



Ayr Housing Aid Centre scio

ANNUAL REPORT

1st JULY 2022 – 30th JUNE 2023



SCOTTISH CHARITY NO: SC049609



Scottish Social
Services Council inspectorate



OSCR
Scottish Charity Regulator
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Registered SCIO
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 with attendance to HMP Barlinnie and HMP Greenock as required.

The Board

1. Margaret Greenan, Chairperson from 10.11.22
2. Pat Lappin, Treasurer
3. Alan Berry
4. Julie Williams
5. Craig McArthur
6. Lesley Sehli
7. Allan Shaw left 6.6.23

The Team

- Suzanne Slavin, Chief Executive Officer
- Hilary Denholm, Office & Compliance Manager left 15.5.23
- Alison Hood, Finance & Statistical Manager; Finance Officer fm 26.6.23
- Emma Gaughan, Engagement Team Leader/Senior Prison Housing Adviser
- Gerry Tierney, Advice Team Leader & Tribunal Officer
- Allison Cairns, Housing Adviser
- David Anderson, Early Intervention Officer
- Jennifer Cochrane, Housing Caseworker started 2.5.23
- Shirleyann Reid, Prison Housing Adviser
- Elspeth Lloyd, Tenure Sustainment Officer
- Janet MacAlister, Tenure Sustainment Officer
- Portia Girvan, Receptionist 18.7.22 – 1.9.22
- Sue Cooksley, Reception/Referral Officer started 31.10.22
- Iain Jamie, Database & Statistical Support started 14.9.22
- Ewen Hill, Office Support Assistant started 28.3.23
- Leia Quinn, Social Work Student Placement 6.3.23 – 24.8.23

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. We opened 1342 cases throughout this financial year, a huge increase from 834 the previous year. When each case is opened a standard case sheet is completed with information concerning the service user and their specific requests for help. Data Protection and GDPR is explained and this data is used to populate our Excel database, allowing collation, analysis of statistics to produce a range of reports. The Centre's Services encourages external and internal referrals to ensure access to specialist, accredited advice is made available on request. During the closing process we actively encourage engagement with other support services where necessary. A total of 1342 cases were opened during this reporting year, (834 previous year).

Our Services

South Ayrshire Council Funded Services:

1. Type I, II and III Accredited Housing Information, Advice and Advocacy
2. Prison Housing Advice (Prison Link Centres, main base HMP Kilmarnock)
3. Tenure Sustainment (Crisis Homeless Prevention Housing Support Service)
4. HEY (Housing Education 4 Youths, Secondary School groups) funded to 31.8.23
5. Community Engagement and Promotion funded to 31.8.23

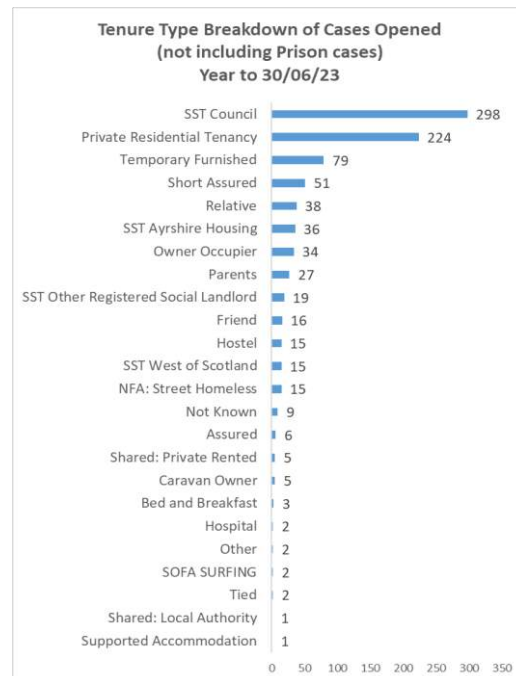
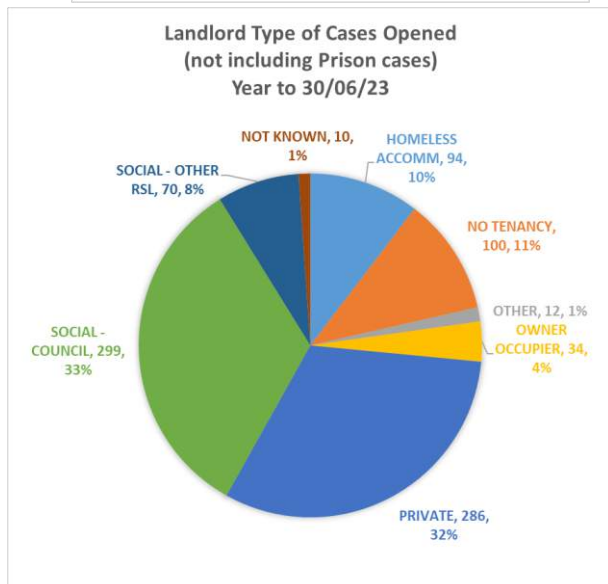
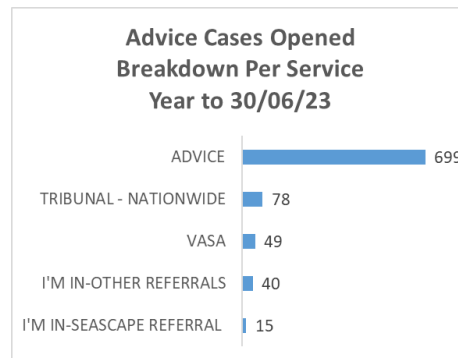
East Ayrshire Council Funded Services:

6. Prison Housing Advice (Prison Link Centres, main base HMP Kilmarnock)

Additional Funded Services:

7. Nationwide Crisis Homeless Intervention & Prevention Project funded to 30.6.23
8. I'M IN! (SeAScape collaboration Scottish Government funded Early Intervention Service) funded to 31.3.24
9. VASA Mental Health and Wellbeing Fund Caseworker funded 1.4.23 to 31.3.24

Case Type Analysis



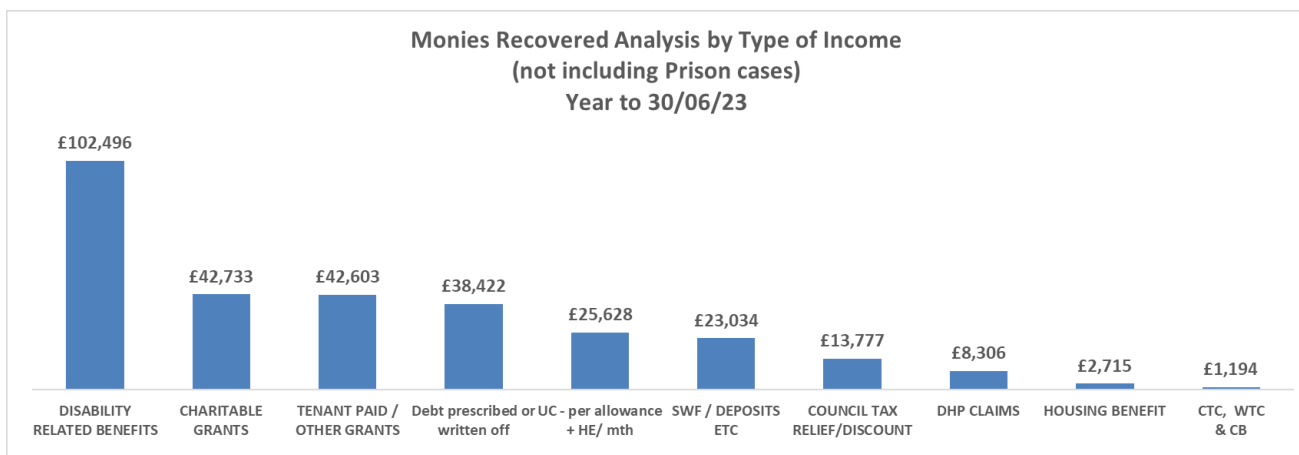
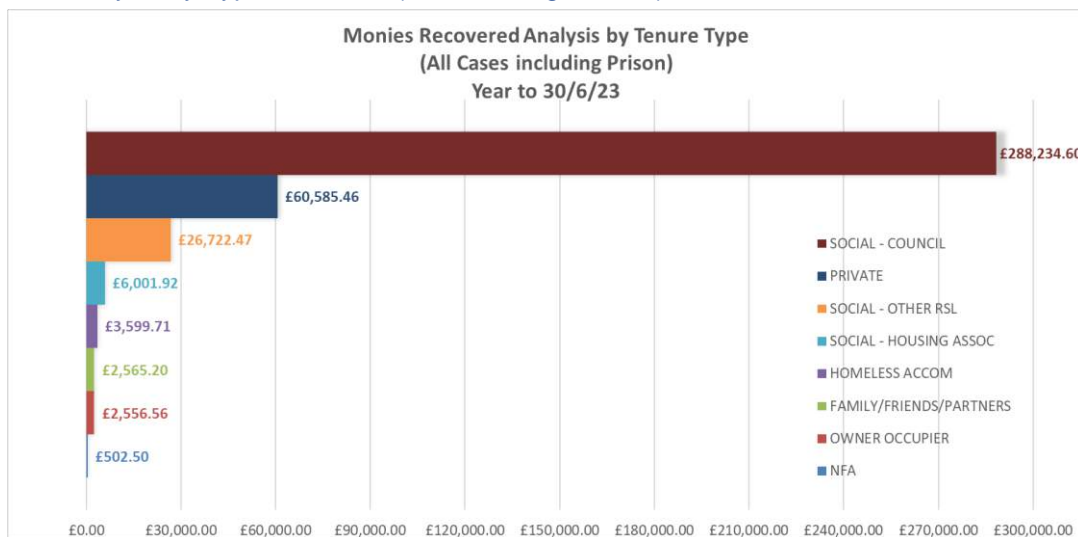
Key Case Outcomes

- 1,342 new cases opened in this year including prison
- 1,254 cases were closed in this reporting period including prison
- 1,868 outcomes – (not including Prison cases)
- 397 Homelessness Prevented Cases (257 from Prison Advice)
- 1,447 Prison appointments
- 106 Service Users permanently re-housed (Prison cases not included)
- 199 Service Users acted on advice from the Centre (Prison cases not included)
- 1,124 of the closed cases had a positive outcome achieved, positive outcome likely or achieved in part, or information given (including Prison cases)
- Monies recovered including arrears reduced and income maximised across all sectors £390,768 (including Prison cases) compared to £184,555 last year
- 3 homelessness prevention for Homeowners (not including Prison cases)
- 905 signposting/referrals made to external agencies and organisations
- 38% of Prison service users provided with temporary homeless accommodation on release
- Homelessness prevented value for avoiding temp accommodation costs - £4,320,000
- £11,910,000 homeless prevention estimated value as less demand on social, family, education, health and housing services
- £1,759,680 future rent/mortgage payment income to all sectors (Service Users x weekly housing costs x 52 weeks)

Tenant and Third-Party Beneficiaries – (including Prisons)

Over the years we have been monitoring monies recovered to Rent, Council Tax accounts, income increased to tenants and owner occupiers. The Centre records 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 by tenancy type to alleviate poverty and, in many cases, prevent homelessness and eviction across all sectors.

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



Rent Arrears Recovery/Income Maximisation/Future Rent Projection (includes Prison cases)

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 and Tenure Sustainment Services which often includes budgeting skills and benefit or grant maximisation for unclaimed income 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. This year monies recovered increased from £184,555 last year to £390,768 this year. There was a total of 325 unique cases (including prison), however 13 cases had a change of tenure while case was open. For these cases monies recovered has been logged on their tenure at time recovered.

Estimated value of projected future tenancy rent/mortgage payments:

242 Public Sector tenancies x £95 (average rent) x 52 weeks =	£1,195,480
27 RSL tenancies x £105 (average rent) x 52 weeks =	£147,420
51 Private Sector tenancies x £140 (average rent) x 52 weeks =	£371,280
5 Owner Occupiers x £175 (Average Mortgage) x 52 weeks =	£45,500
Total	£1,759,680

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 an additional **£63,954.31** will be continued into the next year. This does not take into account awards over multiple years.

Homeless Prevention achievements in detail

The Centre passionately 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 to refer them to us as soon as possible.

There are 2 separate savings to be made when calculating homeless prevention and the overall cost plus the savings to Housing Benefit budgets for paying for temporary accommodation.

The Centre directly prevented homelessness in 397 cases this year. There are considerable cost savings in preventative measures including 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 £25,000 to £95,000. For the purposes of this calculation, we have used the lower estimate of £30,000. In a period of 19 years the Centre has directly prevented homelessness in over 4,500 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.

Homelessness prevention savings based on 397 cases x £30,000 = **£11,910,000**

Temporary Accommodation Savings

The estimated saving to the public purse for negating the need for temporary accommodation to be provided is estimated at £10,000 per case (approx. costs for 6 months although many remain in temp between 6 and 24 months).

397 homeless prevented + 35 homeless delayed = **432 cases not requiring temporary accommodation**

We calculate approximate savings by multiplying Number of cases (432) x Average cost for 26 weeks in temporary accommodation (£10,000)

temporary accommodation savings based on 432 cases x £10,000 = £4,320,000

Total Homelessness prevention & temporary accommodation Savings - £16,230,000

Value of Services

For many years, the Centre has strived to develop and evolve our services to meet the changing needs and aspirations of the community we serve. There are considerable savings to be made by investing in early intervention and crisis prevention and this is measured through social return on investment, (SROI). It is important to note the SROI only measures the homeless part of the work we do and does not take into account the various other benefits our service users gain from becoming more independent, resilient and empowered. The Centre has a long-term ethos of encouraging and supporting staff in their constant learning and skills development along with ensuring they receive training and support. 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 value back to the people we help including health, wellbeing, educational and economic. Some positive impact measures are medium to long term such as HEY (Housing Education 4 Youths), unfortunately is only funded until 31.8.23 when due to budget restraints the Council paused this part of the contract. Nevertheless, we hope they will resume this part of the contract in the future as soon as they can. We cannot underestimate the considerable value early housing conversations about future expectations and aspirations has 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 after our interaction is completed.

During the 2022/23 the Centre received **£424,202** 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. **£18,380,448** detailed in the table below:

ECONOMIC VALUE SUMMARY	£
Reduced demand on services	11,910,000.00
Savings on temporary accommodation costs	4,320,000.00
Future Projected Rental Income	1,714,180.00
Future Projected Mortgage Income	45,500.00
Monies Recovered overall incl prisons	390,768.42
TOTAL SAVINGS	18,380,448.42

Economic value is an important indicator; for every **£1** from the public purse the Centre generates an approximate value of **£43.33**, (£25.74 last year); (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 **£63,954** per year which is not included in our calculations above.

CHAIRPERSON'S OVERVIEW

Introduction

This is my first report as Chair. I would like to thank Allan Shaw for his long-standing commitment to the Board of around 16 years. I became Chair in November 2022 and Allan stayed on within the Board until June 2023 which was appreciated. The Centre has continued to adapt and evolve to post pandemic life encouraging service users into the office and promoting face to face interactions. The Board's main priority for the year has been strategic governance and supporting management in their quest for necessary additional top up grants to ensure sufficient staff to help the ever-increasing number of people requiring help. We have continued to work with a range of stakeholders to mitigate the economic, health and social impact on the most vulnerable during this particularly challenging period due to the Cost-of-Living Crisis.

Our main aim and objectives continue to be the prevention and delaying of homelessness, helping those in housing need and the alleviation of poverty. Our priority has been to do the best we can to ensure we deliver quality services and meet the KPIs for the various funding contracts and expectations. We were disappointed to be informed of the need to pause the award winning HEY within schools and Community Outreach services which were re-engaged after having been paused for Covid. We are hopeful that this will be reinstated as early intervention and getting young people to think about their housing aspirations and realities is a useful tool. This year we responded to a number of consultations to influence local and national policy through responding to homeless, housing and poverty related consultations which directly affect our service users. We actively supported numerous campaigns on poverty and housing issues which affects those we work with.

Future Development

The next 12 months will focus on delivering and monitoring our secured contracts and seeking additional funds to extend the work we do to meet the increased need and reviewing our 5 Year Plan 2021-26 given the increasing needs to increase future funding streams to maintain adequate service delivery to meet increasing needs from more people. 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 changes to the economic environment the Centre has remained positive and upbeat and has welcomed new staff. They have remained unphased and enthusiastic 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 who I am looking forward to continuing to collaborate with you.

Margaret Greenan, Chairperson

TREASURER'S FINANCIAL OVERVIEW

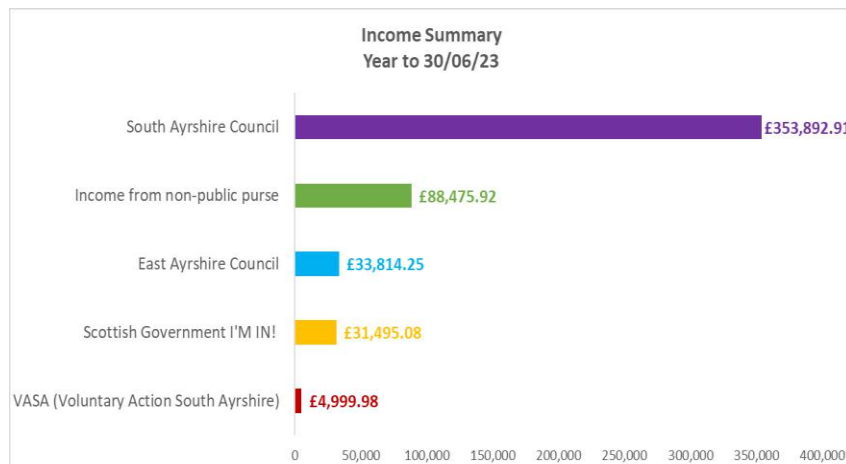
2022/23

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 charity is in an acceptable financial position with net current assets amounting to £339,614. Our surplus of £84,379 in this financial year is mainly due to staffing changes, renegotiation of running costs and contracts and will be used to fund projected future deficits.

We have designated reserves of £258,828 to provide for identified liabilities including redundancies, salaries, admin costs and to protect against reduction in income. 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, (£205,072).

Restricted funds comprise of grants subject to specific conditions imposed by the funder, (£14,076). Unrestricted reserves total £66,710, which are available for any purpose. We continue to improve our banking position in accordance with the Financial Services Compensation Scheme.

Income Breakdown



Total income received was **£512,677** made up as follows:

- 69%** South Ayrshire Council
- 17%** Income from non-public purse
- 6.6%** East Ayrshire Council
- 6%** I'M IN! funding via SeAscape
- 1%** VASA

Expenditure Breakdown



Total expenditure was £428,298 of which salary costs were £369,928, (86%).

Projections for 2023/24

Our revised budget for the year ending 30/6/24 shows a small surplus mainly due to additional income secured and tight spending restrictions. Our estimated income for 2023/24 is projected to be around £450,000. 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 and housing crisis will see the need for additional income seeking activities and external grants.

Acknowledgements

Thanks to Stewart Gilmour & Co for conducting our independent audit 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 and sound financial practices.

J P Lappin, Treasurer

AYR HOUSING AID CENTRE SCIO

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 JUNE 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		3,706	-	3,706	461
Charitable activities					
Provision of Housing Advice, Advocacy and Support		420,546	74,719	495,265	445,310
Investment income	3	4,260	-	4,260	246
Other income		9,446	-	9,446	481
Total		437,958	74,719	512,677	446,498
EXPENDITURE ON					
Charitable activities					
Provision of Housing Advice, Advocacy and Support		360,137	68,161	428,298	365,721
NET INCOME/(EXPENDITURE)		77,821	6,558	84,379	80,777
RECONCILIATION OF FUNDS					
Total funds brought forward		247,717	7,518	255,235	174,458
TOTAL FUNDS CARRIED FORWARD		325,538	14,076	339,614	255,235

CHIEF EXECUTIVE OVERVIEW

Introduction

This year was an important year for everyone at the Centre with settlement into the new contract and additional funding to top up services to meet additional demand created from the Cost-of-Living Crisis. It is important to recognise staff's resilience and ability to adapt to the changing needs and increased demand during this period when advice caseloads doubled. The Centre's core ethos continues to be the prevention of homelessness, housing need and the alleviation of poverty which in this year was particularly important with many of those who contacted us requiring help with crisis intervention and longer-term income maximisation skills required as can be seen in our huge monies recovered detailed below. Despite increased demands we have continued to deliver high quality services going above and beyond.

This year we further strengthened our financial systems and processes to meet the Audit process with increased use of Xero. In this year we saw a surplus created through restructure, vacancies, additional income secured and tight spending restrictions in preparation for the next few financially challenging forecast. This is the second year of funding for the additional Tribunal Officer funded through the Nationwide and our Scottish Government I'M IN! Project with SeAscape. Next year we will see increased pressures on securing additional funding streams to be able to cope with our predictions of yet even more demand. We are predicting additional homeless prevention and representation needed as eviction bans end and more landlords seeking to recover their properties. We will continue to seek additional funding to minimise risk and increase fundraising activities.

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. The amount of work which is needed to predict and react to the ever-increasing poverty, not only with fuel but also people being unable to buy the basics will see us looking outward again to seek additional funding to reach out to those who are in greatest need. We do not see housing and poverty as separate issues and we provide a holistic service to those in housing need. Our approach is usually crisis intervention to reduce pressure to enable the person to look holistically at their issues, during the past year we have seen an increase on our work alleviating immediate and longer-term poverty. Many of those we help have been particularly thankful for the grants and financial support and practical responses which have had immediate and more longer-term positive impacts on their mental health and wellbeing. It can be difficult to deal with your housing issue when you have so many other issues going on and taking away the financial burden can often be so liberating that there is headspace to finally deal with the housing issues which have caused health to decline. Thanks to Inspiring Scotland for their Workforce Wellbeing Fund for Adult Social Work and Social Care grant which facilitated staff to attend a Wellbeing Day, including mindfulness, Qi Gong, sound bath sessions along with a peaceful walk through the Dumfries House grounds in February 2023. This event focused on relaxation and stress reducing practices to encourage self-care and prompted staff to carry out 3-5 minute meditation and mindfulness sessions. All staff who participated in this day and the aftercare sessions have said what a difference it has made to quiet the mind in what can be stressful, particularly during busy times. We hope to be able to offer similar refresher events every 1-2 years to staff.

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. Over the next year we will review our 5-year plan targets including actively seeking additional funding streams to maintain adequate service delivery. This year we were happy to reinstate our HEY and Community Outreach services paused due to COVID-19 and were saddened to have to then pause them again due to a 10% Council Contract reduction from 1.9.23. We hope these will be able to resume in the future as early upstream housing information and advice is necessary to afford young people with the knowledge on the realities of having a home in the longer term.

We will continue to influence local and national policy through responding to homeless, housing and poverty related consultations and legislation which directly affect our service users. Our services have the flexibility to meet changing demands and needs and the pandemic emphasised the importance of our robust internal systems. We will continue to strengthen lines of communication with funders and Partner Agencies. 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 is 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, feedback, case studies and impact report showing funders the real value we return to them via Social Return on Investment. I would like to take this opportunity to thank the staff and Board for their continued support, strength, and resilience in what has been a busy but rewarding year being able to help so many people.

Special thanks to Allan Shaw who retired from the Board in June 2023 after donating 16 years of his time, expertise and wisdom to the Centre.

Suzanne Slavin, Chief Executive Officer

OUR SERVICES IN DETAIL

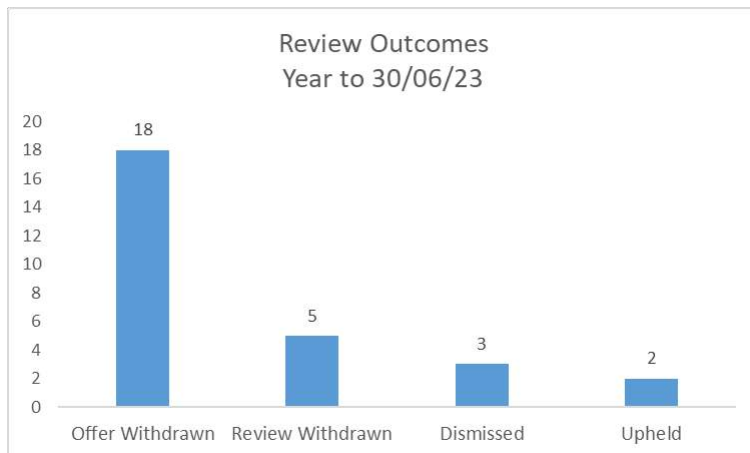
Type I, II and III Accredited Housing Information, Advice and Advocacy Service

In this reporting year 881 advice and advocacy cases were opened, (compared to 433 in 2021-22). This does not include our Prison Advice Service which is shown separately below. 2,696 Internal Action Plans were created, averaging 3 per case. Homelessness (65%) and Housing Options (41%) continue to be the main reasons people come to us for advice. 40% of those we helped were looking for help with poverty, grants and fuel costs. Some were actively looking for alternative accommodation (28%) or were seeking a transfer (10%) where they were living in accommodation which did not meet their needs or was unsuitable. We noted this year Housing providers were still trying to catch up with demand and supply still had delays we encountered during the pandemic when void and stock turnover was slow. We hope offers of accommodation will start to flow a bit better in the coming year although it is unlikely to be able to keep up with increased demand and expectations from those seeking accommodation.

Advice and Advocacy Stats:

- 881 advice and advocacy cases opened (more than double cases opened in the previous year)
- 815 cases were closed generating 1,813 outcomes (including long running cases from previous years)
- The 815 cases closed helped 1,548 people (1,011 adults and 534 children)
- 81% of cases had a positive outcome achieved, likely or information given to enable them to act themselves
- 907 separate referrals were made to other organisations this year compared to 449 last year
- Affordability improved in 200 cases including 151 successful grants (19%, 8% last year)
- 106 service users were permanently housed (12%, 16% last year)
- 31 families had outstanding repairs completed by landlords, allowing them to remain at home
- From 509 cases involving homelessness we generated 1,174 outcomes for 1,548 people: 1,014 adults & 382 children
- Out of a possible 127 cases not already in the homeless system, 121 resulted in Homelessness Prevented (95%)
- 152 cases were still live at the year end and continued to be worked on

Homeless Reviews



We submitted 28 Homeless Reviews during this reporting year. A total of 18 offers were withdrawn, 5 reviews were withdrawn, 3 reviews were dismissed and 2 reviews were upheld (1 succession decision and 1 abandonment decision successfully reviewed).

Private Rented Sector (not including Prisons)

The private sector in Scotland has seen a decline in availability and affordability with many landlords wanting to exit and sell, citing the lack of profit and affordability as the reason by they no longer wish to be landlords. That coupled with many rent accounts going into debt during the covid crisis due to reduced income and spending priorities changing for those affected by furlough, job losses and hours reduced us now coming to the surface.

We already see pressure within the sector with Agents advising us for every vacancy they are receiving between 200-500 enquiries. Many Landlords are having the choice to choose full time employed tenants only and demanding a full time employed guarantor. 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. We see increased need for our Tribunal and I'M IN! Projects which focus on those within the private rent sector in coming years. While there is insufficient social housing the sector has an important part to play for those who can access it as it affords choice of area and house type, albeit for an increased cost.

Private Rented Sector Statistics

- 286 cases opened generating 1,005 Internal Action Plans
- 221 advice cases were threatened with homelessness (77%)
- 172 cases wanted Housing Options advice
- 46 cases needed help to claim grants
- 45 cases involved disrepair
- Out of 286 cases opened there were 147 families with children (504 people and 297 children in total)
- 231 cases closed generating 571 outcomes
- 84% of cases had a positive outcome achieved or likely or information given
- 121 service users remained in their current accommodation
- 73 cases had a Homelessness Prevented outcome
- 46 were permanently housed

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 437 cases generating a total of 2,545 types of assistance.

Prison Stats:

- 1,447 appointments were carried out for 501 service users, (16% increase on last year)
- 63 service users required 6 or more appointments each (34% of all appointments), with 10 of these service users requiring 10-15 appointments each (115 between them in total). Many need a lot of ongoing support, advice and advocacy
- Total monies recovered was £89,860 (increased by £15,000)
- 417 cases were closed in the year
- Homelessness was prevented in 257 cases mainly by ensuring rent entitlement was in place and/or providing housing information and advice on rights, tenancy sustainment, affordability
- 38% of service users were provided with temporary homeless accommodation on release
- 5 service users were permanently housed
- 99% of cases had either a positive outcome achieved, a positive outcome likely or information given
- 38 service users agreed to a referral to SeAscape for ongoing intensive support on liberation
- 23 service users referred to New Routes Throughcare Mentoring Service

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 who agree to be referred by their Housing Officer. During this reporting year 24 Tenure Sustainment cases were opened, creating 158 Internal Action Plans mainly involving homelessness, rent arrears and poverty. A total of 17 cases were brought forward from the previous year.

Tenure Sustainment Stats:

- 24 cases opened generated 154 Internal Action Plans (average 7 per case)
- 23 cases closed during the year (some from previous years) generating 90 outcomes
- 74% of cases had a positive outcome achieved, likely or partially
- 15 Homelessness Prevented Cases also had their tenures stabilised, arrears reduced, and affordability improved and 1 who was already in homeless accommodation was permanently housed
- 7 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.
- £126,277 monies recovered were 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
- 55 external referrals were made to various agencies
- All tenants who engaged had their rent arrears cleared off in full or significantly reduced

HEY Project

We have been providing HEY (Housing Education 4 Youths) since July 2012 when it was included into our South Ayrshire Council Contract. We have a long-standing ethos that early intervention and the provision of housing and homeless information has considerable value. Many families appreciate the conversations HEY prompts within the family and the information which is cascaded from children to parents after the sessions. The provision of 2 sessions provided to 4th year pupils has always been welcomed by all schools across South Ayrshire and became an integral part of the PSE programme within all schools. This year we contacted all 8 Secondary Schools but were only able to deliver sessions to 3 as some schools were not yet accepting external visitors following COVID-19 restrictions but confirmed they hoped to participate in the next school year. Despite funding being paused for this from 1.9.23 we committed to deliver already arranged session 2's to schools where we had a date booked in for after 1.9.23.

All pupils were given the opportunity to feedback on the lessons provided. In addition to actual feedback on the lessons we sought further information which could provide valuable data in terms of service planning and development within South Ayrshire. The numbers of pupils receiving the lessons were 287.

- **70%** of pupils plan to leave home between 19 and 24
- **24%** of pupils plan to leave home between 16 and 18
- **48%** of plan to go on to university when they leave school
- **22%** of pupils stated they plan to go to college
- **13%** of pupils plan to go on to an apprenticeship
- **10%** of pupils plan to go to a full-time job
- **79%** of pupils were happy or ok, **21%** stressed, unhappy or very sad
- **47%** of pupils think school causes them the most concern, **20%** money and **21%** other areas
- **96%** of pupils spend more than 2hrs per day on a mobile phone, tablet or computer. **66%** of these more than 4hrs with **19%** between 3 and 4hrs per day
- **87%** of pupils stated that they have a better understanding of homelessness
- **75%** of pupils stated that they have an increased knowledge of housing options
- **95%** of pupils felt they have learnt new information from the lessons

It is important that the lessons are interactive and engage pupils and teachers, through enjoyment to promote active learning and information retention. Below is feedback provided by pupils:

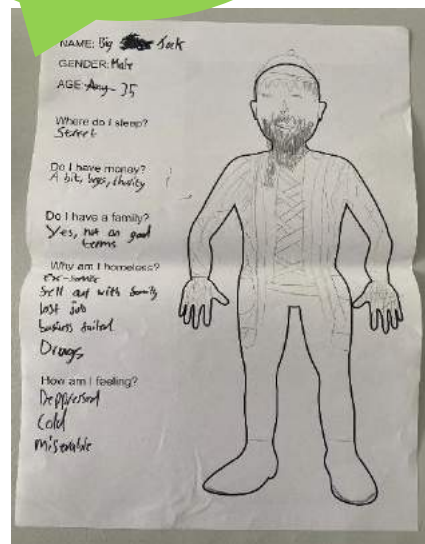
“I enjoyed learning about how much housing costs because it helps for the future.” – Belmont Academy

“I actually learnt a lot, this should be taught so much more in schools.” – Carrick Academy

“Very informative, taught me a lot of stuff I was confused about.” – Prestwick Academy

A starting point of the first lessons is to challenge stereotypes which are often attached to homeless people. We invite pupils to draw us a homeless person – we then discuss the stigma with the group pupils are encouraged to share their views.

Part of the lessons gives an overview of what it means to be homeless in South Ayrshire and the full class discusses various ways people may become homeless. We look at assumptions, stigma and stereotypes and then discuss how a change in circumstances can be the root cause e.g. loss of employment, relationship breakdown, etc.



Community Engagement/Benefits

Staff continue to engage with the community and dedicate their time in and out with working hours, at various events, regular sessions and training provisions mentioned below-

- Attended regular drop-in sessions providing free, accredited Information and Advice at locations across South Ayrshire including Foodbanks, Care & Share, Working for Wallacetown, The Room @ Newton and Job Centres
- 16 staff, family and friends volunteered their time to help the Rotary Annual Beach Clean at Newton Shore and Prestwick Beach
- Supported YPI projects within local schools
- Supported volunteers, school work placements, UWS students, Evolve placement and Social Work Student placement
- Provided homeless training sessions to SAC and NAC staff



STAFF ACHIEVEMENTS & DEVELOPMENT

The organisation employed 14 members of staff as at 30.6.23 with one vacancy at the year end and a 6-month Social Work Student Placement.

Our 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 plus all-staff team training on new systems (such as our new telephone apps and fuel bank portals), updated legislation and/or procedures.

The Centre continues to encourage and support staff to develop and continue their 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, VASA And TURAS.

During this year all staff undertook various training sessions including:-

- trauma informed practice
- developing your trauma skilled practice 1, 2, 3 and 4
- Adult Support and Protection Levels 1 and 2
- Fuel Bank Foundation
- Mental Health Improvement
- ASK Mental Health

Numerous internal training sessions were provided to staff including 4-day Homelessness and the Law and Private Rented Tenancies and Notices.

Emma Gaughan started her SVQ4 Social Services & Health Care Level 9 in July 2022 and completed in June 2023 and will be commencing her SVQ4 Care Services Leadership & Management 10 in August 2023.

Thanks to a successful Workforce Wellbeing Fund grant application staff attended a Wellbeing Day, including mindfulness, Qi Gong, sound bath sessions along with a peaceful walk through the Dumfries House. This event focused on relaxation and stress reducing practices to encourage self-care and prompted staff to carry out group meditation and mindfulness sessions in the office. All staff who participated have said what a difference it has made to quiet the mind in what can be a stressful environment, particularly during busy times with increasing caseload demands.

SERVICE USER FEEDBACK

The Centre has produced a separate Service User Feedback Annual Report for cases opened during the period 1.7.22 to 30.6.23. 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	88	73	83%
Tenure Sustainment	17	5	29%
TOTAL	105	78	74%

Out of a total of 905 cases opened from Advice and Sustainment 105 surveys were issued, 12% with 78 returned (74% overall return rate). 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:

"I wish I had contacted you sooner, your help was amazing and am I so grateful on behalf of myself and my kids"

"Allison was superb, fantastic worker with good knowledge and very efficient"

"Allison was a fantastic help in supporting myself, partner and son especially in fighting our corner".

"The service was amazing, even when I was always upset and crying, David went out his way to make me smile and cheer me up. Without his support wouldn't have got this house and wouldn't have been able to feel safe and settled. During the time David worked with me my mental health was at its lowest and David got me through it. Means everything to have got the help, couldn't have done it without him. He was there for me when no-one else was. Can't thank him enough for getting me through the most terrible time, I simply wouldn't have got through it without him - pass on my regards to David and ensure you let him know what a difference he made to my life."

"I had been chasing them for weeks then Gerry got involved and it was resolved quickly"

"Really improved my mental health Jenn's assistance took a weight off my shoulders"

"It made a vast difference to my life especially as I have some mental health issues and would not have coped doing this on my own."

"If I didn't have your support I may be homeless but happy that I am now working and everything has fallen into place."

CASE STUDIES

TRIBUNAL, I'M IN! & MAINSTREAM ADVICE SERVICES

- a. Elderly, disabled Couple Tribunal eviction action due to rent arrears

Situation

- Elderly, disabled married couple with multiple complex health issues and vulnerabilities
- Living in Private Residential Tenancy. No written tenancy agreement and background of family dispute. Rent increase not covered by existing Housing Benefit entitlement – increased poverty
- Strong desire to remain in property as long as possible
- Previous application to Tribunal by property owner (former son in law)
- Long standing history of family breakdown and animosity from Landlord towards Tenants

Actions

- Liaised with medical support regarding vulnerabilities and obtained reports
- Fully investigated background relating to lease and circumstances of ownership
- Advised tenants of rights and process Landlord needs to go through to eject lawfully
- Assisted tenants with backdated claim for Severe Disability Premium on Employment and Support Allowance and identified monthly increase and significant backdated payment. This enabled repayment of accrued rent arrears and assisted affordability of rent liability to sustain tenancy in longer term
- Negotiated with Landlord's Solicitors to ascertain possible settlement but rejected and Landlord insisted on eviction action
- Represented at 4 separate Case Management Hearings then 2 days of Evidential Hearings; successfully put the case against eviction and got Landlord's application for expenses dismissed – saving over £20,000 in legal fees

Outcomes

- Rent arrears cleared
- Income maximised
- Tenancy protected and stabilised
- and longer-term affordability
- homeless presentation no longer required
- Mental health improved
- Assisting in obtaining increase in benefits and significant backdated payment

Benefits

- Homelessness prevented; tenancy stabilised saving at least £30,000 to public purse
- Income maximised and poverty alleviated – backdated payment for arrears of SDP of approx. £18,500 and increase in ESA of approx. £325/mth which enabled them to clear off their £9,000 rent arrears
- Saved over £20,000 in legal fees charged by Landlord's Solicitor
- Ongoing affordability of tenancy improved
- Remaining at home for as long as possible was important as property was a bungalow and adaptations had been made to suit both their disabilities. They also enjoyed a second bedroom which facilitated their grandchildren to visit and have sleepovers which boosted their wellbeing.

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. We really appreciate everything they did and we'll be forever grateful."

b. Deceased Tenant left vulnerable daughter and dependent child with limited rights

Situation

- Tenant passed away leaving adult daughter and dependent child in tenancy
- Landlord issued Notice To Leave - unwilling to consider change to tenant
- Private Residential tenancy in sole name of Service User's deceased mother
- Service User was vulnerable, having numerous health issues including poor mental health, hearing and literacy issues
- Service user has care of 11-year-old nephew who also has learning difficulties
- Significant vulnerability within the family
- Initially wanted to try and take over tenancy

Actions

- Numerous discussions and liaised with Landlord, explaining service user position to try and seek succession rights
- Liaised, mediated and advocated with Landlord's appointed Letting Agents and Solicitors
- Referred to Social Work and SeAscape tenancy support. We provided advice regards applications for crisis grant funding and heating grants. We provided advice and support with benefit applications and maximised income
- Liaised with referred agencies to monitor progress with applications for alternative housing
- Legal advice re Notice to Leave served by Landlord and Tribunal process, existence of possible tenancy ongoing as rent paid and accepted by Landlord, reasonableness defence re vulnerabilities etc

Outcomes

- Remains in accommodation
- £ 4250 - claimed UC housing costs as treated as liable
- Benefit applications submitted and income secured – poverty alleviated
- Anxiety and stress reduced around being evicted
- Succession could not be agreed but homelessness has been delayed for over 12 months. Tribunal date now set for October and representation will be provided there, (Eviction now suspended until 1.4.24)

Benefits

- Homelessness delayed and did not have to move into temporary accommodation
- Referrals made for support and help with specialist agencies
- Poverty reduced by £900, UC and child related sickness benefits for nephew transferred to service user
- £375 Crisis, Lacer and Fuel grants awarded
- £2500 Single Person Discount and Reductions for Council Tax
- £4250 UC Housing Costs paid
- Continuing to negotiate with Landlord and Agents and representation – now settled with ejection suspended to 1.4.24
- Awaiting permanent offer from Council

Service User Feedback

'When mum died I felt on my own. I'm not confident speaking to anyone I don't know but the staff at Ayr Housing Aid were lovely and put me at my ease. Things have been hard but we are looking forward to moving on to a new start. I couldn't have taken part in any of the Tribunal Procedure without the help I'm getting from Housing Aid'

c. Single, vulnerable woman separated from joint tenant with 2 dependent children

Situation

- Single, vulnerable woman separated from former joint tenant. Landlord seeking eviction and Civil Payment Order for rent arrears
- Joint PRT with former partner, now separated. Rent arrears accruing since date of separation due to Universal Credit liability issues
- Landlord served Notice to Leave due to rent arrears of £5,000 accrued after separation and interruption of joint benefit claim
- Being harassed by Landlord's husband who thereafter is subject of criminal case, including additional threats to AHAC staff because we were helping enforce rights
- Liaised with Housing Options regarding application for alternative accommodation. Identified available property offered as a priority due to how threats affecting her, advocating and negotiating quick entry date due to Landlord's conduct
- Obtained health reports from GP Surgery and from children's educational support agencies
- Obtained information and liaised with Council Housing Benefit Dept and DWP to claim Universal Credit and Housing Costs Element
- Liaised with Landlord and Tribunal re above and agreeing settlement – delayed eviction to allow SU to take up offer of suitable alternative accommodation and agreed payment plan regards rent arrears.
- Liaised with Police and Procurator Fiscal re outcome of criminal cases and supported Service User through processes

Outcomes

- Remained in accommodation until alternative property was available to move into
- Mental health and children's educational challenges improved
- Ongoing negotiation with Landlord to try and relieve tension and reduce contact with tenant
- Conducted 2 Case Management Discussions with Tribunal and ongoing support gathering evidence

Benefits

- Homelessness delayed – offered permanent offer via Homeless application but avoided needing temporary accommodation
- Permanent alternative social tenancy secured prior to ejection date
- Payment plan regarding arrears agreed, income maximised and affordability improved
- Mental health and anxiety reduced by us taking control and taking pressure off
- £1,000 Compensation for Landlord's conduct was provided as part of the disposal of his criminal case
- £2750 received in grants for heating, Lacer fund and provided information to enable application for a Scottish Welfare Fund Community Care Grant for new home

Service User Feedback:

'The service I received from Ayr Housing Aid was first class. When it came to the tribunal everything was explained step by step and the procedures that would be followed. The team were very supportive throughout this as my case wasn't as straight forward as any other. If the support wasn't in place I genuinely think I would've had a nervous breakdown and that would lead to affecting my family situation.'

d. Couple with dependant daughter with health issues in Short Assured Tenancy

Situation

- Couple with teenage daughter, all have various mental and physical vulnerabilities
- Landlord raised eviction action due to £14,000 rent arrears accrued during COVID-19 when one of the parents were unable to work as a taxi driver/ thereafter had a serious accident which left them unable to work for many months
- Obtained various Medical and Educational Psychologists Reports for daughter
- Liaised with Landlord's Letting Agents and Solicitors regarding Notice and Tribunal application
- Referred to Housing Options and monitored progress for applications for re-housing
- Prepared detailed note of defence counterclaim to offset tenant improvements against arrears and negotiated reduction in arrears of £4,000
- Conducted and represented tenants at numerous Tribunal Hearings
- Secured delay in ejection to allow Council sufficient time to nominate for West of Scotland Housing Association suitable permanent offer
- Negotiated reduction for arrears figure by £4,000 for offset for improvements
- Provided a detailed overview of family income and ensured all relevant benefits in place

Outcomes

- Arrears reduced, affordability improved, anxiety reduced and mental health improved
- Family moved directly to new permanent Social Tenancy without having to go into homeless accommodation
- Represented and supported through numerous Tribunal Hearings

Benefits

- Homelessness delayed as offer came from Homeless List
- Poverty alleviated; arrears reduced by £4,000, affordable repayment arrangement established
- Permanently housed in suitable accommodation to meet various needs
- Temporary homeless accommodation avoided, associated costs and anxiety removed

Service User Feedback

'We loved where we were living and had a good income until COVID and an accident impacted on my husband's business. Everything changed so quickly and the rent arrears just seemed to mount up. We were embarrassed by what was happening. Our Landlord was abroad and not sympathetic. I don't know what would have happened if AHAC hadn't helped us. They were lovely and no one judged us. Our Landlord had a Solicitor and we felt intimidated. Apart from speaking for us at the Tribunal cases they helped us deal with a homeless application which was not straight forward because of the amount of the arrears. They also helped us stay in our tenancy until we got an offer for a permanent tenancy nearby. Our daughter, who has struggled with everything which has happened, didn't have to change school and we love where we are now. We are so grateful'.

- e. Multiple complex needs family facing homelessness due to Landlord Sequestration

Situation

- Couple (one parent with complex physical health issues) and 2 children with ADHD and Aspergers. Mortgage Lender repossessing property and seeking eviction due to Landlord Sequestration
- Short Assured Tenancy, mortgage repossession following sequestration of Landlord
- Assisted applying for homeless accommodation, explaining rights, responsibilities, options and liaising with Mortgage Lenders' Solicitors
- Mortgage Lenders unwilling to delay action and unsympathetic of family's multiple complex needs and specific housing requirements and raised Tribunal application for eviction
- Obtained multiple medical details from Council Housing services to ensure able to secure suitable accommodation to meet needs
- Lodged detailed submission response to Tribunal to prevent immediate threat to home

Outcomes

- Represented at Case Management Discussions, successfully arguing against eviction at the moment and requested case continued to full Evidential Hearing
- Case management discussion required further clarification of medical issues for younger child, contacted school re enhanced transition programme. Tribunal ordered Landlord to produce information re balance of mortgage arrears by former Landlord and proof where ongoing rental payments credited
- Continued to liaise with Council with ongoing homeless and waiting list applications for re-housing and advice on progressing other social landlords' applications

Benefits

- Remained in property for additional 14 months plus
- Homeless delayed by 14 months to date, anticipated to be 18 months in full
- Mental and physical health improved
- More time secured for Council to ensure suitable accommodation which meets needs is secured prior to ejection as requires scarcely available 3-bedroom ground level

Service User Feedback

'We always paid or rent and were shocked when we had papers sent to the house saying our landlords hadn't been paying their mortgage and the house was being repossessed. The staff at Ayr Housing Aid Centre explained what was going to happen and what we needed to do to apply for alternative accommodation. They contacted the solicitors who were doing the repossession and explained what we were trying to do. This took pressure off us. We still haven't been able to find anywhere else but the Centre have helped us stay in the house just now and are helping us with the Tribunal case. We've had one hearing already and it was very intimidating. The solicitor for the bank asked for us to be made to leave immediately. It was upsetting but Gerry spoke well for us and we are being given more time. Both of our children have special needs and my health has taken a downturn with all the stress. We are really grateful for all the support we've received so far.'

f. Private Tenant threatened with homelessness due to affordability

Situation

- 63 year old single divorced female with Universal Credit income only with back problems
- Living in Private Residential Tenancy with contractual obligation to pay 6 months' rent in advance – she paid the initial 6 months' in advance from divorce settlement but could not afford to pay advance rent
- No live social housing applications; unable to source alternative private rental due as unaffordable
- Anxious about facing homelessness as Letting Agent was issuing letters for arrears
- Letting Agent pressing to pay or leave/ mental health deteriorating

Actions

- Liaised with Letting Agent to negotiate monthly rental payments, explained applying for grants to improve income and reduce poverty and financial hardship
- Assisted with Social housing applications with numerous providers
- Income and expenditure and welfare calculations carried out
- Assisted with applications for Scottish Adult Disability Payment and Royal Society for Women

Outcomes

- Ongoing £165/mth income grant awarded in perpetuity unless change on circumstances
- Tenancy protected; homeless presentation no longer required and mental health improved
- Liaised with landlord to rebuild relationship as would be able to afford and continue to pay in long term
- Able to remain close to her social supports in an area feels safe and secure
- Still awaiting decision on Adult Disability Payment

Benefits

- Homelessness prevented, tenancy protected; Reduced anxiety, stress and mental health improved
- Income maximised and poverty alleviated - £1165 was awarded as ongoing income grant for the current year and £1380.00 will be awarded in 2024 = £2,545 in total for 2 years
- Remained close to social networks which reduced fears of isolation
- Awaiting offers from Council and RSL as now well placed

g. Private Tenant received Notice to Quit as Landlord selling

Situation

- One parent female with child aged 11 - no live social housing applications
- Notice to Quit received for Short Assured Tenancy due to Landlord selling
- Unable to source alternative private rental due to excess demand and lack of affordable supply
- Did not want to take up temporary accommodation due to the associated costs worked full time
- Housing situation was causing mental health issues, stress, anxiety and fear, leading to time off work

Actions

- Advised of rights and eviction process at the Housing and Property Chamber and how we could assist them to remain in the property for a short time to help secure alternatives
- Assisted with housing applications with numerous providers & liaised with Council, RSL to securing housing
- Assisted securing private let as Advisor made aware of a property immediately available. The Advisor was able to advance this, viewing arranged quickly

Outcomes

- Assisted to secure new private let, was able to move prior to expiry of NtQ, before Tribunal proceedings started
- Landlord received vacant possession of property on NtQ date
- Minimal disruption to the family unit, managed to remain fairly close to location of work and child's school and social networks
- No homeless presentation required and mental health improved and able to sustain employment

Benefits

- Homelessness prevented negating need for homeless assistance or temporary accommodation
- Suitable affordable Private Residential Tenancy secured improving mental health
- Remained close to social networks, employment and schools important for daughter going into secondary school

h. Private tenant in unsuitable accommodation

Situation

- Single woman, top floor (4 flights) private flat with PTSD, anxiety, literacy issues and recent hip-replacement
- Had no written tenancy agreement - previously experienced homelessness reluctant to go this route again
- Current property causing anxiety to worsen; antisocial behaviour, close was dark, could not manage stairs
- Struggled to access the private sector due to financial barriers and rising rents
- Isolation as the tenant struggled to leave house as physically unable to go up and down stairs

Actions

- Advised on current application positions after contacting housing providers
- Advised on private lets, average rental costs and how these costs differ from each local authority area to the other
- Advised on grants available to assist with accessing private rental properties
- Private let viewed in different local authority area which offered a more affordable solution as rent lower
- Liaised with Landlord to arrange entry date which suited timescale for grant application
- Applied to grant for rent in advance - successful

Outcomes

- Service user was able to secure a new ground floor Private Residential Tenancy property with secure entry
- Advised of tenancy rights but property was unable to meet service user's physical needs
- Funding of £475.00 was awarded to cover the rent in advance for new tenancy
- No homeless presentation required which reduced pressure on temporary homeless accommodation the local authority was already struggling to provide

Benefits

- Homelessness prevented; isolation & poverty reduced
- Quality of life, affordability and mental health improved

i. Tied accommodation – terminal illness

Situation

- 37 years in tied accommodation with employment on farm, historical housing applications untraced
- Diagnosed with stage 4 inoperable cancer
- Risk of homelessness as employment ending and accommodation would end

Actions

- Advisor explained rights for eviction process and homelessness
- Advisor liaised with Council regarding the missing housing applications and special circumstances
- Advisor assisted with application for Adult Disability Payment
- Advised on housing options across all sectors and liaising with landlord regarding rights

Outcomes

- Council backdated a housing waiting application by 37 years awarding 169 points and medical priority list
- ADP awarded at high rate and backdated award received - £9131.40

Benefits

- Homelessness delayed – able to stay in tied accommodation – no homeless presentation following liaising with landlord
- Service user will be offered a suitable property as soon as one becomes available as well placed
- Poverty reduced; Income maximised / financial situation improved
- Affordability and mental health improved

j. Council Tenant With Rent Arrears Caused By Reduction In Hours

Situation

- Single parent Veteran with shared care of 2 children
- Rent arrears of £6,600, Council Tax Debt and Summary Warrant which was overwhelming
- Rent arrears caused by work hours reducing and multiple debt, mental health aggravated and unable to cope
- Contacted Centre one week prior to return date and 3 weeks prior to case calling at Court
- Multiple payday and other non-priority debt unable to make payment arrangement as could not afford

Actions

- Liaised with SSAFA – had initially offered £2,500 to help reduce rent arrears debt
- Liaised with landlord to update on progress and persuade to give time to resolve
- Encouraged SSAFA to increase grants to clear arrears in full and contribution to CT debt to enable manageable repayment arrangement

Outcomes

- Liaised with SSAFA, explained benefit of paying off full arrears - £6,717.94 instead of £2,500
- Tenant paid £340.44 to rent himself
- SSAFA paid £300 to CT debt to enable summary warrant to be cancelled and affordable re-payment arrangement set up now manageable
- Landlord agreed to dismiss at Court without expenses – approx. saving £400
- Total monies recovered to debt - £7,758.38

Benefits

- Homeless prevented, rent arrears paid off in full, poverty reduced
- Council Tax debt reduced; affordability improved
- Referred To GP For mental health issues, anxiety and stress removed, wellbeing improved

Service User Feedback

“Thank you so very much for the update. I feel so very grateful for all the assistance not only yourself but everyone has provided to help receive this outcome for my Daughters and I.”

SSAFA Feedback

“XX is aware and is not only delighted about the rent being cleared but he’s very grateful for your input and has been talking about the tenancy sustainment worker too. He feels so much more positive today and is happy he went to see his GP on your recommendation.”

k. Council Tenant where home was being recovered through Abandonment Procedure

Situation

- Single man with mental health issues succeeded to tenancy when his mum died
- Struggled living in the property because there were too many memories
- Had been living in property on and off and sofa surfing between friends
- Gas had been capped by PH Jones and had no electric
- Had a letter from Council stating they were starting abandonment procedure to recover
- He assumed had to leave and so disposed of all his belongings and was considering having to apply as homeless
- Actions
- Advised of legal rights and responsibilities and liaised with Housing Officer
- Contacted Gas team and Electric provider to seek reconnection
- Once rights established and tenancy secure applied for Community Care Grant to turn house into home
- Liaised with Council to facilitate new kitchen and bathroom installed and supported tenant through process

Outcomes

- Was able to remain in the tenancy with new kitchen and bathroom installed
- Gas and electric reconnected
- £1,854 Community care grant awarded

Benefits

- Homelessness prevented, affordability and mental health improved
- Able to enjoy living in tenancy with new furniture
- Fresh start without family memories which had been causing distress
- Affordability and mental health improved

Service User Feedback

"Thanks Allison you're a star! I don't know what I would have done without you"

l. Housing Association Tenant with Flood Damage

Situation

- Disabled couple with 3 children living in new build
- Flood damage caused by broken sewerage pipe impacting health
- Repairs not being completed which was overwhelming the family causing anxiety
- RSL and tenant were blaming each other and not engaging with the tenant

Actions

- Mediated and liaised with RSL to encourage Contractor to rectify fault
- Negotiated with RSL to fund new flooring due to damage caused

Outcomes

- Repairs completed, house watertight and habitable again
- £1400 Compensation given and new flooring provided

Benefits

- Condition of the property improved, and affordability improved
- Mental health issues and anxiety and stress levels reduced
- Wellbeing improved and able to live and enjoy new home
- Poverty alleviated

Service User Feedback

"Thank you so much, no one was helping us before you got involved."

m. SAC Tenant in Care Home unable to be discharged waiting for care package

Situation

- Owner Occupier fell through his ceiling, unable to return home as unreasonable to occupy
- Offered SAC tenancy while in hospital and care home but unable to move due to no care package - (8 months)
- Liable for rent from the date he signed up for tenancy but unable to occupy
- Rent and Council Tax arrears accruing causing considerable stress and anxiety
- Standing charges for gas and electricity meters accruing

Actions

- Contacted SAC Housing Dept but unwilling to remit the arrears but agreed to freeze the account to ensure no new arrears accrued
- Contacted Social Work who agreed to pay the rent and Care Home fees and backdated
- Contacted Council Tax who were unable to apply discounts until a move in date – arranged exemption
- Spoke to Social Work to request FastTrack care package so benefits applied

Outcomes

- Discharged from Care home with package arranged
- Rent arrears cleared - £2,560
- £645/wk care home fees - £12,205
- CT arrears cleared and exemption agreed - £800
- Standing charges on meters paid by SAC for the time he was in hospital/care home - £150

Benefits

- Homelessness prevented and able to settle into home
- Affordability improved
- Mental health issues and anxiety and stress levels reduced
- Wellbeing improved and able to live and enjoy new home
- Debt reduced by over £15,715

Service User Feedback

“Thank you so much I didn’t know who to turn to you have done so much for me.”

n. Polish Council tenant with huge temporary accommodation rent arrears

Situation

- Polish tenant in Hospital approached us for help with arrears and re-instate his homeless and waiting list application
- Struggling to cope in tenancy and unable to receive benefits entitled to
- Due to mental health crisis was unable to provide Council with information needed
- Due to not providing income details £11,000 temp housing rent arrears accrued
- Council emptied temp accommodation and disposed of his possessions

Actions

- Provided proof of mental health disability and income
- Contacted Benefits and got benefit reinstated £11,000 underlying entitlement paid and arrears cleared

Outcomes

- £11,000 arrears cleared; poverty alleviated
- Mental health improved
- Housing application live, awaiting offer

Benefits

- Stress levels improved for SU improving overall mental health & wellbeing
- Homelessness arrears resolved and Waiting List application reinstated

Service User Feedback

“Thanks for helping me, Allison”

PRISON HOUSING ADVICE

a. Risk Of Homelessness Due To Length Of Sentence

SITUATION

- Single parent male with 17 year old son (student)
- Convicted 2 year sentence, serving 1 year
- SST Council tenancy – no UC Housing Element entitlement due to length of sentence
- Growing arrears
- Poor mental health for both him and son due to fear of eviction and homelessness
- Son considering leaving college and losing skills to apply for benefit to cover rent

ACTIONS

- Early intervention from entry
- Working relationship established with both individual in custody and son
- Face to face appointments to explain processes and alleviate stress
- Grants applied for to reduce rent arrears and prevent eviction proceeding
- Support referral made for son to help whilst living alone
- Referral to AHAC Tenure Sustainment to help sustain tenancy following release

OUTCOMES

- Grants successful to help reduce arrears by £1000
- Son engaged with support
- Son continued studying at college
- Homelessness prevented for both

BENEFITS:

- No need for temporary accommodation
- Ongoing support established
- Pressure, anxiety and stress removed
- Confidence improved
- Poverty reduced
- Skills gained

b. Council Tenant With Rent Arrears Caused By Housing Benefit Issue

Situation

- Single male charged with serious crime, expected long remand period of 1 year+
- Council tenant but living in temporary accommodation for 1 week prior to custody
- Housing benefit ended for tenancy when went into temporary accommodation
- Increasing rent arrears
- Risk of homelessness whilst on remand

Actions

- Adviser performed legislation checks
- Entitlement requirements met for housing benefit for 2 homes due to specific circumstances
- Benefits contacted, advocated on behalf of service user to progress case
- Ensured CT exemption was in place
- Consulted with housing officer

Outcomes

- Benefit reinstated and payment of £1159.08 made to clear arrears
- CT exemption awarded £404.32

Benefits

- Homeless prevented and tenancy sustained
- Rent arrears reduced
- Pressure, anxiety and stress removed

Feedback

“I kept getting arrears letters and termination paperwork sent to my cell by the council. If I hadn't spoke to the advisers and got help I would have just ended the tenancy to stop the stress from the letters. I would have been homeless when I didn't need to be.”

c. Repeat Homeless Applicant

Situation

- Single vulnerable male serving 9th sentence since 2020
- Advisers assisted with multiple homeless applications over these sentences, including sustaining a tenancy for 1 year
- Tenancy lost through abandonment prior to custody
- Alcohol addiction issues
- Homeless on release
- Numerous previous support referrals but failed to engage

Actions

- Referral made to social work and addiction services sharing wellbeing concerns
- Encouraged arrangement of case conference for services to discuss a person-centred plan to prevent further failed tenancies and re-offending
- Homeless referral made and communication with housing officer regarding housing first referral
- Enquiries made to rehabilitation services requested by service user

Outcomes

- Supported accommodation arranged for release
- Homelessness prevented with a clear plan for sustainment
- Wraparound support including addiction care package organised and encouraged engagement

Benefits

- Feeling of safety and security for service user
- Able to start liberation process without fear of unknown
- Pressure, anxiety and stress removed
- Addiction support initiated
- Health and wellbeing improved
- Social isolation reduced

d. Veteran Council Tenant Rent Arrears Due To Being Employed Prior To Custody

Situation

- First time offender convicted to 18 months (serving 9 months)
- SST Council tenant
- Partner living in tenancy but not a joint tenant
- Self-employed prior to custody so no benefit entitlement covering housing costs
- RAF Veteran

Actions

- Early intervention and engagement at HMP Barlinnie from entry
- Mental health issues highlighted
- Assisted to complete form to add partner as joint tenant
- Referral made to Veterans First Point to ensure a support network and access to available grants

Outcomes

- Service user engaged with Veterans First Point; support network established during custody
- Veterans' grants cleared rent arrears
- Partner became joint tenancy
- Homelessness prevented for both service user and partner

Benefits

- Homeless prevented despite no entitlement to uc to help with rent
- Rent arrears reduced, tenancy sustained and poverty reduced
- Pressure, anxiety and stress removed

TENURE SUSTAINMENT

a. Vulnerable Couple with Severe Health Issues at Risk of Eviction

Situation

- SST Council tenancy in rent arrears of £2,164.32
- Husband terminally ill in hospital and sadly passed away 2 weeks into support
- Wife now sole tenant with limited income and tenancy at risk due to arrears
- Universal Credit application refused prior to referral
- SU now pension age but not in receipt of state pension

Actions

- Housing Benefit, CTR and Single Occupancy applications
- Funeral services payment claim
- PIP and state pension applications made and supported to appointments
- Referral made to Occupational Health due to several falls and poor mobility
- Crisis payment applications made, food parcels delivered and fuel vouchers issued
- Helped apply for various 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

- £19,240 State Pension £185 per week 22/23 - £9620 + 23/24 - £9,620
- £2,760 Funeral service payment
- £350 Margarets Fund – new bed and mattress
- £110 Craig Cook Mortification Fund
- £330 SWF Crisis Grants
- £1,103 Moorecroft Debt Recovery written off
- £33,009 Lump sum payment from late husband's unknown Miners Pension
- £17,966 Enhanced PIP £ 172.75 per week 22/23 - £8983 + 23/24 - £8,983
- £2,164.32 Rent Arrears cleared; tenancy sustained
- £5,040 Royal Society of Women paying monthly for 3 years
22/23 – £1680, 23/24 – £1680, 24/25 - £1680
- Adaptions made to tenancy (stair lift, bedrails, grab rails)
- Maximised Income

Benefits

- Homeless prevented
- Rent arrears cleared and tenancy sustained
- Ongoing affordability improved and poverty alleviated through budgeting and ongoing regular grant income
- Mental health and living standards improved - pressure, anxiety and stress removed
- Total case time spent – **105 hours**
- Total better off by - **£82,072.32**

b. Council Tenant with Complex Health Issues and Rent Arrears

Situation

- Rent arrears £1,431 due to husband struggling to deal with paperwork associated with memory issues from previous alcohol addiction
- Low income and other debts, received stressful debt letters
- Wife is a wheelchair user and non-verbal following a stroke
- Husband diagnosed with terminal cancer, later passed away
- In receipt of UC and State Pension, but other benefit entitlement to be applied for

Actions

- PIP stopped due to husband's passing in Jan 2023 as he was Appointee – applied for this to be reinstated.
- UC and LCWRA stopped, applied for this to be reinstated
- Applied for Bereavement Services payment
- Applied for Warm Home Discount
- Contacted the local authority and other relevant agencies regarding repair needs
- Contacted Stirling Park and other companies regarding debt letters
- Applied for Council Tax single person discount and reduction
- Liaised with Social Work to get an electric wheelchair, ongoing home support and Community Alarm
- Contacted 'Tell Us Once' regarding husband passing and applied for Death Certificate

Outcomes

- £16,742.75 PIP reinstated and backdated
- £11,396 UC + LCWRA reinstated and backdated, clearing £1431 rent arrears
- £1,200 Bereavement Payments awarded
- £150 Warm Home Discount awarded
- £288 CT Discount and Refund
- Repairs completed including gas meter, wheelchair accessibility and shed demolition
- Stirling Park debt paid and all other debt owed to companies written off
- Electric wheelchair provided, Care Package in place and Community Alarm fitted
- Death Certificate Issued, all relevant agencies advised of passing and tenancy succeeded

Benefits

- Homeless prevented
- Rent arrears cleared - tenancy sustained
- Affordability improved; benefits maximised
- Mental health and daily living quality improved
- Service user confirmed they felt listened to and not judged by their TS officer
- **Total case time spent – 183.5 hours**
- Total better off by - **£29,776.75**

c. Single Male with Rent Arrears due to Mental Health

Situation

- Single male with mental health issues and complex history of trauma
- Rent arrears £2,420.54, In financial hardship due to limited, low income
- Adaption requirements due to disability; no engagement with mental health team

Actions

- Referral to Energy and Debt Advice
- Grant applications completed to reduce rent arrears
- Emotional support to service user and referral to Mental Health Team
- Applications to maximise income – ADP, LCWRA
- Liaised with Landlord, SAC, DWP and Council Tax
- Set up affordable rent payments

Outcomes

- £500 Grant applications awarded
- £6,487.90 Awarded LCWRA including backdate
- £12,438 Awarded ADP including backdate
- £600 Re-payment plan agreed which prevented evictions
- Bathroom adaptations completed with shower installed
- Service User now engaging well with Mental Health Team when all previous attempts failed

Benefits

- Homeless prevented, Rent arrears cleared - tenancy sustained
- Affordability improved - pressure, anxiety and stress removed
- Poverty reduced, Quality of life improved; New ability to trust and engage with support agencies
- Total case time spent – **108.5 hours**
- Total better off by - **£20,025.90**

d. Council Tenant With Rent Arrears living in food and Fuel Poverty

Situation

- Single female with £6,032.76 rent arrears
- Low income due to knee injury, currently on statutory sick pay. Letter from employer terminating employment due to being unfit to work
- Service User advised their mental health had declined due to hardship and debt
- Service user soon to be eligible for state pension

Actions

- DHP, Housing Benefit and Council Tax Reduction applications
- Assisted to apply for state pension
- Applications to maximise income including PIP and Cost of Living Payments
- Hardship and crisis payment applications completed to assist with food and fuel poverty
- Referral to energy advice to explore cheaper providers
- Referral made to OT regarding home adaptations

Outcomes

- £968.15 DHP awarded
- £874.12 CT Reduction awarded
- £4,451.72 HB awarded
- £9,620 State pension
- £1,271.40 PIP awarded
- £562 Cost of Living Payments
- £1,649 Grants awarded for food, fuel poverty, Dog Aid and new bed
- Changed to cheaper energy supplier
- Rent Arrears cleared – Eviction and homelessness prevented
- Bathroom adapted, wet room and handrails installed

Benefits

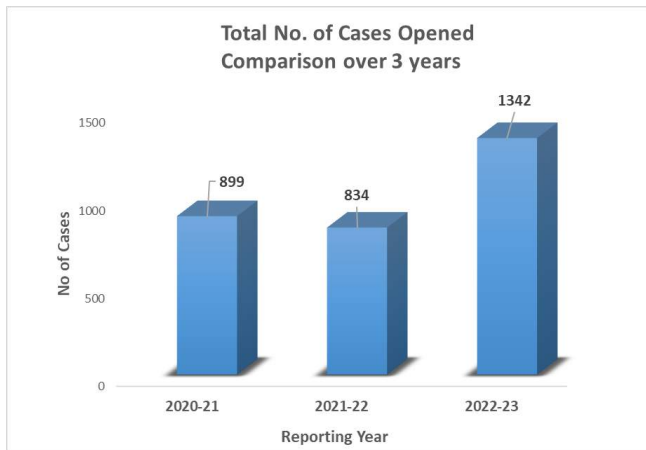
- Homeless prevented, Rent arrears reduced - tenancy sustained
- Affordability improved - pressure, anxiety and stress removed and poverty reduced
- Total case time spent – **93.5 hours**
- Total better off by – **£19,396.39**

DETAILED STATISTICAL REPORT

Our statistics are generated from Microsoft Excel Databases adapted over many years to allow statistical analysis and reports, essential 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 from each case from the excel case sheets, meaning we have been able to move away from a paper system. 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.

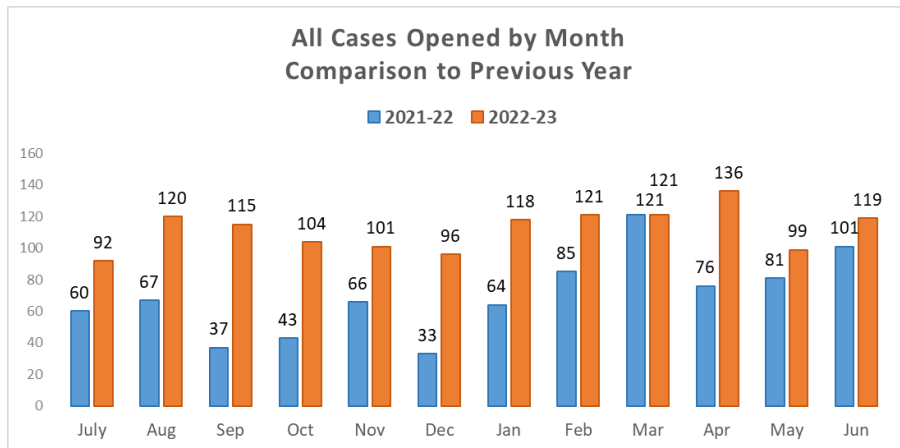
Cases Opened Statistics

Comparison of Cases opened over last 3 years



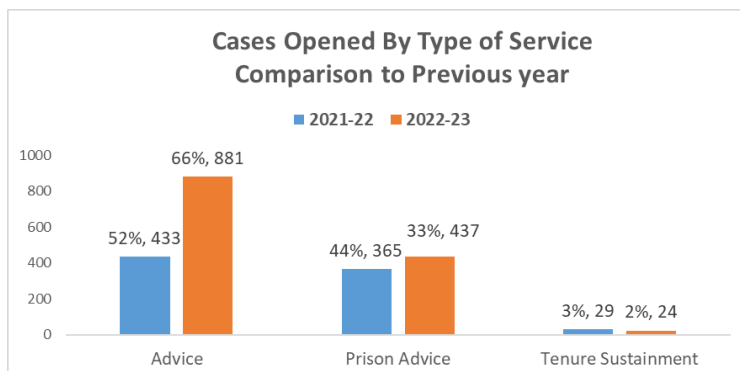
The Centre opened 1,342 cases in this reporting year: a 62% increase from 834 in the previous year.

Monthly Cases Opened



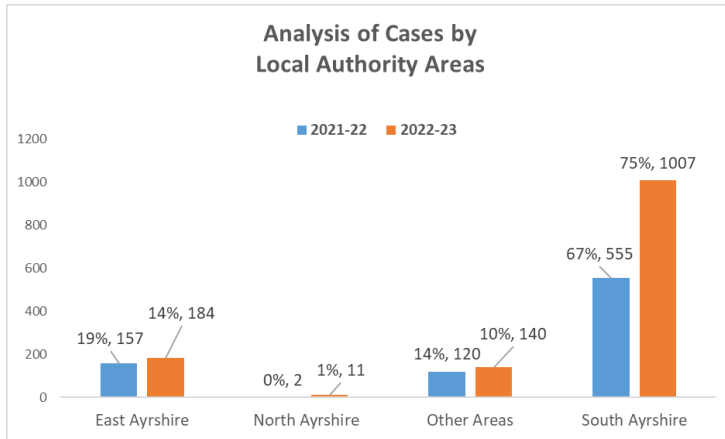
We can see increases each month compared to the previous year, with some months nearly double or triple the number of cases.

Types of Services



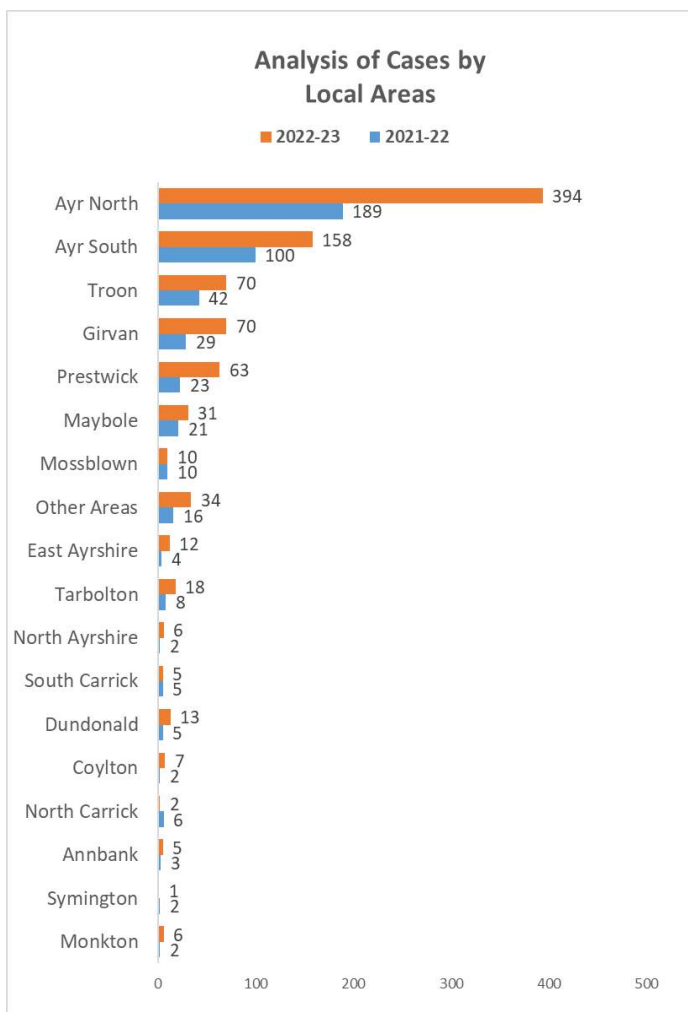
During the year to 30/6/23 we provided a range of different services to individuals and families. This graph provides an analysis of how the 1,342 cases opened are split between the different services.

Local Authority Areas



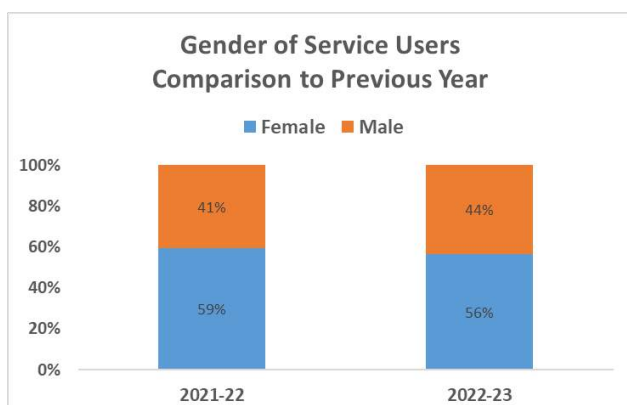
Most cases opened were from Service Users currently residing within South Ayrshire. Most of the 184 East Ayrshire cases and the 140 cases from other areas are linked to the Prison Housing Advice Project.

Local Areas (Prison Service not included)



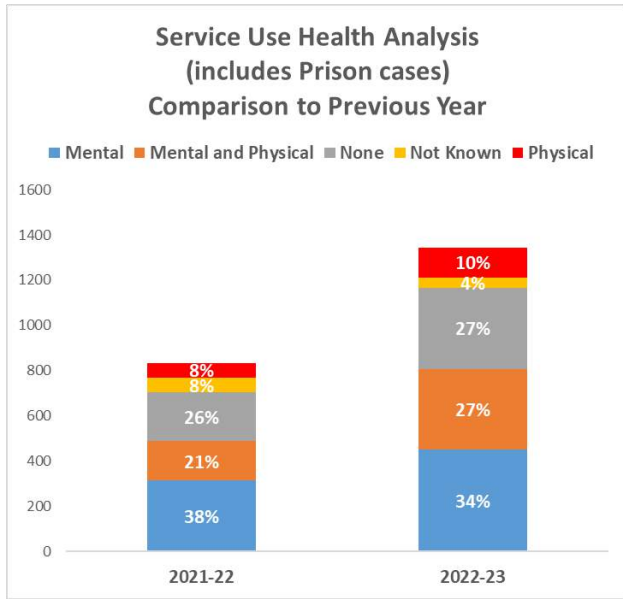
This data relates to the local area the Service User resided at the time they contacted us and is similar to last year, our largest group continuing to be Ayr North.

Gender of Service Users (Prison Service not included)



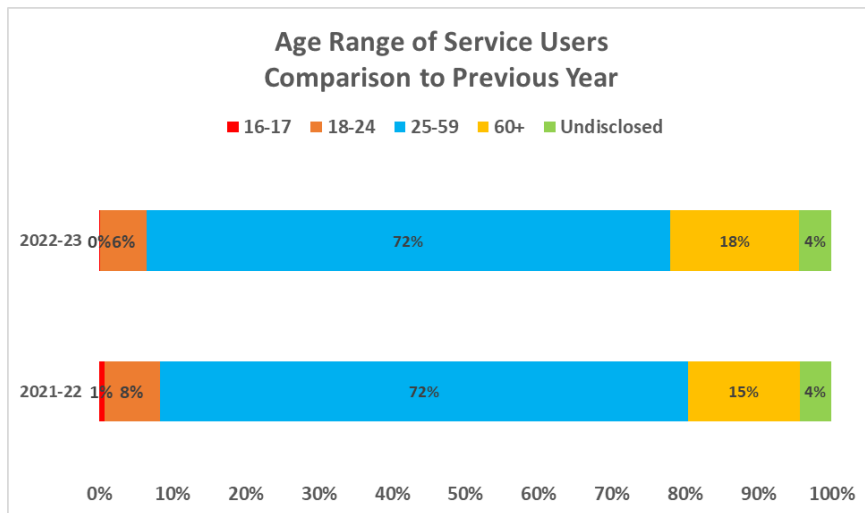
The gender analysis of cases opened remains consistent with the previous year with no-one identifying as other.

Health Analysis



In this year 27% of Service Users indicated they had no health issues; a slight increase from 26% in the previous year. Mental health issues are still present in the majority of cases and this is only based on what the service user tells us. A total of 71% of cases had indicated some level of disability.

Age Range (Prison Service not included)

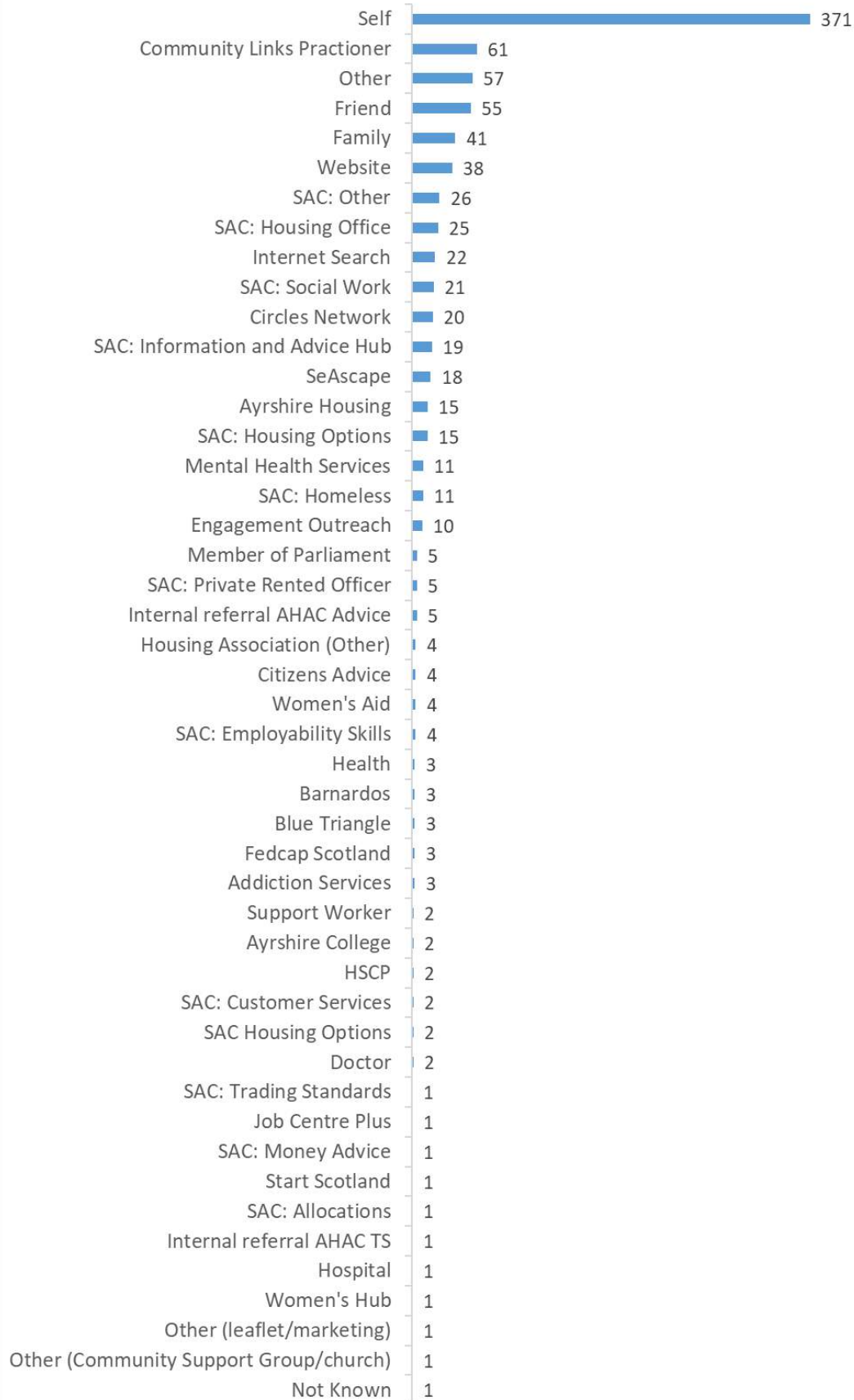


The age range of service users has remained similar with the majority of those who get in touch being within the 25-59 age group.

Referral Source (Prison Service not included)

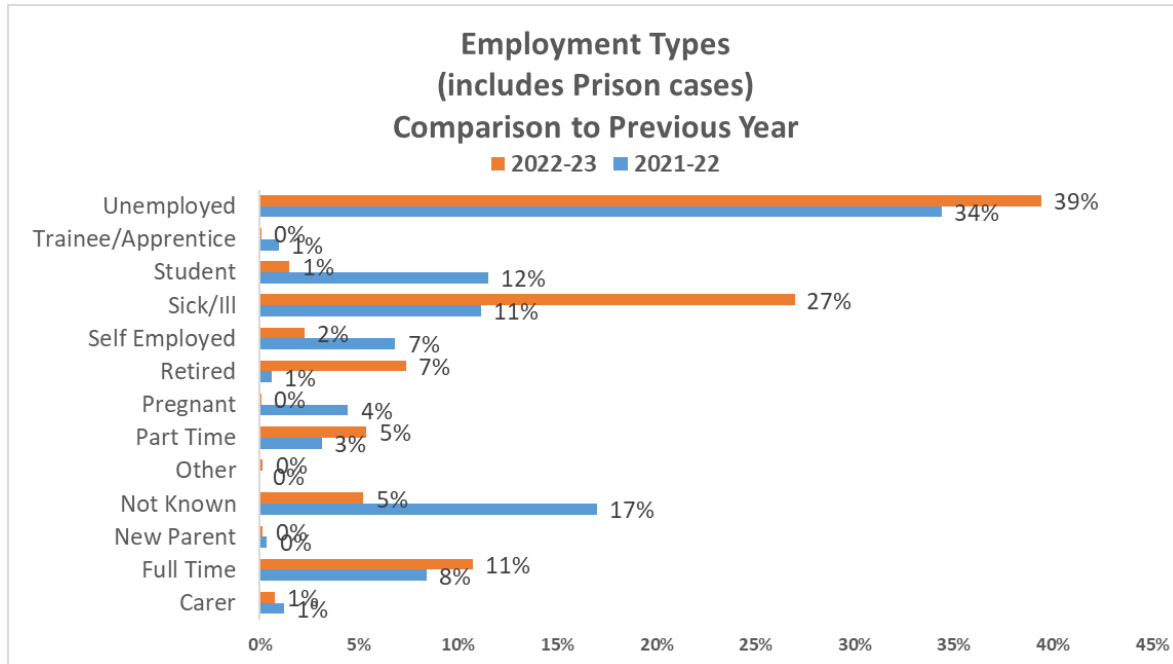
The chart below illustrates how the service user found us or who referred them to us. As you can see our referrals come from a variety of sources. The self-referral category continues to be the primary method of referral with many telling us it is due to word of mouth and our reputation: 41% of total cases. Referrals from Housing Officers reduced slightly to 25 this year (32 last year). There was an increase in referrals from Homeless and Housing Options (26 this year, 13 last year) and there has been a significant rise in Community Links Practitioner referrals (61 this year up from 24 last year) mainly due to the I'M IN! project and links being strengthened with the Health & Social Care Partnership.

Referral Source of Cases Opened Year to 30/06/23

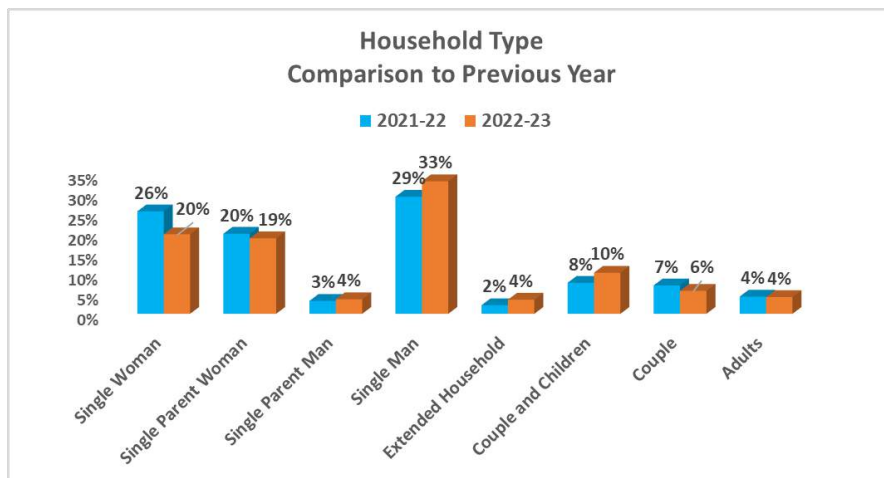


Employment Types

This year we saw an increase of those describing themselves as sick/ill or unemployed and a decrease in students and self-employed. We saw an increase in those needing help who were employed full and part time which is linked to the cost-of-living crisis. Even those who are working have felt increased poverty and housing related issues.

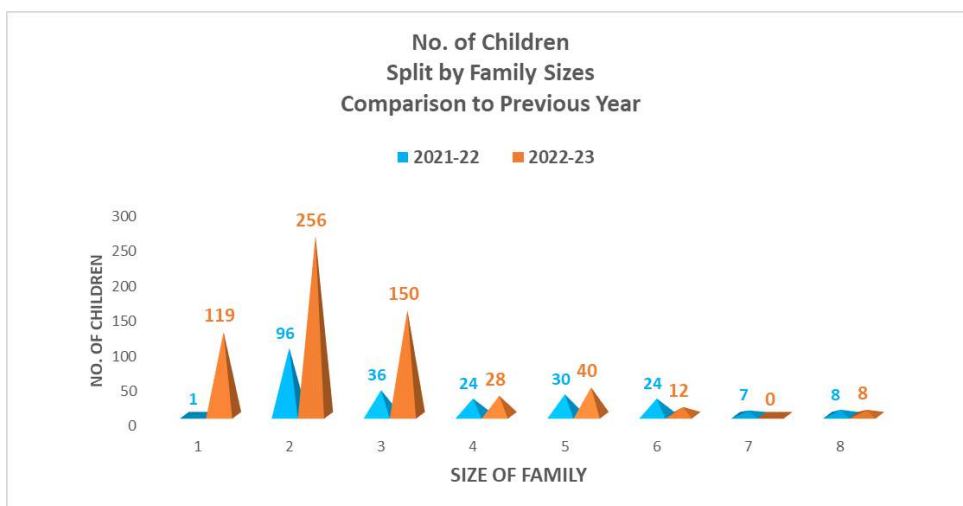


Household Types (Prison Service not included)



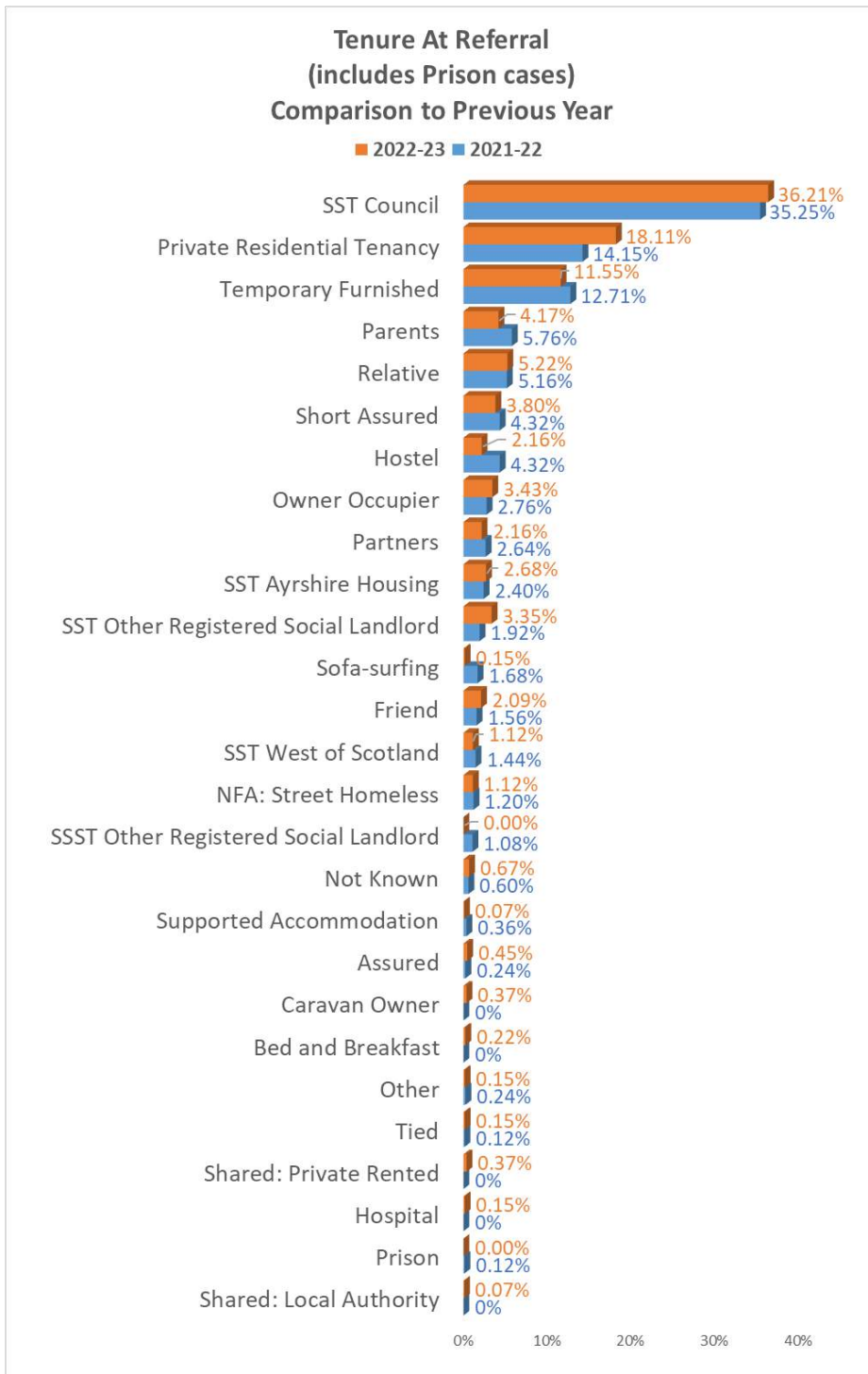
Like last year single men and women make up the majority of our cases. Many of this group are involved in homelessness the under 35's affected by the Single Room Rent Restrictions and the large gap between actual rent and the Local Housing Allowance received to help pay rent. We continue to campaign on this issue and the LHA rate generally.

Number of Children in Family (Prison Service not included)



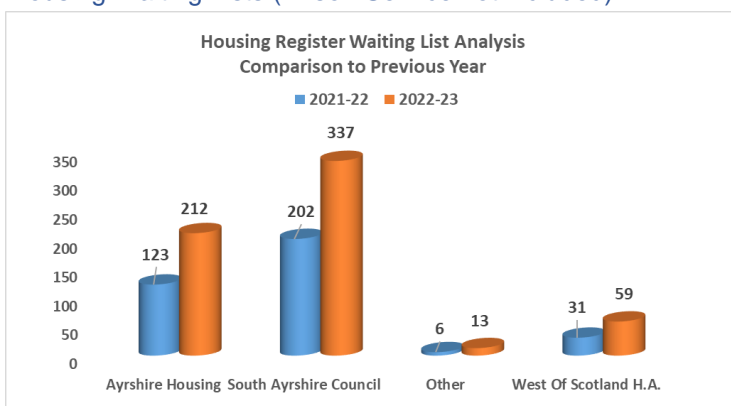
It is useful to consider how many children face housing related problems which can impact on their development, health, education, and many other aspects of their lives. There is a wide spread of family sizes with us helping 315 families with a total of 613 children.

Tenure – (Including Prison Cases)



- Private Residential tenants increased by 4%
- 2% decrease from those in Hostels
- 1.5% decrease in those living with parents

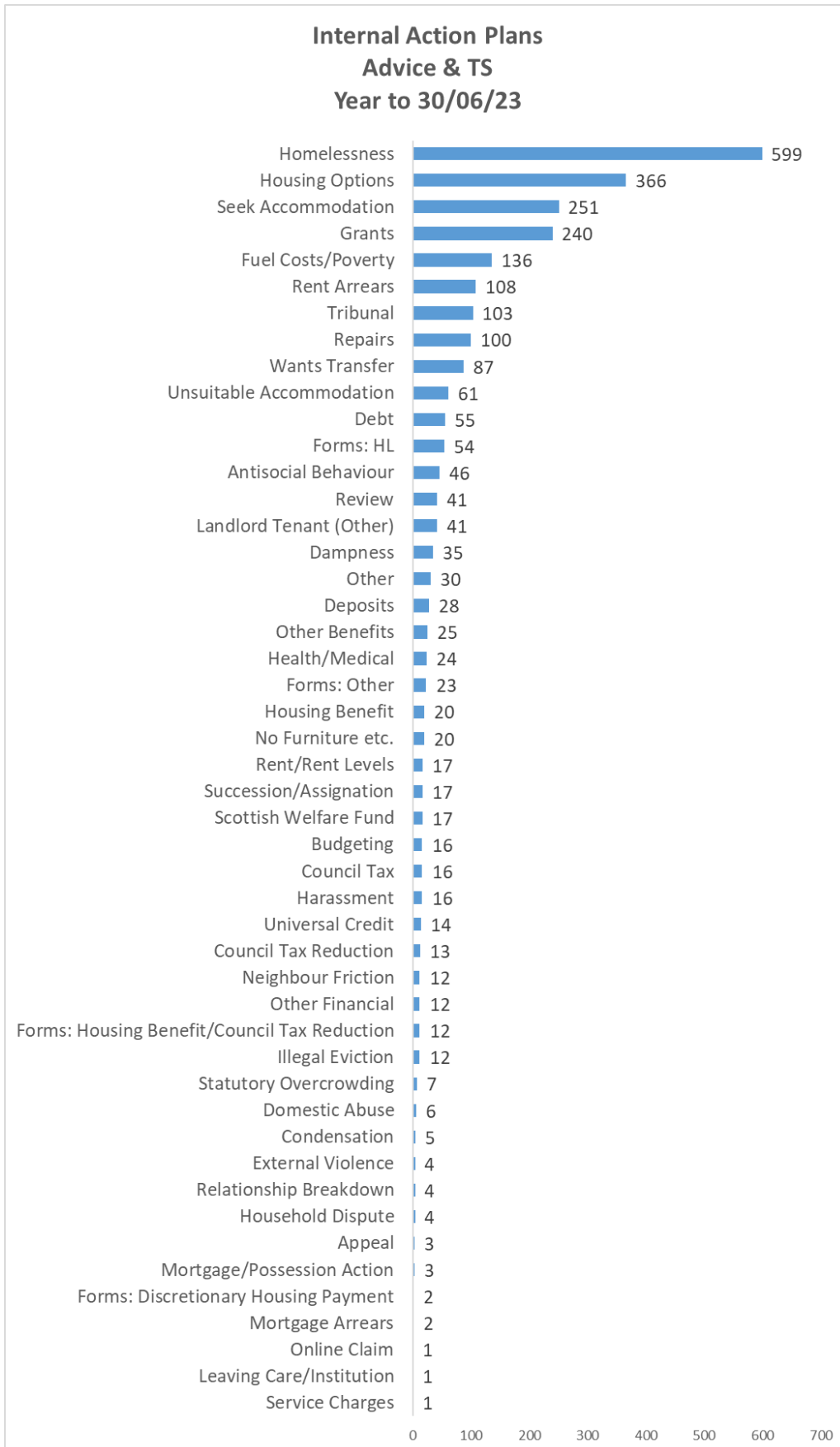
Housing Waiting Lists (Prison Service not included)



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

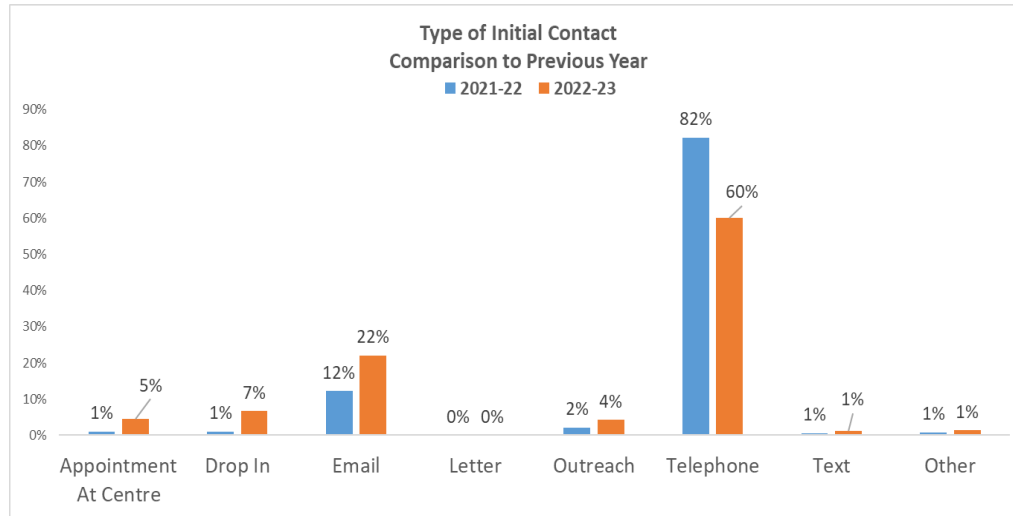
Internal Action Plans (Prison Service not included)

Out of the 905 cases opened during this reporting year a total of 2,735 action plans were created averaging around 3 per case. Homelessness issues continue to be the main cause people come to us for help (66%), followed by Housing Options, seeking accommodation, grants, poverty, rent arrears and tribunals.



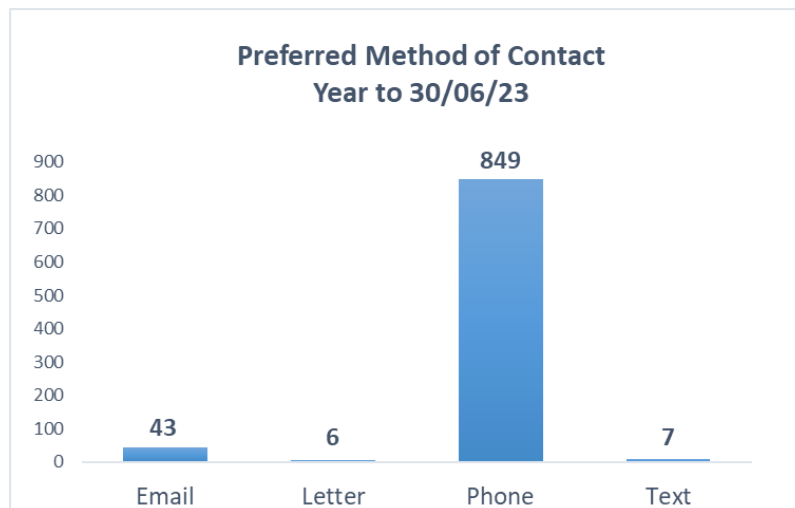
Type of Initial Contact (Prison Service not included)

This chart records the first contact with us. It is important to note that some will go on to come into see us later with paperwork or have a mix of contacts throughout the life of their case. Last year we were unable to see many people face to face due to covid restrictions.



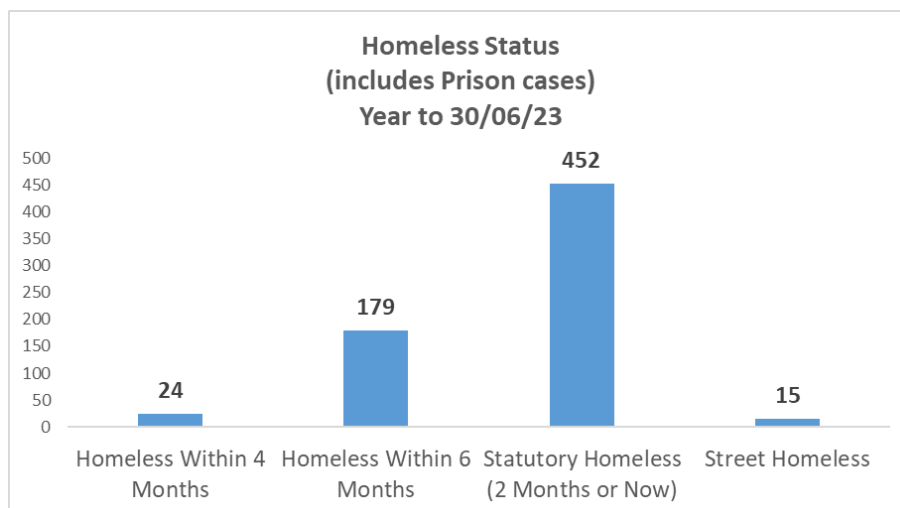
As expected we were able to start encouraging people to come into the office although there was still some reluctance with many still preferring indirect means. We are starting to see an increase in flow into the office including drop-ins. There is great value to be had from seeing someone face to face and being able to discuss your issues in a calm, friendly environment.

Preferred Method of Contact (Not including Prison Cases)



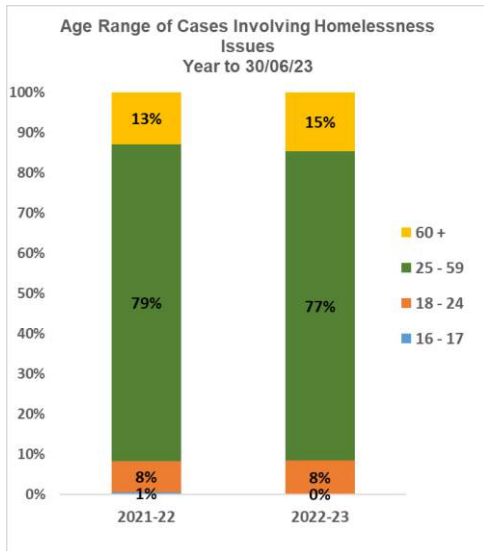
We actively ask service users how they would like to be contacted and communicate with us after their first contact.

Number of Cases involving Homelessness Issues (Including Prison cases)



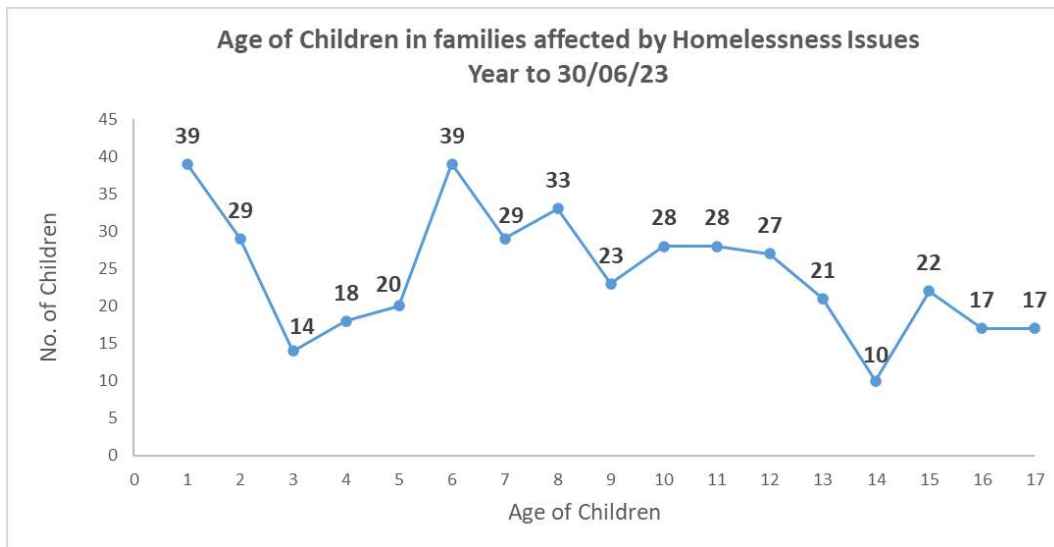
A total of 670 out of the 1,342 cases opened this year had a threat of homelessness. Homeless cases included those who were roofless, statutory homeless and threatened with homelessness within 4 – 6 months.

Homeless Age Ranges (Prison Service not included)



- 77% of those facing homelessness are in 25-59: decreased by 2%
- 15% are 60 or over: increased by 2%

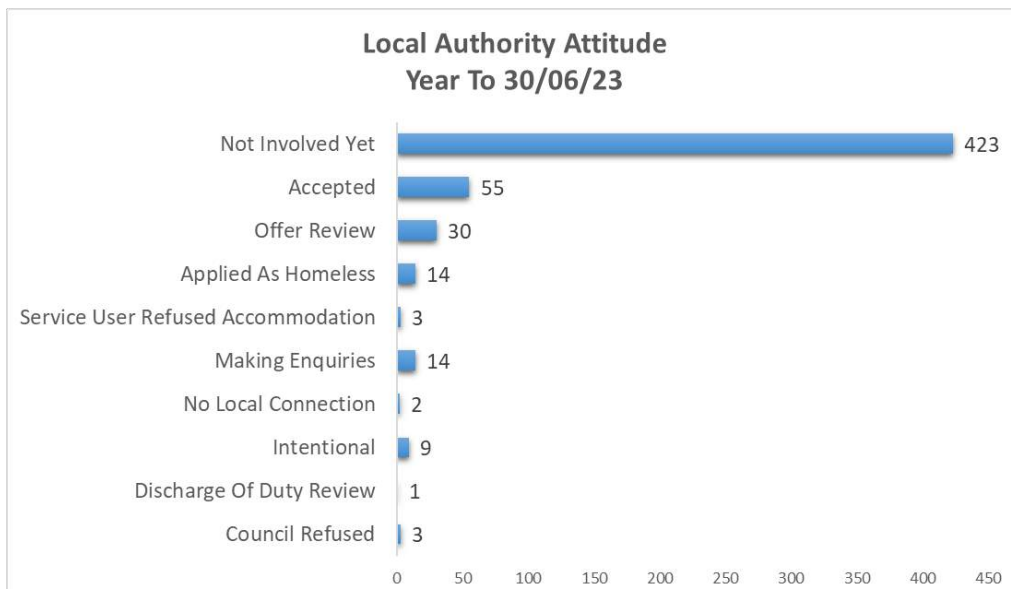
Children Age ranges affected by homelessness (Prison Service not included)



419 children were 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, (66%), 25% were 0 - 4 years old and could be linked to those with increased poverty due to childcare costs with young children.

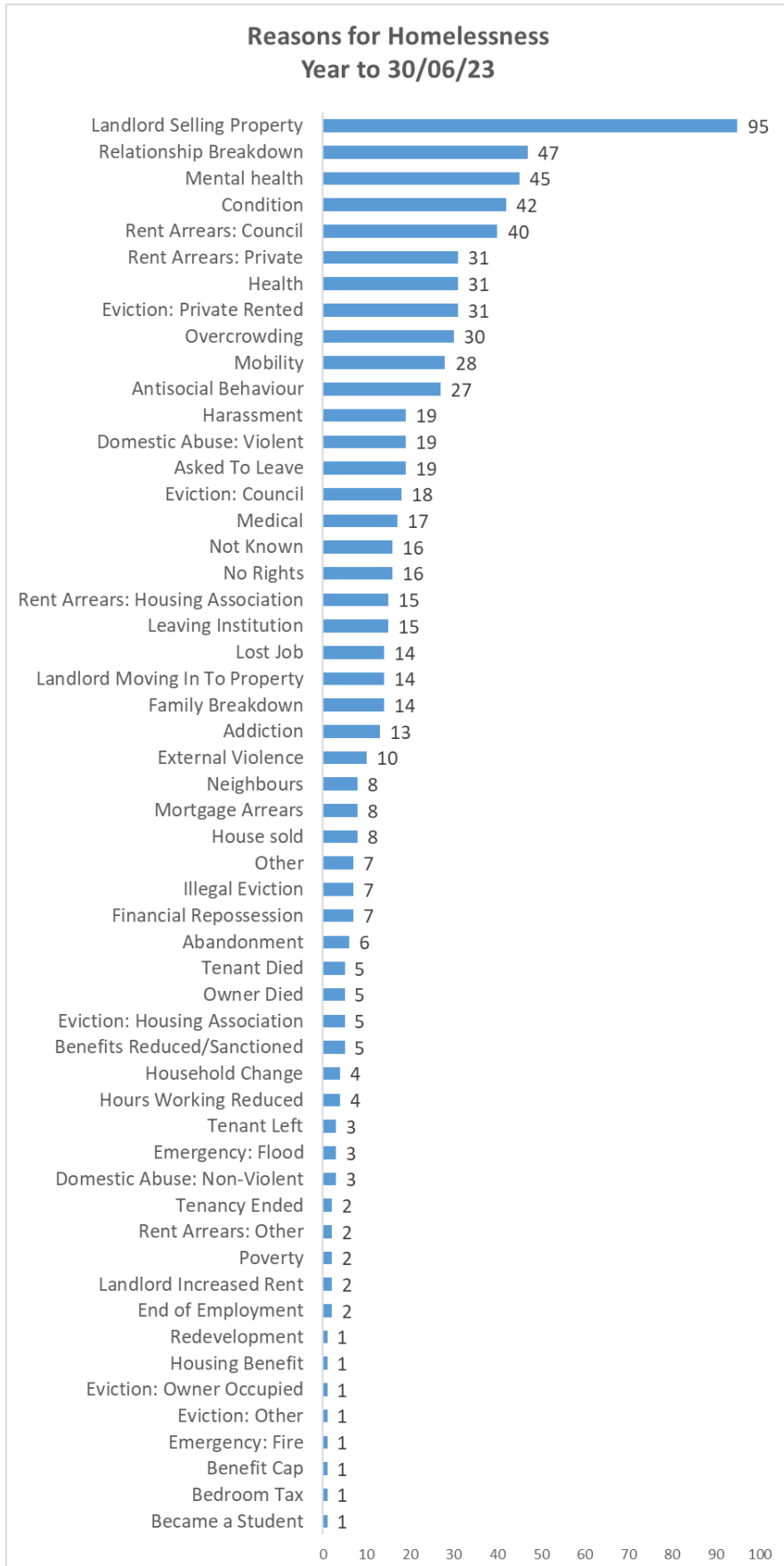
Local Authority Attitude (Prison Service not included)

This chart represents the Council’s attitude to their Homeless status at the time the Service User came us. It is encouraging that the majority (78%) 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)

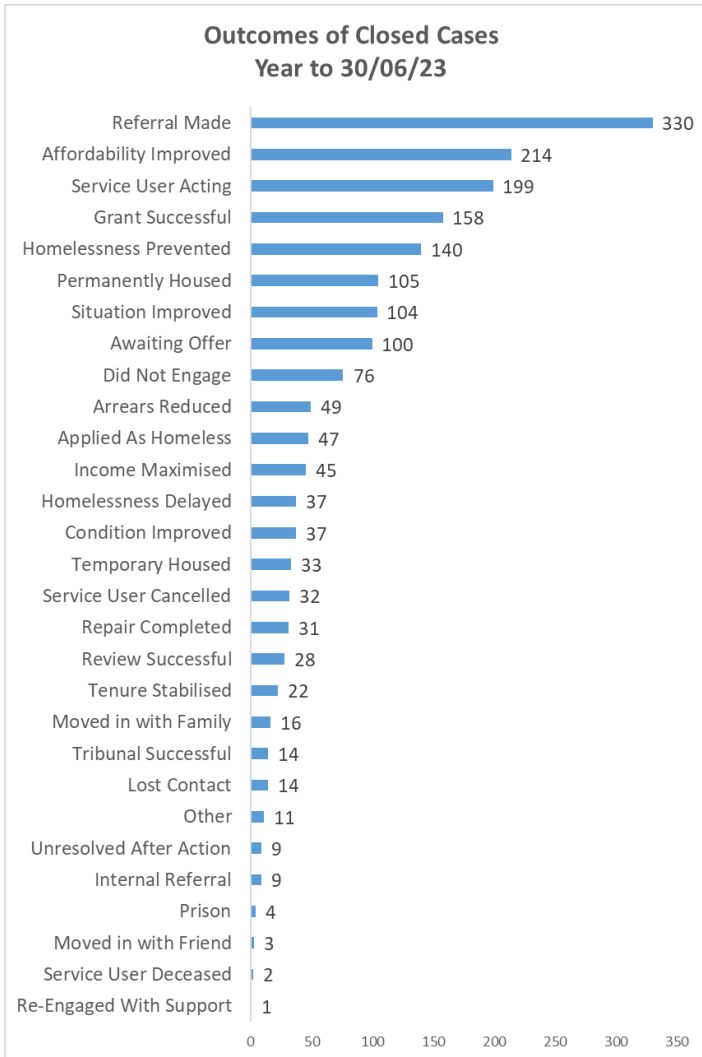
The graph below analyses the reasons for the threat of homelessness or actual homelessness in cases opened during the year. Often there is more than one reason.



- 95 landlords were selling properties, 14 were moving in and 8 houses were already sold
- Rent arrears cases both in the public and private sectors (88)
- 45 were caused by mental health issues
- 47 were due to relationship breakdown
- 31 cases were due to Health
- 28 were due to mobility
- 17 due to medical reasons
- Domestic abuse, antisocial behaviour and external violence were prevalent in 59 homeless cases

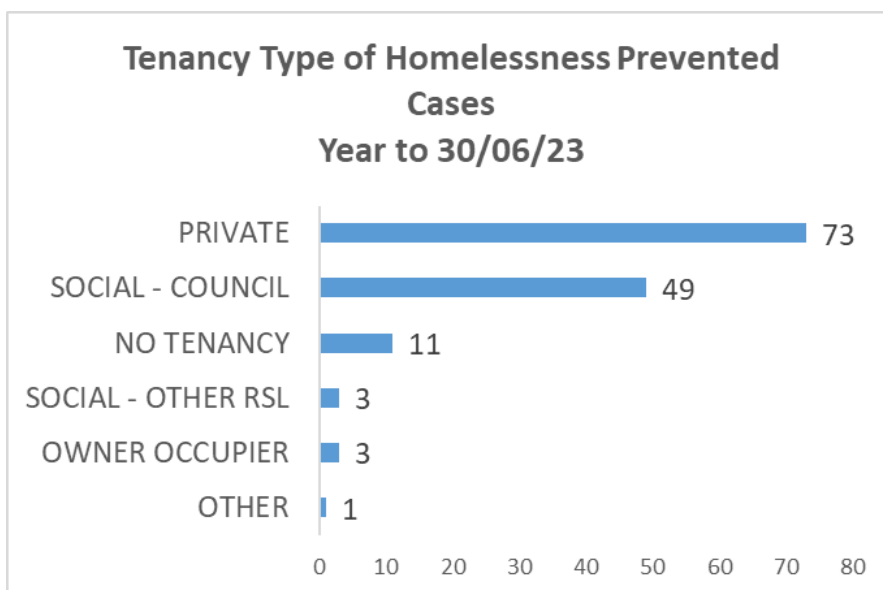
Closed Cases Statistics

Outcomes of Closed Cases (Prison Service not included)



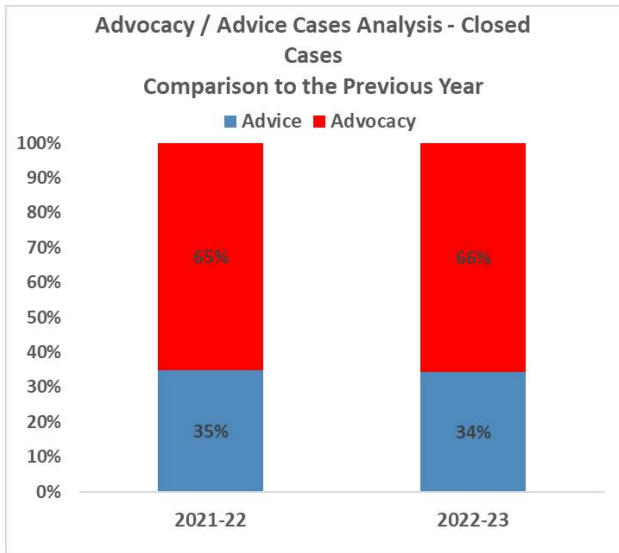
From the 838 cases closed they generated 1870 outcomes, (average 2 per case). The graph below is similar to the previous year, shows that the main outcomes include Referral Made, Affordability Improved, Service User Acting, Grant Successful, Homelessness Prevented.

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



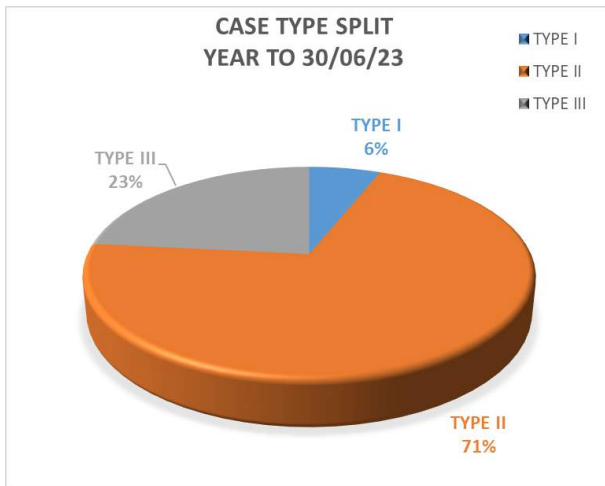
Here we show the tenure the person was in prior to us helping to prevent their homelessness. There was a significantly higher percentage of private tenants (52% compared to 38% the previous year) as well as a 4% increase of council tenants. Where they did not have a tenancy we often assisted into other 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, 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 contact and advocacy work with 3rd parties such as Local and Central Government Departments, Landlords, Lenders, partner agencies and individuals. Positively advocating is often crucial for early intervention homeless prevention especially if the person does not feel able to speak to third parties themselves.

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

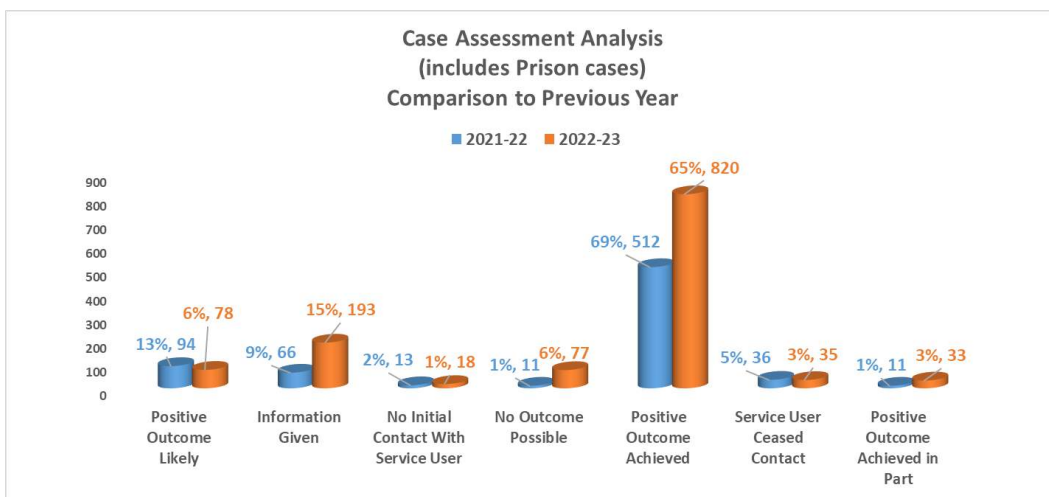


Type I – active signposting and information
 Type II – advice and casework
 Type III – advocacy, representation and mediation including tribunal

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.

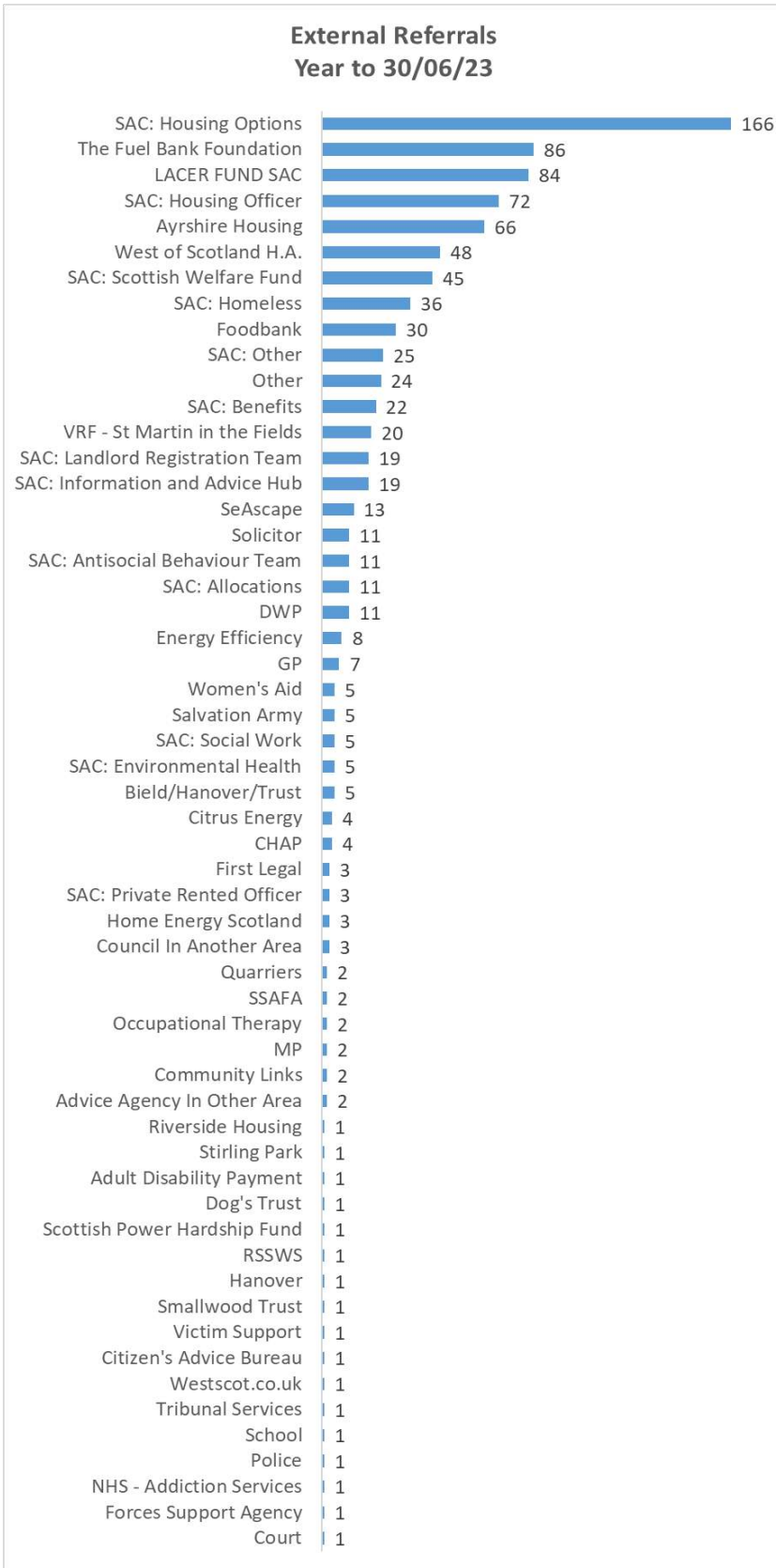
Case Assessments

Most closed cases had positive or positive outcome likely outcomes: 72% or 898 service users. Another 193 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 910 referrals in this reporting year. Many referrals to Housing Options are those who have statutory homeless rights. As part of our Tribunal Representation service, it is important those with rights have made applications as offers are made based on date of application and this process can take many months.



- 166 to Housing Options
- 86 to The Fuel Bank Foundation for fuel poverty
- 84 to LACER fund
- 45 to the Scottish Welfare Fund
- 30 Food bank referrals
- 19 referrals to SAC Info & Advice Hub
- 13 to SeAscape
- 24 other category included single referrals to a wide range of small organisations including specialist grant bodies

ACKNOWLEDGEMENTS

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

Funders:



Some of our Partner Agencies and Accreditations:



Thanks to our frontline staff and management for their input and dedication throughout what was an extremely busy year. Thanks to the Board of Trustees and its sub-groups for ensuring strong governance and strategic vision. 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. Special thanks to Iain for collating report statistics.

Suzanne Slavin, Chief Executive Officer

5/6/24