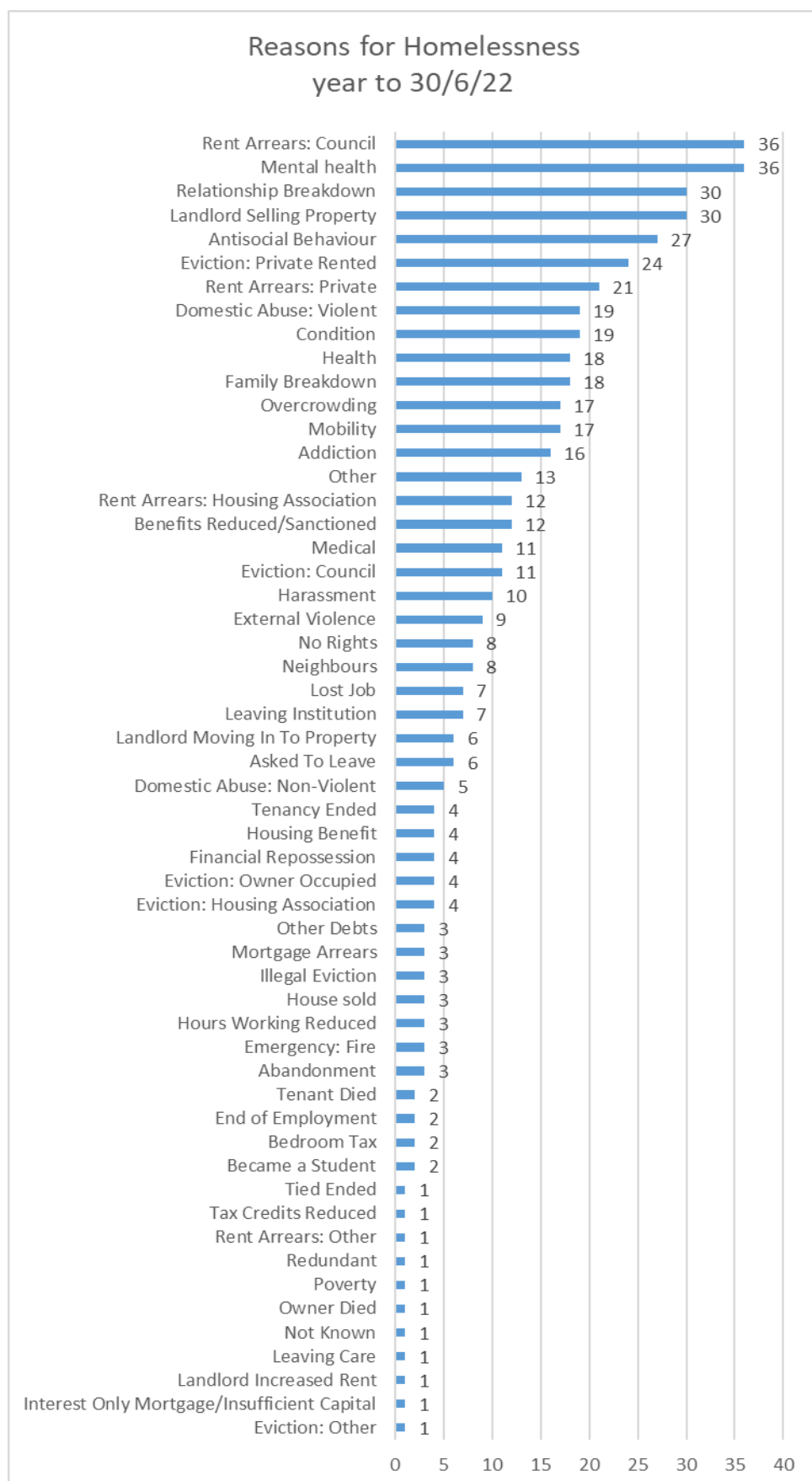
Local Authority Attitude (Prison Service not included)

This chart represents the Council's attitude of their Homeless status at the time the Service User came us. It is encouraging that the majority (70%) of Service Users are coming to seeking advice on their rights prior to contacting the Council which is positive for homeless prevention if they come early enough.



Reason for Threat of Homelessness (Prison Service not included)

The graph below analyses the reasons for the threat of homelessness or actual homelessness in cases opened during the year. Often there is more than one reason.

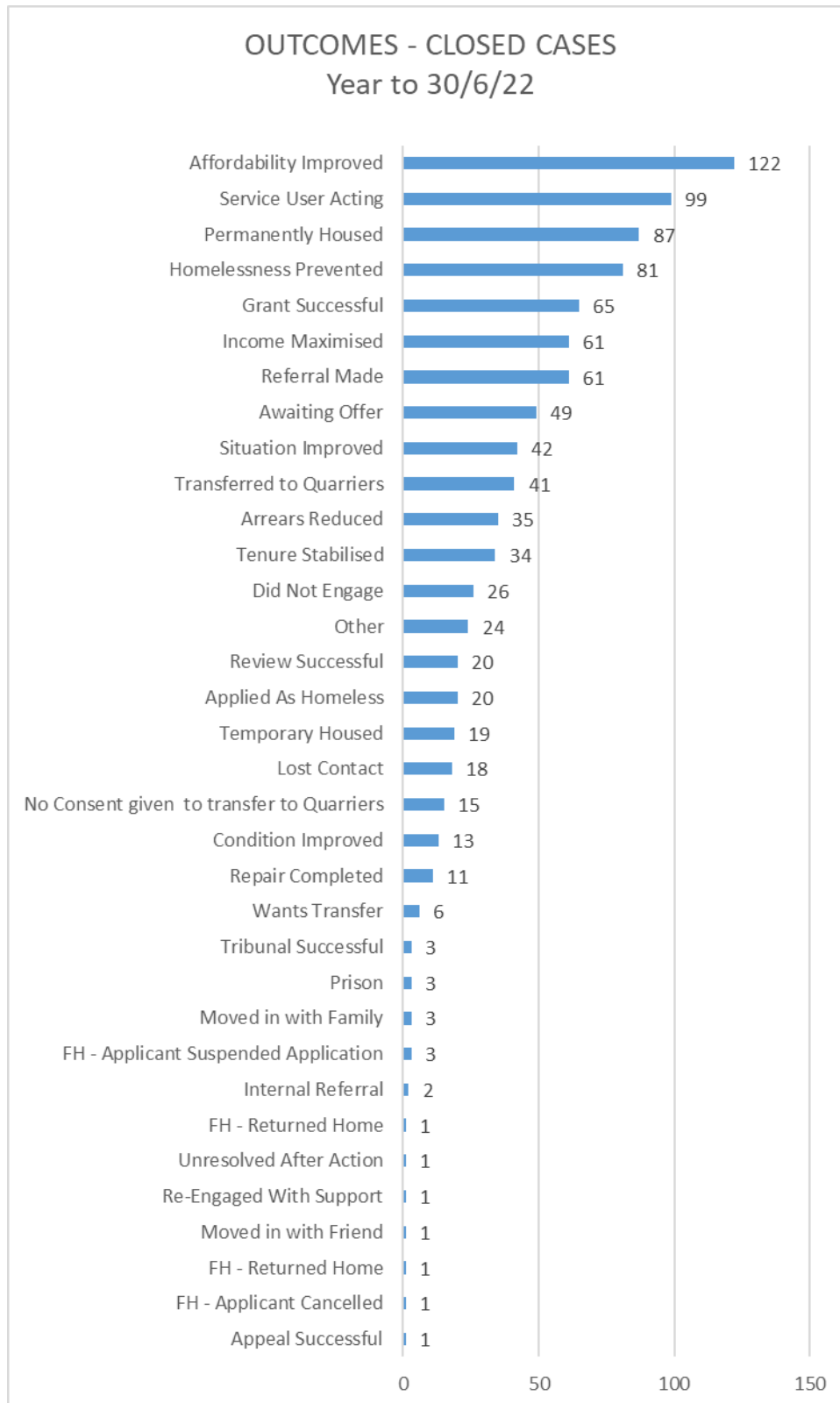


- Rent arrears cases both in the public and private sectors (69)
- 36 were caused by Mental Health issues
- 30 Landlords were selling properties and 3 were already sold
- 30 were due to Relationship breakdown
- 18 cases were due to Health
- 17 were due to mobility
- 11 due to medical
- Domestic abuse, antisocial behaviour and external violence were prevalent in 60 homeless cases, increasing year on year.

Closed Cases Statistics

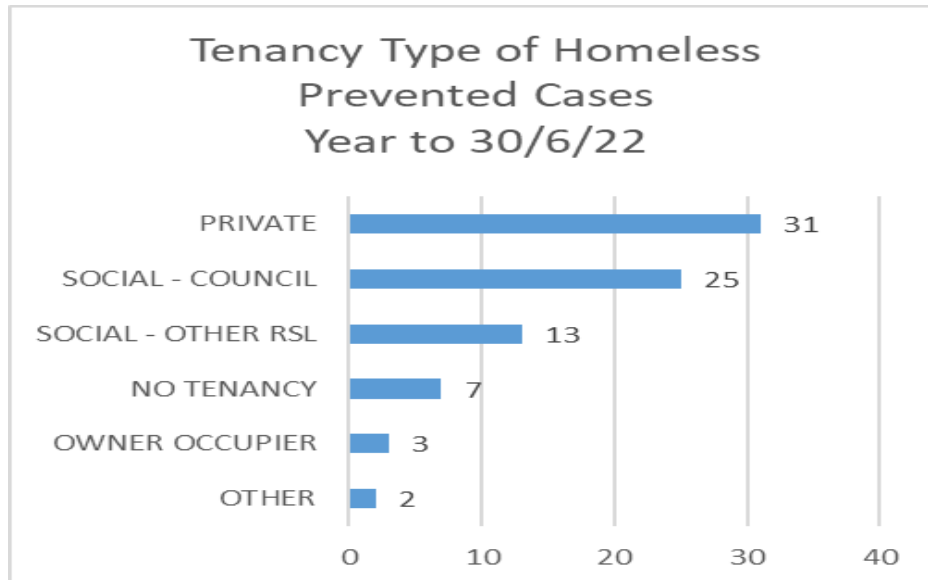
Outcomes of Closed Cases (Prison Service not included)

From the 448 cases closed they generated 970 outcomes, (average 2 per case). The graph below is similar to the previous year, shows that the main outcomes were Homelessness Prevented, Affordability Improved, Permanently Housed and Service User Acting.



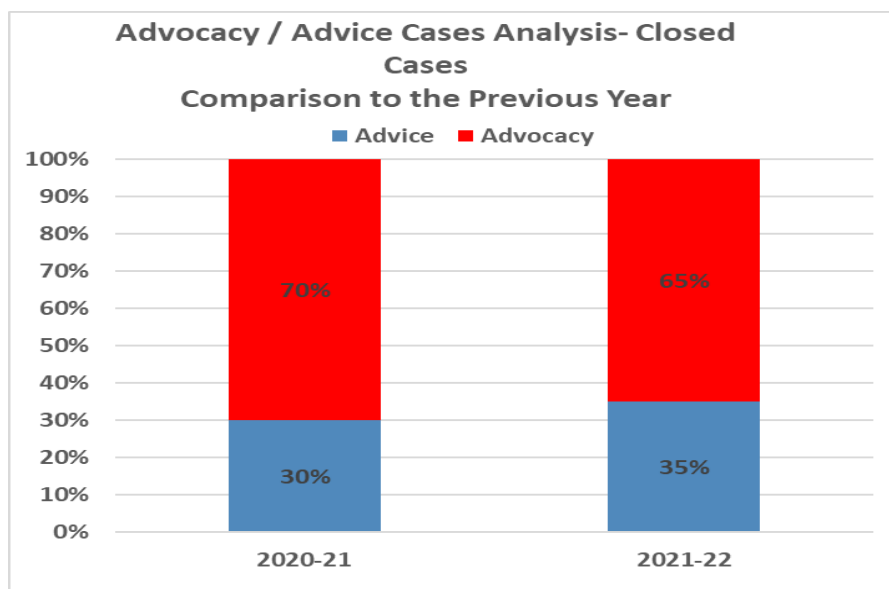
Breakdown of Homeless Prevented cases by Tenure Type (Excluding Prison Cases)

Here we show the tenure the person was in prior to us helping to prevent their homelessness. As with last year most were Council tenants (31%) and 38% were private tenants. Where they did not have a tenancy we often assisted into other accommodation or helped maximise waiting list applications to avoid having to apply as homeless.



Advice/Advocacy Analysis (Prison Service not included)

Advice can cover several topics and have many internal action plans which involves giving information, advice, discussing options, advocating with 3rd parties, etc. Service users can take on board the information given and consider options to make informed choices. In advice cases there is no need to interact with a third party. Advocacy cases often involve numerous regular contacts with many Local and Central Government Departments, Landlords, Lenders, partner agencies and individuals. Positively advocating is crucial for early intervention homeless prevention.



- 65% advocacy
- 35% advice

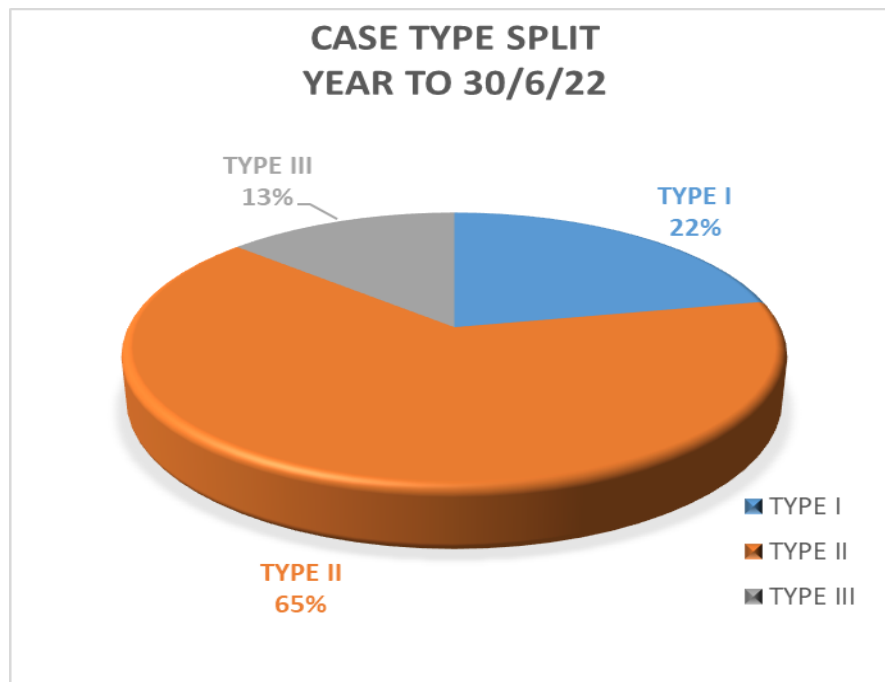
Case Type I, II and III Breakdown – (not including Prison cases)

Type I – active signposting and information

Type II – advice and casework

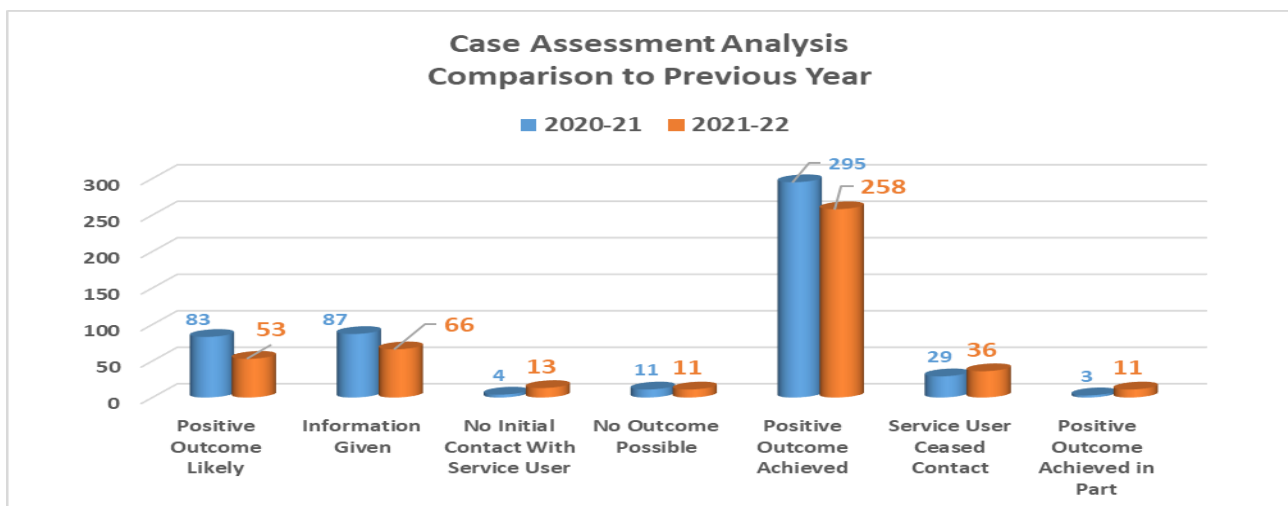
Type III – advocacy, representation and mediation including tribunal

In this year we had a lot of people looking for information and so our type I cases were higher than usual. It should be noted that many cases can start off as a type I but quickly progress to type II/III.



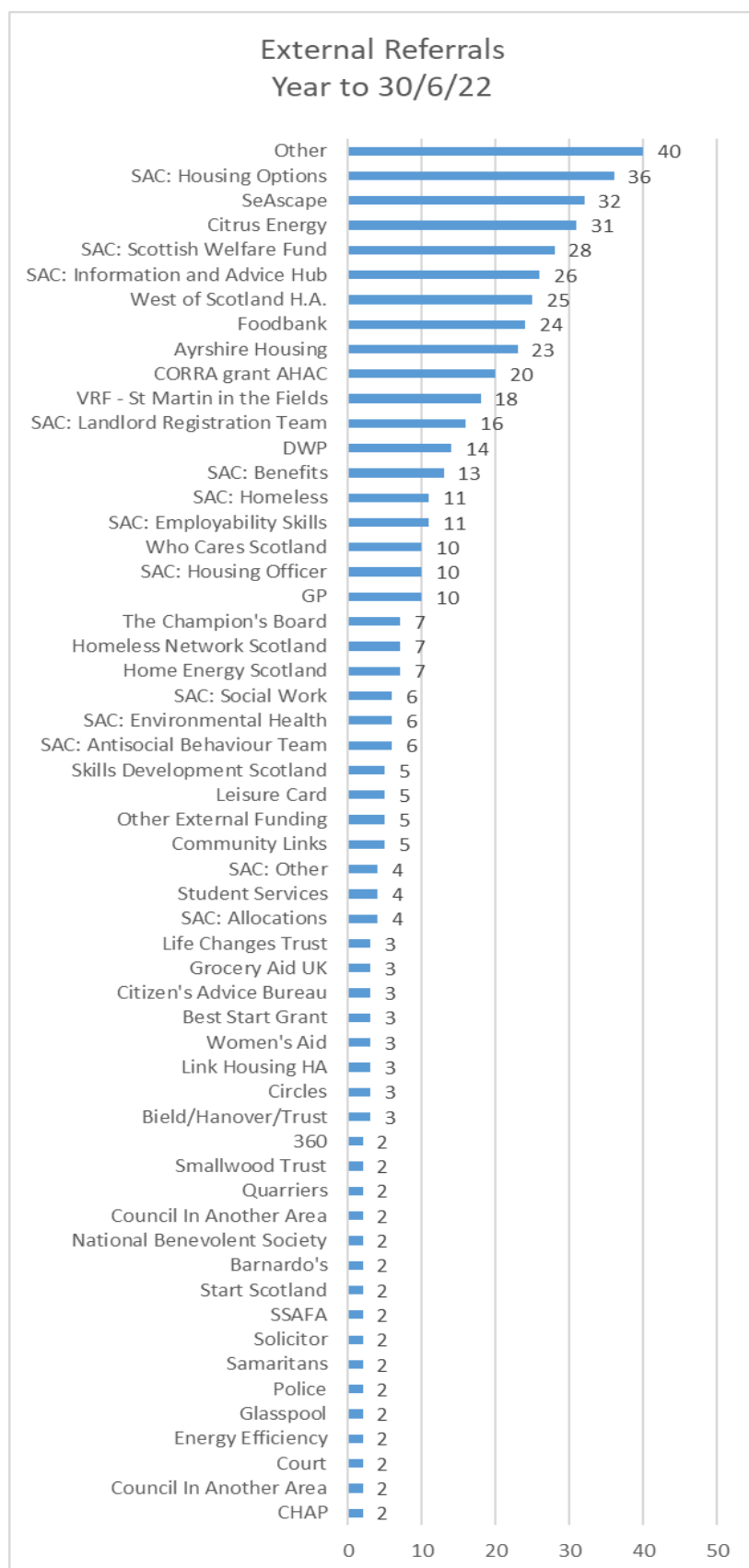
Case Assessments

Most closed cases had positive or positive outcome likely outcomes: 69%. Another 66 service users were given information to enable them to positively achieve their own outcomes through their actions.



External Referrals (excluding prison)

The chart below shows the wide range of organisations and other bodies we refer service users to during the life of the case. Altogether there were 525 referrals in this reporting year.



- 40 other category included single referrals to a wide range of small organisations including specialist grant bodies
- 36 to Housing Options
- 32 to SeAscape
- 31 to Citrus Energy for fuel poverty
- 28 to the Scottish Welfare Fund
- 26 to SAC Info & Advice HUB

ACKNOWLEDGEMENTS

We would like to thank and recognise our funders and partner agencies for all their support during this year, including:



We would like to thank our frontline staff and management for their input and dedication throughout what was a difficult year. Thanks to the Board of Trustees and its sub-groups for ensuring strong governance, strategic vision, with additional time and effort throughout the Procurement Process. Thanks to our Service Users for continuing to engage with us to work together even when things seemed impossible you trusted us to help you through it. Thanks to our Finance & Statistical Manager for pulling together an excellent report again this year.

Suzanne Slavin,
Chief Executive Officer

5/4/23