



**West Lothian  
Council**

**Rapid Rehousing Transition Plan**

**Update**

**2020/2021**

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## 1. Executive Summary

The provision of a 5-year Rapid Rehousing Transition Plan (RRTP) for each of Scotland's 32 Local Authorities covering the period 2019-2024 was regarded as a key pillar in the delivery of the Ending Homelessness Together Plan.

Recognising that RRTPs and their actions are locally owned by the council and its partners and is seen as a dynamic living document, the Scottish Government have sought an update of the RRTP on an annual basis. This report provides the inaugural annual update for the first year 2019/20.

The progress on the delivery of the RRTP has been collaborative, both at strategic level through the quarterly meetings of the West Lothian RRTP Board and at an operational level through the associated working groups.

This annual update provides a review of the key factors impacting on homelessness locally, an update on the key statistics for 2019/20, and undertakes analysis of comparisons with 2017/18 and 2018/19. A comparison of the outturn position for 2019/20 against RRTP modelling is included, in addition to a review of the successes and challenges of the first year. An updated RRTP action plan for 2020/21 is also included.

The plan has been prepared against the backdrop of the COVID-19 pandemic and it is recognised throughout the plan that consequences of the pandemic will impact on the overall delivery during 2020/21. The Scottish Government has also brought forward the implementation date of the extension to Unsuitable Accommodation Order (UAO) by a year to May 2020. Both of these factors will require ongoing re-engineering of the RRTP in 2020/21.

To reflect COVID-19 and the UAO, adjustments have been made to the original modelling assumptions for year 2 of the RRTP in terms of increase in demand for housing assistance and increasing demand for temporary accommodation. Over the same period assumptions have been made to reflect the slowdown in new build completions across the housing sector as well as a reduction in social lets.

During 2020/21 the RRTP will seek to strengthen homelessness prevention by improving the Housing Options offering across all partners and by greater engagement with the private sector. We will continue to maximise the lets to homeless through achieving agreed targets and expand our Housing First provision.

## 2. Introduction and Purpose

The RRTP sets out the vision, strategic direction and detailed action plan for the delivery of a rapid rehousing approach to homelessness.

Through a partnership vision of “Working Together”, West Lothian Council, West Lothian IJB, Registered Social Landlords (RSLs) and the voluntary sector, aim to reduce homelessness through early intervention and prevention. Through the provision of consistent advice and information, we will strive to work with people to offer a range of housing options to find a settled home with access to services and support mechanisms. Where homelessness does occur, we will work with people to ensure they are housed as quickly as possible with reduced lengths of stay in temporary accommodation. This vision is underpinned by 4 high level actions:

- Increase focus on early intervention, prevention and housing options to stop homelessness happening in the first place;
- Improving access to affordable housing options and reducing lengths of stay in temporary accommodation by improving the flow through the system diverting away from the use of B&B Accommodation;
- To ensure where homelessness does occur that housing options are focused on enabling households to navigate through the system as quickly as possible;
- Implement actions required to ensure people have access to the required levels of support.

The RRTP sets out the case for £3million investment from the Scottish Government over the lifetime of the plan to support the transition through the Scottish Government Ending Homelessness Together Fund. To date funding allocations for 2019/20 and 2020/21 have been awarded as shown in Table 1. Funding has been considerably lower than requested which has resulted in the council and partners having to reprioritise activity and significantly reduce the actions required to fully deliver the plan.

**Table 1: RRTP Funding request to the Scottish Government 2019/20-2023/24**

	Year 1 (2019/20)	Year 2 (2020/21)	Year 3 (2021/22)	Year 4 (2022/23)	Year 5 (2023/24)	Total
Request	£746,000	£955,000	£952,000	£290,000	£57,000	£3,000,000
Awarded	£302,000	£313,000	TBA	TBA	TBA	£615,000
Funding Shortfall	£444,000	£642,000	£952,000	£290,000	£57,000	£2,385,000

The purpose of this first annual update of the West Lothian RRTP 2020/21 is to review overall progress of Year 1 against targets. The update will provide:

- A review of the key factors impacting on homelessness locally,
- Updates on the key statistics and undertake analysis of comparisons with 2017/18 and 2018/19
- Compare the outturn position for 2019/20 against RRTP modelling,
- Consider the impact on homelessness services as a result of COVID-19 and
- Review and update the action plan for 2020/21.

The impact of the COVID-19 pandemic on health, housing and the local economy cannot at this stage be fully quantified however it is expected to place significant additional pressure on scarce resources in several policy areas including affordable social housing and demand for homeless services. Alongside this COVID-19 will have the potential to result in major changes in the operational delivery

of services due to increase in demand from violent and non-violent people, being asked to leave and affordability issues which continues to be a significant challenge within West Lothian.

It should be noted as part of this update, the council has not fully assessed the potential impact of complying with the extension of the Unsuitable Accommodation Order (UAO) to all homeless applicants, implementation of which has been brought forward from May 2021 to May 2020. Whilst supportive of the principles of the UAO, the timescale for delivery will be extremely challenging for the council given the previous high use of bed and breakfast and the likely increase in homeless presentations anticipated as a result of the pandemic.

It is recognised that the imbalance between affordable supply and demand of social housing lies at the root cause of homelessness in West Lothian. To support the delivery of the RRTP proposed changes to the councils housing allocation policy will be necessary, and the council has agreed to a consultation on a revised policy. The results of the consultation will be considered by the council later in the year.

### 3. Economic Context

Material poverty remains a significant issue for many households and communities locally. West Lothian, similar to other parts of Scotland recovering from the impact of the credit crunch and subsequent recession with substantial job losses and a rise in local levels of unemployment, now has to deal with the economic impact of COVID-19.

Unemployment at local authority level is measured by the proportion of working age people not in work. In West Lothian this is 4.8% for April 2020 up from 2.8% in April 2019, compared to 5.4% Scotland for April 2020 and 3.1 % for April 2019.

It is worth noting the significant impact of COVID19 lockdown on the numbers claiming unemployment benefit since March 2020 (5,620 claimants in April compared to 3,450 claimants in March).

All of the economic projections on the impact of COVID-19 anticipate significant rises in unemployment during 2020/21. The Institute for Social and Economic Research (ISER), Jobs at Risk Ranking, April 2020 identifies 19,086 jobs at risk in West Lothian through the impact of COVID-19.

Headline unemployment level has risen since March 2018 from 1.9% to 3.0%, and there are still underlying issues of poverty and deprivation with a core of individuals and households experiencing extreme hardship and wider groups experiencing financial difficulties and challenges.

Low pay as well as unemployment continue to be key factors. Gross wage levels for West Lothian (both residence and workplace) are below the Scottish and UK levels. An estimated 18% of West Lothian working residents earn below the living wage level of £8.25 per hour compared to 19% for Scotland as a whole. The West Lothian Anti-Poverty strategy 2019-2024 identifies that 25% of all households have an overall income of less than £16K per annum and 38% have an overall household income of less than £20,000 per annum. This will increasingly drive people to regard council and RSL housing as the main affordable options for this significant cohort of people.

The Scottish Index of Multiple Deprivation (SIMD) identifies small concentrations of deprivation across all of Scotland in a consistent way. From the latest 2020 SIMD, there are now 21 West Lothian Datazones in the 15% most deprived in Scotland, an increase of 5 from 2016. Therefore, the total population living in datazones in most deprived 15% is now 15,700 which accounts for 8.7% of the total West Lothian Population.

## 4. Factors influencing the RRTP

### 4.1. Housing Tenure in West Lothian

The pattern of housing tenure in West Lothian is similar to that of Scotland but with a higher level of Local Authority rented stock. In 2018 there were estimated to be 79,000 dwellings in West Lothian. Table 2 shows that of these 62% were owner occupation, 11% private rented, 17% local authority, 9% housing associations with 2% of the estimated stock being vacant private dwellings. The overall housing stock between 2017 and 2018 is broadly comparable at 79,000 dwellings. However, there are some significant changes within overall figures in that the private rented sector has declined from 12,000 to 8,000, a 33% decrease compared to a 5.5% decrease nationally over the same period. The owner occupation sector has grown from 47,000 to 49,000 houses, an 8% increase compared to 2.5% increase nationally.

**Table 2: National and West Lothian Estimated Stock of Dwellings by Tenure (2018)**

Dwelling Type	West Lothian (000s)	West Lothian (%)	Scotland (000s)	Scotland (%)
Local Authority Rent	13	17%	314	12%
HA Rent	7	9%	282	11%
Owner Occupied	49	62%	1,541	59%
Private Rented Sector	8	11%	371	14%
Vacant Private Dwellings	2	2%	97	4%
Total	79	100%	2,585	100%

Source: <https://www.gov.scot/Topics/Statistics/Browse/Housing-Regeneration/HSfS/Stock/>

In 2019, West Lothian had a social rented stock of 21,375 units provided by the council and a range of national and local housing associations.

West Lothian Council's social rented housing stock was 14,016 homes as of December 2019 which represents approximately 66% of the total social rented stock available.

RSLs in West Lothian social rented housing stock was 7,359 homes which represents 34% of the total social rented stock available.

### 4.2. Applications for Housing

At the end of March 2020 there were 7,999 applicants on the West Lothian Housing Register compared to 8,301 at the end of March 2019, a reduction of 3.6%. Table 3 below provides a breakdown of priority group for housing applications and changes since the first RRTP was finalised. Between September 2018 and March 2020, Unsatisfactory Housing applications have increased by 5%, Homeless applications have reduced from 8% to 7% and transfer applications and general need applications have also decreased. Further analysis of the 7,999 advises that 3,329 (42%) had no housing needs points (this includes homeless applicants as they don't have points) or 2,792 (35%) which does not include homeless applicants.



**Table 3: Reason for Housing Applications (September 2018 - March 2020)**

Group	September 2018	March 2019	March 2020
Homeless Applicant	8%	6%	7%
Transfer Applicant	20%	19%	18%
General Needs Applicant	46.5%	47%	44%
Unsatisfactory Housing	19%	21.5%	26%
Housing with Care	1.5%	1.5%	1%
Outwith West Lothian	5%	5%	4%
Total	100%	100%	100%

Source: internal information held by WLC

### 4.3. Private Rented Housing in West Lothian

In West Lothian, there has been a mixed pattern in the private rented sector. Between 2013 and 2018 the number of registered private landlords rose from 4,107 to 5,465. However, since 2018 the number of private registered landlords has reduced to 5,099 as at March 2020. The number of registered properties in the private rented sector has followed a similar trend, increasing from 7,215 in 2013 to 8,216 in 2018, however has now reduced to 7,520 properties at March 2020.

### 4.4. Need for Affordable Housing in West Lothian

West Lothian Local Housing Strategy (LHS) 2017-2022 identified both affordable and market housing supply targets based on Housing Need and Demand Assessment (HNDA)<sup>2</sup>. These targets are 300 affordable homes per annum and 333 market homes per annum. Housing supply targets will be reviewed and monitored during the course of the LHS.

A target of 3,000 new affordable homes over the period 2012-2022 has been set in West Lothian and work is ongoing with RSLs to achieve this target. Over the period 2012/13 to 2017/18 a total of 1,032 affordable homes have been provided leaving a balance of 1,968 to be provided between the council and RSLs by end of 2021/22.

**Table 4: All Tenure new build completions 2012/13 -2017/18 and 2018/19-2019/20**

	2012/13-2017/18	2018/19	2019/20
WLC New Builds	804	361	315
RSL New Builds	228	55	110
Sub Total	1,032	416	425
Private Completions	2,939	631	683
Total	3,971	1,047	1,108

Source: WLC LHS 2017-2022

## 4.5. Increasing Affordable Housing Supply

The current Strategic Housing Investment Plan (SHIP) 2020-25 identifies sites for up to 2,949 affordable homes over the five-year period 2019/20 to 2024/25. This includes 270 homes for Mid-Market Rent and 93 for shared equity. The Scottish Government has provided Resource Planning Assumptions (RPAs) to support the delivery of affordable housing. The RPA for 2020/21 is £14.690 million. Indicative figures may be available later this year but future funding will not be able to be confirmed until after the Scottish Parliament elections in 2021. In developing the RRTP it is clear that significant additional affordable housing supply will be required by 2025 to meet local demand. Due to a lack of Scottish Government long term commitment to new build provision and grant funding this requires to be considered a major risk to the delivery of the RRTP.

**Table 5: New Build Affordable Completions and Projections**

	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total
RSL	55	110	103	283	0	0	551
WLC	361	315	38	158	151	0	1,022
Total	415	425	141	441	151	0	1,573

\*above figures exclude market acquisitions and mortgage to rent. Source: WLC internally held data

## 4.6. Open Market Acquisitions

In addition to new build affordable housing, the council and RSLs also acquire homes on the open market.

**Table 6: Open Market Acquisitions by West Lothian Council**

Year	Number of Units
2012/13 - 2015/16	66
2016/17	45
2017/18	38
2018/19	73
2019/20	35
2020/21	33
2021/22	45
Total	335

Source: WLC internally held data

There have also been a further 21 acquisitions concluded by RSLs during 2012/13-2018/19.

The open market acquisitions have been successful in quickly increasing the available social rented stock to reflect housing needs – Livingston, Bathgate, larger family properties as well as properties to meet medical needs.

During 2019/20, 35 acquisitions were completed by the council and it is proposed that a further 33 acquisitions will be purchased in 2020/21.

## 5. West Lothian Homeless Position

### 5.1. West Lothian Homeless Profile

#### Summary Homeless Position 2019/20

**1,469** total homeless applicants in West Lothian in the year

**1,157** households where West Lothian Council has a duty to provide settled accommodation, defined here as unintentionally homeless

**674** homeless open case with a duty to house as of 31<sup>st</sup> March 2020

**186** households Sleeping Rough at least once in the last 3 months

The following section provides a breakdown and analysis of key homeless statistics from 2017/18 to 2019/20 to provide a homeless position after Year 1 of the West Lothian RRTP. It should be noted that the information for Quarter 4 in 2019/20 has yet to be validated by the Scottish Government with figures being obtained from internal council reports and may be subject to amendment.

### 5.2. Homeless Applications

Table 7 below demonstrates that compared to 2018/19 there has been a 3.4% reduction in homelessness where by applications have fallen from 1,516 in 2018/19 to 1,469 in 2019/20. Since 2017/18 there has been a 3.1% reduction in homeless applications. This compares to an 11% increase in applications over the period 2013/14 to 2017/18.

**Table 7: West Lothian Homeless Applications 2017/18-2019/20**

Homeless Applications	2017/18	2018/19	2019/20	Number change 18/19 – 19/20	% change 18/19 – 19/20
Total	1,527	1,516	1,469	-47	-3.1%

Source: HL1 report

### 5.3. Age Profile and Household Composition

Table 8 below shows that there has been a reduction in homeless applicants between 2018/19 and 2019/20 from all age groups with the exception of 16/17 year olds which has remained static and 18 – 25 year olds which has saw an increase of 0.2%. Table 8 shows that the largest group of applicants continues to be from 26 – 59 year olds reaching 64.3% of all applicants in 2019/20 compared to 65.4% in 2018/19. This is a decrease of 4.6% whilst overall applications have decreased by 3.1%. The 25s and under age group remains the second largest group of applicants ranging from 31.2% in 2018/19 to 32.2% in 2019/20.

**Table 8: Age Profile of Homeless Applicants 2017/18 to 2019/20**

	2017/18		2018/19		2019/20		Number change 18/19 – 19/20	% change
	West Lothian		West Lothian		West Lothian			
16 to 17 yrs	79	5.2%	71	4.7%	71	4.8%	0	0%
18 to 25 yrs	458	30%	401	26.5%	402	27.4%	+1	+0.2%
26 to 59 yrs	945	61.9%	991	65.4%	945	64.3%	-46	-4.6%
60 yrs plus	45	2.9%	53	3.5%	51	3.5%	-2	-3.8%
Total	1,527		1,516		1,469		-47	-3.1%

Source: HL1 report

Homeless applications from single people in West Lothian continue to make up the vast majority of applications. In 2019/20 65.6% of applications were from single people which was the same as 65.6% in 2018/19. It should be noted that there has been a 4.7% decrease from single men presenting as homeless while an increase of 0.7% in single females. Single parents make up the second largest group of applicants consisting of 21.9% in 2019/20 compared to 21.3% in 2018/19. There has been a reduction in applications from single parent females by 7.5% however applications from single parent males has increased by 44.2%.

**Table 9: Household Composition of Homeless Applicants**

Household Types	2017/18	2018/19	2019/20	No change 2018/19 – 2019/20	% change
Single Person: Male	658	706	673	-33	-4.7%
Single Person: Female	279	288	290	+2	+0.7%
Total Single Person	937	994	963	-31	-3.1
Single Parent: Male	60	43	62	+19	+44.2%
Single Parent: Female	276	280	259	-21	-7.5%
Total Single Parent	336	323	321	-2	-0.6%
Total Apps Single Person Households	1,273	1,317	1,284	-33	-2.5%
Couple without children	110	90	92	+2	+2.2%
Couple with children	126	90	82	-8	-8.9%
Other without children	7	6	4	-2	-33.3%
Other with children	11	13	7	-6	-46.2%

Source: HL1 report

## 5.4. Reasons for Homeless Applications

Asked to leave continues to be the most prevalent reason for people making a homeless application although this has decreased by 14.0%. Household dispute has increased by 7.3% and violent household dispute has increased by 2.1%. These increases in 2019/20 can be attributed to the fact that extensive staff training has been carried out on the quality of recording. This took place in November 2019. We fully expect to continue to see a decrease in Asked to Leave and increases in Relationship Breakdowns, which will bring West Lothian in line with national averages. Table 10 provides a breakdown of the top 3 reasons for homelessness.

**Table 10: Reasons for Homelessness**

Reason West Lothian (Top 3)	2017/18		2018/19		2019/20	
	No	%	No	%	No	%
Asked to leave	703	59.1%	903	54.8%	600	40.8%
Household Dispute (non-violent – non abusive)	225	10%	153	13.3%	302	20.6%
Household Dispute (violent – abusive)	140	9.1%	139	10.6%	187	12.7%

Source: HL1 report

## 5.5. Rough Sleeping

West Lothian traditionally does not have any visible street rough sleepers however applicants will advise that during the 3 months prior to their application they may have slept in a car, stairwell or factory for example. Table 11 provides a comparison of applicants who have stated they slept rough at some point 3 months prior to their application and or the night before their application. Both indicators show an increase of 17.7% for those who slept rough in the last 3 months and 14% for those who slept rough the night before.

The Housing Need Service will be embarking on a forthcoming Housing Options campaign to raise awareness of homelessness and housing options to encourage applicants to seek early assistance and highlight where assistance can be sought to anyone who might find themselves either at risk of homelessness or homeless.

**Table 11: Rough Sleeping in West Lothian 2017/18-2019/20**

	2017/18	2018/19	2019/20	Number change 2018/19 – 2019/20	% change
Rough Sleepers 3 months	163	158	186	+28	+17.7%
Rough Sleepers Night Before	112	100	114	+14	+14%

Source: HL1 report

## 5.6. Prison Discharge

Table 12 shows that there has been a significant percentage increase in prison leavers presenting as homeless however when reviewing the numbers this equates to 12 people. The council continues to work with prisoners prior to release to discuss their housing options and works in partnership with the Scottish Prison Service and Criminal Justice to prevent homelessness in line with the national approach.

**Table 12: Prison Leavers presenting as homeless 2017/18-2019/20**

	2017/18	2018/19	2019/20	Number change 18/19 – 19/20	% change
Prison Leavers	15	10	22	+12	+120%

Source: HL1 report

## 5.7. Homeless Assessment Decisions and Outcomes

Despite overall homeless applications decreasing from 1,516 in 2018/19 to 1,469, Table 13 shows that there has been an increase in those applicants found to be homeless and therefore where there is a duty to provide temporary and permanent accommodation. So whilst applications are lower in 2019/20 there is a higher duty to provide temporary and permanent accommodation. Applicants found to be unintentionally homeless have increased by 14.2% whereas lost contact before decision has positively decreased by 38.9%.

**Table 13: Homeless Assessment Decisions 2017/18-2019/20**

	2017/18	2018/19	2019/20	Number change 2018/19 – 2019/20	% change
Assessments – Unintentional	1,185	1,013	1,157	+144	+14.2%
Assessments – Intentional	58	79	64	-15	-19%
Lost Contact Pre-decision	128	157	96	-61	-38.9%

Source: HL1 report

## 5.8. Homelessness Case Duration

Over the period 2018/19 to 2019/20 the average case duration of a homeless (unintentional case) has reduced from 48.8 weeks to 39.7 weeks as shown in table 14

**Table 14: Homeless Case Duration 2017/18- 2019/20**

Average HL1 Case Duration (weeks)	2017/18	2018/19	2019/20
Homeless Unintentional	45.0	48.8	39.7

Source: HL1 report

## 5.9. Tenancy Sustainment and Repeat Homelessness

West Lothian traditionally has a high rate of sustainability and achieves good positive outcomes by offering high standards of permanent accommodation and appropriate housing support where required. Table 15 below provides a breakdown of sustainment between 2017/18-2019/20, and shows that in 2019/20 there was a slight improvement in sustainability across all housing applicant groups when compared with 2017/18 and 2018/19.

**Table 15: Tenancy Sustainment**

Year	Homeless Applicants	Transfer Applicants	General Need Applicants
2017/18	87%	96%	90%
2018/19	87%	96%	86%
2019/20	89%	98%	94%

Source: Insight Reports

## 5.10. Repeat Homelessness

West Lothian has traditionally had a low level of repeat homeless and this continues as can be seen in table 16. During the period 2018/19 to 2019/20 repeat homelessness has reduced by 40%. Table 16 below illustrates that there was a spike in repeat presentations between 2017/18 and 2018/19 which reduces in 2019/20, but not to the levels of 2017/18.

**Table 16: Numbers of repeat homeless cases 2017/18-2019/20**

	2017/18	2018/19	2019/20
Numbers of repeat homeless	10	27	16

Source: HL1 report

## 5.11. Youth Homelessness

At 19.2 per 1,000 households, West Lothian has the third highest rate of youth homelessness in Scotland and has a history of significant numbers of homeless presentations by young people. It is recognised however that the reported figures underestimate the true picture of youth homelessness as many young people who may be “sofa surfing” do not approach the council for assistance. Table 17 below provides information on applications aged 16-25 years old. Although the percentage of overall applications from young people has been reducing it remains consistently higher than the national average and one of the key priorities for the west Lothian RRTP.

**Table 17: Homeless Applications by 16-25 years olds**

Year	West Lothian Applicants (16-25 years)	West Lothian % of Homeless Applicants 16- 25 years	National % of Homeless Applicants 16 – 25 years
2017/18	536	30.5%	28%
2018/19	472	31.1%	24%
2019/20	473	32.2%	TBC

Source: Scottish Government West Lothian specific HL1 annual reports & Scottish government Homeless annual statistics publications, supplementary tables and charts

## 5.12. Homelessness Prevention and Homeless Outcomes

Prevention of homelessness is fundamental in the delivery of the RRTP and reducing homelessness. During the period 2018/19 to 2019/20 homeless prevention cases have reduced by 31.9%, although have increased overall by 4.9% since 2017/18 as shown in Table 18. Increasing the level of homeless prevention cases will be a key action in 2020/21 and during the remainder of the plan period.

**Table 18: Homeless Prevention 2017/18-2019/20**

	2017/18	2018/19	2019/20
Prevent1 Approaches	731	1,127	767

Source: HL1 Insight reports

The most common prevention outcomes are 'Remained in Current Accommodation', which has increased significantly from 30% in 2017/18 to 49.7% in 2019/20 and 'Made Homelessness application to LA' which has increased from 39.3% in 2017/18 spiking at 51.1% in 2018/19 and then reducing to 31.1% in 2019/20. The top 5 prevention outcomes are shown in Table 19.

**Table 19: Top 5 Homeless Prevention Outcomes**

Prevent1 Outcomes	2017/18		2018/19		2019/20	
	Number	%	Number	%	Number	%
Moved-in with friends/relatives	40	5.2%	45	4.2%	43	5.5%
Not known	40	5.2%	52	4.8%	24	3.1%
Lost contact with applicant	46	6.0%	8	0.7%	15	1.9%
Remained in current accommodation	233	30.3%	336	31.2%	386	49.7%
Made homelessness application to local authority	302	39.3%	550	51.1%	241	31.1%
All	769		1076		776	



## 6. West Lothian Homeless Demand v Supply Gaps Analysis

### Summary Position Homeless Demand Vs Supply

**1,157** homeless unintentional demand cases in 2019/20

**674** homeless live cases (backlog) as of 31/03/2020

**161** lost contacts and refusals

**981** social lets available in 2019/20 (excluding RSL specialist provision)

**953** (65%) social lets went to statutory homeless households in 2019/20

The number of Open Cases at the end of March 2020 is lower than what was projected within the original RRTP (772). This is primarily a result of a reviewing all open cases and closing of a large number of outstanding historic cases. The demand in Year 1 of the RRTP was 8% higher than what had originally been projected, despite an overall decrease in the number of Homeless Presentations throughout the year.

The number of applicants achieving a permanent outcome to their homeless application throughout the year was 981, which was 26 short of the original target. The main reason for this was the overall percentage of lets going to homeless applicants. Both the council and RSL's, achieved an overall 65% lets to homeless which was lower than the 69% agreed in the original RRTP. Appendix 1 shows the full performance vs target figures for year 1.

A baseline position (Year 0) was developed to identify the total gap in social lets in 2018/19 of 819. This consisted off the unintentional homeless demand for 2017/18 plus the total number of open cases at the end of March 2018. Using the outturn figures for end of 2019/20, Table 20 shows that compared with baseline position from 2018/19, the position below shows a gap in social rented stock of 689 at the end of March 2020.

**Table 20: Demand and Supply Gap Analysis**

Demand and Supply Gap Analysis	Year 0	2019/20 Projections	2019/20
Homeless Unintentional Demand Cases	1,165	1,107	1,157
homeless live cases (backlog)	1,061	838	674
Less Contacts and Refusals	117	166	161
Total Homeless Demand	2,109	1,779	1,670
Social lets available	1,290	1,007	981
Gaps in Social Lets	819	772	689

### Lets to Homeless

The RRTP identified that to address the demand for accommodation the four main providers of social rent housing agreed a minimum RRTP percentage lets to homeless over the plan period as shown in Table 21.

**Table 21: Target Minimum Percentage Lets to Homeless 2019-2024**

	2019-20 Target	2019-20 Actual	2020-21	2021-22	2022-23	2023-24
WLC	75 %	71%	75 %	50 %	50 %	50 %
Almond HA	60 %	58%	60 %	50 %	50 %	50 %
Other RSLs	50 %	45%	50 %	50 %	50 %	50 %
Total	69 %	65%	69 %	50 %	50 %	50 %

Lets to homeless have increased from 54% in 2017/18 to 65% in 2019/20, which is recognised as being some of the highest in the country. However, the target of 69% was not achieved which equated to a shortfall of 36 units. In 2019/20 the council let 762 houses, 71% of its stock to homeless compared to 72% in 2018/19. In comparison RSLs let an average of 48% to homeless in 2019/20 which is an increase from 21% of lets to homeless in 2017/18.

As set out in Section 4.2, during 2019/20 there has been a decrease in the General Needs housing lets and a corresponding increase in the Unsatisfactory Housing (UH) lets as seen on Table 3. The lets to UH group has increased and this will be from properties requiring medical applicants due to adaptations and also homelessness prevention work.

### Revised Position

One of the main requirements of RRTP's is to improve flow by increasing offers of permanent accommodation to homeless households thereby reducing the backlog of open cases and improving the throughput in temporary accommodation.

Updated scenarios have been modelled, for 2020/21 as shown in Appendix 1. This includes the following assumptions some of which will be impacted as a result of COVID-19.

- Homeless presentations are expected to increase by 12.5% as a direct result of COVID-19
- The backlog of 674 will continue to rise as a result of no lettings in April
- Mainstream lets to homeless will be impacted for the period April to June 2020
- The new build programme will be impacted as sites take time to restart
- Increase in use of private sector as highlighted in the recent CRISIS report "Rapid Rehousing Transition Plans: A Scottish Overview."

These projections will be monitored on a monthly basis and reported to the RRTP Board quarterly. They will assist in developing proposed targets for meeting the RRTP vision of reducing homelessness, reducing use of B&B accommodation and reducing length of stay in temporary accommodation.

Currently there are not enough lets to meet new demand, due to a number of factors including the impact of COVID 19 and the impact of the implementation of the UAO. A revised set of three updated scenarios have been developed as shown in Appendix 2.

### Current Scenario

This scenario assumes the agreed lets to homeless targets, averaging 69% in Years 1 and 2 (2019-21) in the original RRTP, remain against a backdrop of the impact of COVID 19 which projects an increase in demand and a potential decrease in permanent lets. As a consequence, retaining the currently agreed lets to homeless would result in a 370% increase in the use of B&B and 370% increase in open cases over the remainder of the plan period.

Within this scenario the council would look increase the number of dispersed Temporary Tenancies throughout years 2 – 5 as a way of limiting the use of emergency accommodation for applicants. Increasing temporary accommodation from RSL partners as well as the private sector would also form part of the programme of increasing temporary accommodation. The knock on effect of this would mean a decrease in stock available for permanent lets.

### **Scenario 1**

This scenario assumes that as a result of the impact of COVID 19 there is a continuation of the increase in demand for year 2 and a decrease in lets available. Like the other scenarios the council would look to increase the stock of temporary accommodation throughout the remaining years of the plan. The scenario assumes a decrease in demand by 5% per annum in Years 3-5 (2021-2024). This scenario also assumes that there is no new build or open market acquisitions in Year 5 (2023-24).

Lets to homeless:

WLC: Increase in target from 75% to 87% for 2020-21 and to 62.5% for 2021-22; 50% for 2022-24.

RLS: Increase in target from 50% to 55% for 2021-22 and 54% for 2021-22.

Under this scenario, by increasing the lets to homeless over the next 18-month period would result in a slower rise in the numbers of open cases, and self-accommodation cases over the remainder of the plan period.

### **Scenario 2**

Scenario 2 projects an allowance is made for additional new build and/or open market acquisitions in Years 4 and 5 as well as an increase in lets to homeless from RSL partners in year 2 and part of year 3.

This scenario assumes that as a result of the impact of COVID 19 there is a continuation of the increase in demand for year 2 and a decrease in lets available. Like the other scenarios the council would look to increase the stock of temporary accommodation throughout the remaining years of the plan. The scenario assumes a decrease in demand by 5% per annum in Years 3-5 (2021-2024). This scenario also assumes a new build or open market purchases programme in Years 4 & 5 of 74 units in year 4 and 225 units in year 5.

Lets to homeless:

WLC: Increase in target from 75% to 87% for 2020-21 and to 62.5% for 2021-22; 50% for 2022-24.

RLS: Increase in target from 50% to 55% for 2021-22 and 54% for 2021-22.

Under this scenario, by increasing the lets to homeless over the next 18- 24 month period would result in a sustained reduction in the number of people requiring emergency B&B accommodation across the remaining term of the plan.

The updated scenarios for year 2 onwards (2020-2024) have assisted in developing proposed targets for meeting the RRTP vision of reducing homelessness, reducing use of B&B accommodation and reducing length of stay in temporary accommodation.

The preferred scenario for implementation is Scenario 1 which increases the percentage of social rented lets to homeless households from 69% to 77% and will result in a significantly lower use of B&B Accommodation as emergency accommodation and allow the council to work towards complying with the UAO.

The council has an annual budget for emergency B&B accommodation and additional provision has been made within this budget for 2020/21 which will help deal with the projected rise in homeless

presentations due to COVID19. The budget will revert to normal provision from 2021/22 onwards and will provide for an average of 34 B&B emergency accommodation spaces each night.

Scenario 1 of the RRTP modelling shows that there is likely to be a pressure on the emergency accommodation budget in year when the projected number of people requiring this type of accommodation is higher (49) than what is budgeted for.

Both of the scenarios result in a significant increase in the lets to homeless by the council and RSLs over the next 18-month period.

Going forward into Year 2 of the RRTP the council and RSLs will seek to increase the commitment to meeting their individual targets to reach the agreed average target of a minimum of 77% social lets to homeless as shown in Table 22, and negotiations are underway with the RSLs to increase their lets to homeless to 75%.

**Table 22: Revised Minimum Percentage Lets to Homeless 2019-2024**

	2019-20 Target	2019-20 Actual	2020-21	2021-22	2022-23	2023-24
WLC	75 %	71%	87.5 %	63 %	50 %	50 %
Almond HA	60 %	58%	68 %	68 %	50 %	50 %
Other RSLs	50 %	45%	75 %	63 %	50 %	50 %
Total	69 %	65%	77 %	65 %	50 %	50 %

However, as a result of COVID-19 lets have been suspended since 23 March 2020 and at the time of writing have yet to resume. To continue to achieve the 77% target over the whole of 2020/21 may require a higher level of lets to homeless once the letting restrictions have been lifted.

## 7. West Lothian Temporary Accommodation Provision

### Summary Position 31/03/2020

**81.5%** of accommodation is temporary mainstreamed furnished flats/houses provided by the local authority, RSLs or PSL

**65%** of main stream furnished flats/houses are provided by the council

**7%** of temporary accommodation is hostel type accommodation

**16%** of temporary accommodation is supported accommodation for vulnerable people

**7%** of temporary accommodation is bed and breakfast, a 1% decrease from 31.3.2018

**3%** of temporary accommodation is self-contained flats/shared flats at Blackburn Assessment Centre

Table 23 below shows that between 31 March 2018 and 31 March 2020, there has been an increase in the provision of temporary accommodation from a capacity of 549 units to 622 units with a peak during 2018/19 of 638. There has been an increase in Local Authority temporary stock over the last 3 years as well as accommodation from the private sector.

Prior to March 2017, the council had managed to minimise the use of B&B/Hotel accommodation and historically had only used this type of emergency accommodation as a last resort. However there has been a rise in the use of this type of accommodation over the last 3 years with a peak coming in 18/19 when an average of 99 B&B rooms were used through the year. This figure dropped by 28% through to the end of March

This has in the main been the result of increase in percentage lets to homeless, with reduced length of stay as well as the increase in alternative temporary accommodation through council stock and PSL properties.

Pre COVID-19 there had been progress with low rates in the use of B&B accommodation, no cases in breach of unsuitable accommodation, and implementation of sharing spaces. The recently announced changes to the Unacceptable Accommodation Order by the Scottish Government will have significant implications for the RRTP and is anticipated will require additional temporary tenancies, greater use of the private sector and exploring even higher levels of let to homeless.

Since COVID-19 there has been a reduction in the capacity of Temporary Accommodation in West Lothian due to the move away from sharing spaces during the lock down period. The council have reduced all of the sharing spaces within Blackburn Homeless Unit so tenants are no longer sharing facilities, closed the Young Persons unit at Newlands House as this was all shared accommodation, reduced the spaces within the Open Door Supported Accommodation Hostel to remove the need for sharing facilities and have let all dispersed Temporary Tenancies as single tenant properties.

At the time of writing lock down remains and there is a need to continue to reduce the use of sharing spaces to reduce risks to customers and staff. The council has increased the number of dispersed Temporary Tenancies (TT) from mainstream voids. At the same time the council and partner RSL's are identifying processes to free up temporary accommodation through supporting homeless people to move into their permanent properties where it is safe to do so. As part of the recovery planning

process the council and its partners are looking to increase lets to homeless, increased dispersed TTs and support homeless people to move.

**Table 23: Temporary Accommodation Type and Length of Stay**

Temporary Accommodation Type	Capacity 2017/18	Capacity 2018/19	Capacity 2019/20	Length of Stay 2017/18	Length of Stay 2018/19	Length of Stay 2019/20
WLC Ordinary Dwelling	374	403	404	195.5 days	244.2 days	182 days
Housing Assoc/RSL	43	48	54	172.8 days	283.9 days	217.3 days
Private Sector Lease	30	38	49	128.8 days	242.8 days	168.2 days
Hostel WLC Owned	50	50	44	56.4 days	89.5 days	66.4 days
Bed and Breakfast (Ave per night)	52	99	71	20.7 days	30.3 days	25.8 days
Totals (all)	549	638	622	93.8 days	98.2 days	88.2 days

Source: HL3 report

To improve the temporary accommodation available for young people, the council has approved £4million for the establishment of a new, purpose built supported unit in Livingston. The facility will provide self-contained accommodation and on-site support for 12 young people plus outreach support and self-contained accommodation for a further 12 to 16 young people nearby. The accommodation is situated close to local support services, training, education and employment opportunities as well as amenities and transport links. Construction is planned to begin by January 2021 and complete by November 2021.

Although there has been progress with reducing the length of stay in temporary accommodation, the lack of a small number of large bedroom houses, 4 ,5 and 6 bedroom results in a small number of larger families waiting in temporary accommodation for longer than acceptable periods of time as shown in Table 24. Over the last three years the average time in temporary accommodation for a 5-bedroom property is 728 days and 407 days for a 4-bedroom property compared to 250 days for 3 or less bedroom properties. During the remainder of the plan period the council and its partners will explore options to address this, learning from good practice elsewhere in Scotland.

**Table 24: Applications from large families 2018/19 to 2019/20**

	2018/19 Presentations	2018/19 Duty to accommodate	2019/20 Presentations	2019/20 Duty to Accommodate
Couple with 4 children	7	7	1	0
Couple with 5 children	0	0	5	4
Couple with 6 children	0	0	0	0
Couple with 7 children	0	0	1	1
Total	7	7	7	5

Source: Internal WLC data

## 8. Identifying Support Needs

The delivery of effective enhanced housing management and support needs are considered to be important measures in the transition to sustained tenancy management and encouraging tenants to achieve an improved quality of life within the RRTP framework.

An analysis of the enhanced housing management and support needs of 1,312 homeless applicants was undertaken between August and October 2018 as shown in Table 25. This was to achieve a better understanding of the support needs to enable people to be rehoused as quickly as possible and also identify people with multiple complex/high support needs where a rehousing solution may not be suitable.

The analysis for West Lothian generated similar results as the national figures which indicate that approximately 75% of all homeless people across Scotland have no/low support needs.

**Table 25: Homeless Support Need Analysis**

Support Needs	Oct 2018	Percentage
No/Low Support Needs	1,013	76.40%
Medium Support Needs	237	17.87%
SMD/Complex Needs	57	4.30%
Residential Support	5	0.38%
Total	1,312	100%

Through the current housing support practices, tenancy sustainment has increased from 87% to 89% between 2018/19 and 2019/20, and levels of repeat homelessness have reduced by 40% over the same period. Due to COVID-19 an update on the homeless support needs analysis has not been provided due to work on an agreed definition of high, medium and low being slightly delayed.

As part of the RRTP Action Plan, work is underway to review the current supported accommodation provision in West Lothian as well as community-based tenancy support. This will include improving the support assessment process of homeless people and this is included in the RRTP Action Plan. The completion of this will allow a comparison to be undertaken with the data shown on Table 25 in a future update of the RRTP.

## 9. Housing First

West Lothians Housing First Model, was developed by the council in partnership with NHS Lothian, and the third sector during 2019/20 with the establishment of the Housing First Co-ordination and Assessment Team which has been developed from the success of the Vulnerable Persons Resettlement Service. The service is funded through the West Lothian Alcohol and Drug Partnership (ADP) and has recruited a Manager and Support Worker.

The Housing First packages are being developed through a Public Social Partnership (PSP) approach with the Cyrenius being the Lead Agency developing the service. A Memorandum of Understanding has been agreed, with all key partners and a project team which reports to a high-level Strategic Governance Group chaired by the Head of Housing, Customer and Building Services with a wide range of strategic partners including the police, DWP and West Lothian IJB and members of the ADP.

The aim of the service is to provide housing first service to people with addictions and mental health issues. A new ten-person project focussing on the needs of people with Mental Health/Addictions commenced in the final quarter of 2019/20 with two people receiving a service.

There is also funding available for the continuation of Housing First for Young People. At present this is an eleven-person project delivered through the Rock Trust and Almond Housing Association and has been operational since 2017. The project is currently subject to external evaluation which will help to inform future provision. It was agreed prior to COVID-19 lockdown that this will progress as part of the Public Social Partnership for Young People who are Vulnerable Due to their age with the Rock Trust being agreed as the Lead Agency for developing the service.

The partners wish to scope the establishment of a future Housing First project based on the needs of Women/Domestic Abuse, to be developed over the plan period.



## 10. Partnership and Governance

Delivery of the RRTP is dependent on effective partnership working at a local level and the process of preparing and implementing the RRTP has given a renewed focus on homelessness across partners and also engaged new partners.

The West Lothian approach to collaboration and engagement including representatives across the council, health and social care, RSLs and the third sector and is recognised as good practice in the Rapid Rehousing Transition Plans: A Scottish Overview 2020. (include link)

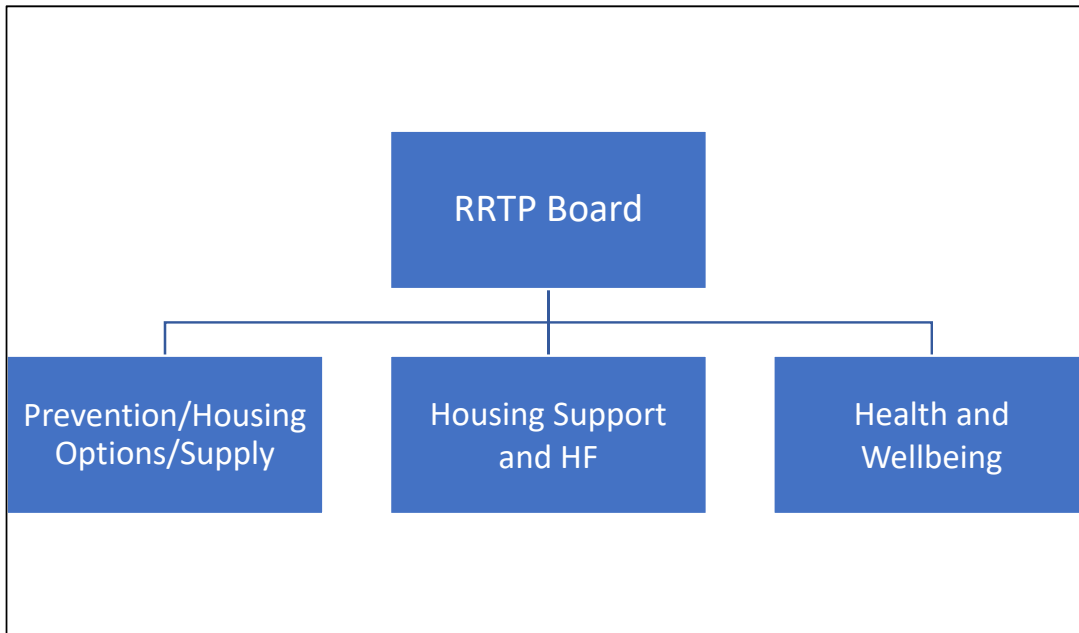
During 2020/21 the partners will consider opportunities to strengthen and widen partner links including with the private sector.

Engagement with service users and consulting/ co-producing services with service users is at the heart of the council's policy development. The RRTP will continue to strengthen the links with service users both in the development of actions and evaluation of pilot activity.

The multi-agency West Lothian RRTP Board has four working groups aligned with the 4 RRTP high level actions and responsible for, Early intervention and Prevention of Homelessness, Housing Support and Housing First, Housing Supply and Temporary Accommodation and Homelessness Health and Wellbeing.

Following engagement with partners and a review of the working groups after Year 1, it is planned that during 2020/21 the working groups for Prevention and Supply will be integrated into a single working group given the inter relationship between them and a new term of reference developed. The other working groups; Housing Support and Housing First, and Homelessness Health and Wellbeing will remain unchanged as shown below. The RRTP Board and Working Groups will meet on a quarterly basis. Table 26 shows the revised Governance structure.

**Table 26: Governance Structure**



## 11. Performance and Achievements

### 11.1. Performance Year 1

As part of the monitoring of RRTPs, the Scottish Government through the provisions of the National Rapid Rehousing Sub-Group has developed a suite of indicators to measure progress on an annual basis and this is attached as Appendix 3. There are a total of 14 indicators, one of which the Scottish Government have yet agreed to measurement. In West Lothian the first year of the plan has seen improvements in some areas such as time to close the case, length of stay in temporary accommodation, levels of repeat homelessness, and tenancy sustainment. Of the 14 indicators, 9 have seen a positive improvement and 2 showing that there is more work to be done over the plan period, 3 indicators have yet to be reported.

A number of significant achievements have been developed when comparing key figures from 2017/18, 2018/19 and 2019/20 including:

- 83% reduction in the use of bed and breakfast provision for emergency accommodation has reduced from 77 to 13 between March 2019 and March 2020
- 3.1% reduction in the number of homelessness presentations by between March 2019 and March 2020
- 11% increase in percentage of social rented lets to homeless up from 54% in 2017/18 to 65% in 2019/20
- 35% reduction in backlog of homeless cases with a duty to accommodate from 1,061 as of 31 March 2018 to 838 as of 31 March 2019, and to 686 as of 31 March 2020
- Increase in number of people found unintentionally homeless, decrease in loss contacts and people found intentionally homeless
- Decrease in length of stays in TTs from 98.2 days in 2018/19 down to 88.2 days in 2019/20
- Decrease in breaches of UAO from 89 in 2018/19 down to 26 in 2019/20
- Establishment of the Flexible Fund assisting 12 cases in 2019/20 and greater use of the private rented sector to prevent homelessness

The service has commenced the re provisioning of the Housing Options service moving to a drop in service approach with locations in Bathgate and Livingston. The delivery of this new model has been affected by COVID-19 and will be fully operational in 2020 as part of recovery planning for the service

### 11.2. Challenges

The impact of COVID-19 on the delivery of the RRTP cannot at this stage be overestimated. From an operational perspective, the lockdown restrictions and ongoing impact on service delivery coupled with the economic impact on many of our communities most vulnerable citizens will impact during 2020/21 and require sensitive and creative solutions. Increase in demand from, domestic violence, non-violent household dispute, affordability, young people being asked to leave has been evidenced since mid-April 2020. During the initial stages of lockdown presentations for homelessness declined, however towards the end of April 2020 and into May 2020 applications have risen higher than that of the previous year. When comparing March 2019 to date compared to March 2020 to date there has been a 3% increase in applications for homelessness, however when comparing May 2019 to May 2020 there has been a 46% increase in applications.

The most significant change in applications is from non-violent dispute of 11%, followed by asked to leave 6% then prison release 1%

Implementation of the requirements of the Homeless Persons (Unacceptable Accommodation) (Scotland) Order 2020 will require significant changes to the delivery of services locally and will have a great impact on the outcomes of the RRTP in years three to five. Further work is required to determine the impact of bringing forward the implementation of the UAO by a year along with the challenges of COVID-19.

The imbalance between demand for affordable housing, in particular affordable social housing compared to supply, remains the greatest challenge for the delivery of the RRTP. Whilst the council have seen a 3.4% reduction in the number of homelessness applications there has been an 8.5% increase in the number of applicants that require to be statutory housed.

It has been recognised that all of the RRTPs across Scotland require a cultural shift to achieve the full potential. During 2019/20 this process started in West Lothian however the impact of COVID-19 and meeting the terms of the Unacceptable Accommodation Order will require the pace of this culture shift to increase across all partners.

## 12. Key priorities for 2020/21

The overall vision and aims of the five-year RRTP is to shift to a prevention approach to homeless through the provision of a housing options and support at an earlier stage. For people who do become homeless, the RRTP aims to support people to find a permanent outcome as quickly as possible while minimising the length of stay and number of transitions in temporary accommodation and in turn reducing the use of B&B accommodation.

The key funding strategic priorities identified in the RRTP are:

- Housing Options and Resettlement Team – to prevent homelessness and to provide support
- Housing First and
- Prevention

The significant shortfall in funding allocated in comparison to the bid requested has resulted in the prioritisation of RRTP activity. Subsequently there has been less investment in some areas of prevention activity, engagement with the private sector as a way of expanding choice, and the culture change necessary to deliver sustainable improvements.

The priorities for 2020/21 required to be considered against the backdrop of the COVID-19 pandemic which will impact across the partners, and the changes required to comply with the Unsuitable Accommodation Order.

It is recognised that the culture change necessary to deliver sustainable improvements is a key area for the remainder of the plan period and resources will be developed to support this.

The voice of the service user is crucial in the delivery of RRTP and changes have been made to the Homeless Housing Network to strengthen the links with those who are or have experienced homelessness. During the remainder of the period of the plan the council and its partners will strengthen the role of service users in the development, and the evaluation of RRTP actions.

On reviewing the analysis of outturn figures for 2019/20 when compared with the statistics for 2017/18 and 2018/19 along with the key areas of success the following actions will be prioritised for 2020/21.

- Shift to a prevention of homeless approach through a refocused and consistent approach to Housing Options aligned with a targeted communications campaign.
- Introduction and implementation of an updated housing allocations policy
- Continue high percentage social rented lets to homelessness in West Lothian.
- Increase number of dispersed TT's and sharing accommodation.
- Modernise supported accommodation delivery and the tenancy support service.
- Pilot of a youth homeless team and a mediation service for young people.
- Support and increase continued provision of Housing First model for young people.
- Implement SHORE standards in line with national requirements.
- Identify future supply requirements of new build affordable housing stock to meet local housing needs for Years 3, 4 and 5 of the plan.
- Seeking to address the issue of large families through better use of stock, and use of open market acquisitions.
- Explore increased collaboration with the private sector.
- Develop pathways for vulnerable groups in transition to inform collaborative working.

## 13. Funding and Resources

The RRTP identified the need for £3million of additional Scottish Government transition funding to support the delivery of the plan over the period 2019-2024. The Scottish Government have provided two awards for the delivery of the RRTP, £302,000 for 2019/20 and a further £313,000 for 2020/21. It is anticipated that the Scottish Government allocation to local authorities for 2021/22 will be known over the coming months.

In addition to the Scottish Government resources, the West Lothian Drug and Alcohol Partnership have provided £240,000 towards the provision of the Housing First project for people with mental Health/Addictions.

Supplementing the ADP and Ending Homelessness Together fund allocations, there are commissioned resources through West Lothian Integration Joint Board (IJB) and voluntary sector which impact on the delivery of the RRTP to the value of £2.5million.

The majority of resources are being utilised to support additional staff and services including mediation and Housing First, to shift further to a homeless prevention approach.

The expenditure to date has been for staff recruitment for the priorities agreed by the West Lothian RRTP Project Board as follows:

- Housing Options and Resettlement Provisions – including a team leader and tenancy sustainment Officers
- Housing Options Youth Housing Pilot – including Young Persons Housing Options Officer and Youth Tenancy Sustainment Officer
- Project Management and Service Development – including a Project Manager and Quality Development officer

Due to COVID-19 and the UAO, a review of unallocated resources will be undertaken to ensure resources are targeted key activities.

## 14. Action Plan 2020/21

An updated action plan for the RRTP is attached as Appendix 4

## Appendix 1

	Original Year 1	Year 1 Actual
Open Cases	838	686
New Demand	1,107	1,130
Less loss contacts and refusals	166	161
<b>Total Demand</b>	<b>1,779</b>	<b>1,655</b>
Private Rented Sector	0	20
Lets to Homeless	1,007	961
<b>Total Supply</b>	<b>1,007</b>	<b>981</b>
<b>Open Cases</b>	<b>772</b>	<b>674</b>
Temp Tenancies - Council	462	448
Temp Tenancies - RSL	64	54
Temp Tenancies - PSL	105	49
B&B	23	17
Self Accommodation	118	106
<b>Total</b>	<b>772</b>	<b>674</b>
(a) New demand reduction	5%	-8%
(b) Less loss contacts and refusals	15%	10%
<b>(c) Mainstream Lets</b>		
WLC Lets	930	1,066
RSL Lets	360	352
Total Available Lets	1,290	1,418
<b>(d) Homeless Mainstream Lets</b>		
WLC Homeless Lets	810	761
RSL Homeless Lets	180	200
Total Available Homeless Lets	1,007	961
WLC New Build	318	318
RSL New Build	151	57
Total	469	375
New build secondary Lets to Homeless	117	188
<b>Total Lets to Homeless</b>	<b>1007</b>	<b>961</b>

## Appendix 2

<b>Scenario 1</b>				
COVID 19 Implications for Yr 2 - Increase Demand / Decrease in Available Lets				
WLC Lets - 87% Yr 2 and 75% 1st half Yr 3				
RSL Lets - 55% Yr2 and 54% Yr3				
Decrease in demand 5% Yr 3-5				
No New Build or OMAS Yr 5				
	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
Open Cases	674	760	713	807
New Demand	1,203	1,074	1,020	969
Less loss contacts and refusals	-	-	-	-
<b>Total Demand</b>	<b>1,757</b>	<b>1,727</b>	<b>1,631</b>	<b>1,679</b>
Private Rented Sector	30	30	30	30
Lets to Homeless	966	984	794	718
<b>Total Supply</b>	<b>996</b>	<b>1,014</b>	<b>824</b>	<b>748</b>
<b>Open Cases</b>	<b>760</b>	<b>713</b>	<b>807</b>	<b>931</b>
<i>cases that were open overdue closure</i>				
Open Cases:				
Temp Tenancies - Council	491	491	491	491
Temp Tenancies - RSL	65	65	65	65
Temp Tenancies - PSL	75	90	105	105
B&B	23	12	26	49
Self Accommodation	106	55	120	222
<b>Total</b>	<b>760</b>	<b>713</b>	<b>807</b>	<b>931</b>



<b>Scenario 2</b>				
COVID 19 Implications for Yr 2 - Increase Demand / Decrease in Available Lets				
WLC Lets - 87% Yr 2 and 75% 1st half Yr 3				
RSL Lets - 55% Yr 2 and 54% Yr 3				
Decrease in demand 5% Yr 3-5				
New Build and OMAS Programme Yrs 4 & 5				
	Year 2	Year 3	Year 4	Year 5
	2020/21	2020/22	2020/23	2020/24
Open Cases	674	760	713	608
New Demand	1,203	1,074	1,020	969
Less loss contacts and refusals	- 120	- 54	- 51	97
<b>Total Demand</b>	<b>1,757</b>	<b>1,727</b>	<b>1,631</b>	<b>1,480</b>
Private Rented Sector	30	30	30	30
Lets to Homeless	966	984	843	905
<b>Total Supply</b>	<b>996</b>	<b>1,014</b>	<b>873</b>	<b>935</b>
<b>Open Cases</b>	<b>760</b>	<b>713</b>	<b>758</b>	<b>545</b>
<i>cases that were open overdue closure</i>				
Open Cases:				
Temp Tenancies - Council	491	491	491	491
Temp Tenancies - RSL	65	65	65	54
Temp Tenancies - PSL	75	90	105	90
B&B	23	12	17	22
Self Accommodation	106	55	79	100
<b>Total</b>	<b>760</b>	<b>713</b>	<b>758</b>	<b>757</b>

## Appendix 3

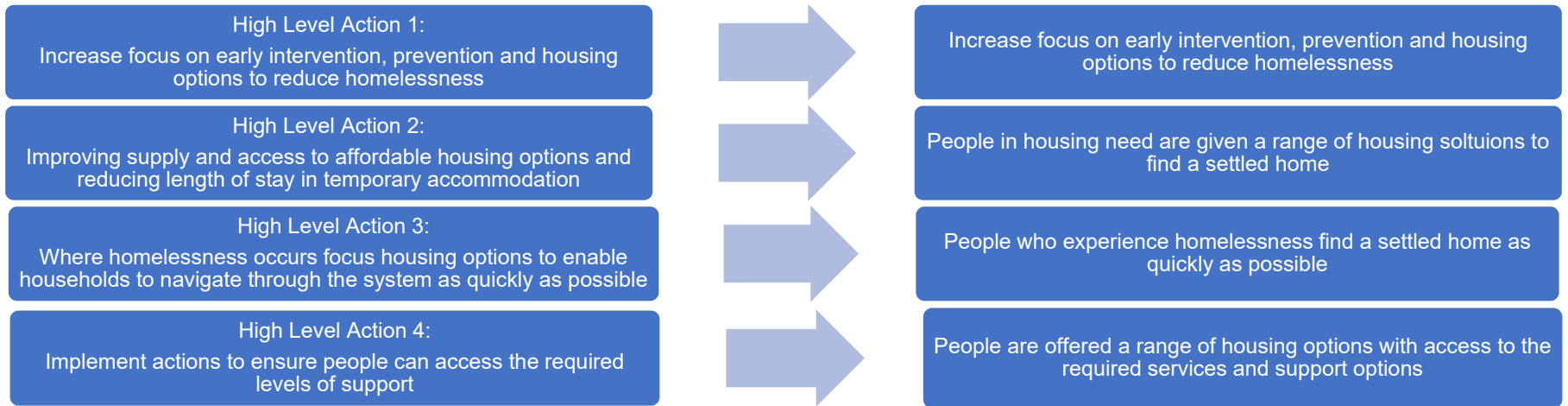
As part of the monitoring of RRTP's, the Scottish Government through the provisions of the National Rapid Rehousing Sub-Group has developed a suite of indicators to measure progress on an annual basis.

	Indicator	Source	2017/18	2018/19	2019/20
1	Time to close case	HL 1	45.0 wks	48.8 wks	39.7 wks
2	Length of stay in TA	HL 3	93.8 days	98.2 days	88.2 days
3	Number of homelessness referrals that result in a let	SHR 23	N/A	N/A	TBC *
4	Number of lets to statutory homeless	SHR C2	591	701	752
5	Households entering TA in year	HL 3	1531	1955	1829
6	Households exiting TA in year	HL 3	1421	1965	1849
7	Households leaving TA by length of stay	HL 3	N/A	N/A	TBC *
8	Housing Options approaches in year	Prevent 1	731	1,127	767
9	Outcomes for households assessed as unintentionally homeless	HL 1	1,047	1,170	1,273
10	Outcomes for households through Housing Options	Prevent 1	769	1,076	776
11	Tenancy sustainment of statutory homeless lets	SHR Ind 16	87%	87%	89%
12	Repeat homeless presentations	HL 1	10	27	16
13	Number of placements in TA per household	HL 3	1.57	1.81	1.65
14	Use of Housing First approach	To be confirmed			

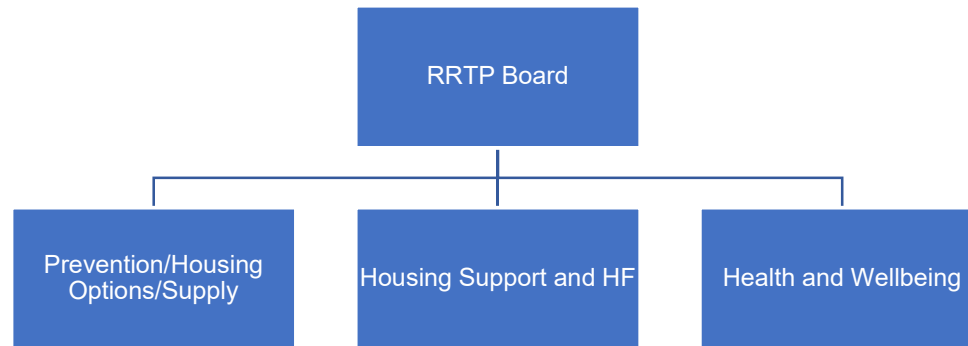
## Appendix 4

### West Lothian RRTP Action Plan 2020/21

#### High Level Actions



**Governance**



	KEY ACTION	HIGH LEVEL ACTION	LEAD	TARGET DATE
<b>Prevention/Housing Options and Supply Working Group</b>				
1.	Develop plans to ensure the council meets the requirements of the Unsuitable Accommodation Order	2	Housing Need	30.09.2020
2.	Implement new approach to accessing the Housing Options Team	1	Housing Need/RSL	30.12.2020
3.	Develop the Housing Options website and supporting media communication	1, 3	Housing/Communications/RSLs	30.12.2020
4.	Conclude the review of the council's Allocation Policy to prevent homelessness and ensure faster throughput to housing for homeless applicants	2	Housing Need	31.12.2020

	KEY ACTION	HIGH LEVEL ACTION	LEAD	TARGET DATE
5.	Improve services between the councils Access2employment service and third sector partners to provide employability support to young people and others who are homeless or at risk of homelessness	3	Housing Need	30.06.2021
6.	Refine the Sustainable Housing on Release for Everyone (SHORE) standards and improved joint working with Criminal Justice	1	Soc Policy /Housing Need	30.12.2020
7.	Develop a partnership approach with local lettings agents and individual landlords. Enhance pathways into PRS as a means to discharging duty or preventing homelessness	1	Housing	30.06.2022
8.	Implement a new model for young people at risk of homelessness aligned to the moving on model for young people and develop pathways.	1	Soc Policy/ Housing Need	30.06.2021
9.	Deliver Education Programme to identify and prevent potential homelessness and actions to raise awareness of homelessness within schools	1	Housing Need	30.09.2020
10.	Expand mediation/conflict resolution services for young people and their families	1	Housing Need	30.12.2020
11.	Review access to financial advice through West Lothian Advice Shop to focus on early intervention and prevention	1, 3	Housing Need/Anti-Poverty Team	30.12.2020
12.	Review Flexibility Fund and look to enhance the use of the existing flexibility fund	3	Housing Need	30.09.2020
13.	Complete the balance of the 3,000 new affordable houses targeted over the period 2012 – 2022 ensuring alignment with RRTP with SHIP.	2	Housing Strategy/RSLs	31.03.2022
14.	To seek government grant in 2022/23 and 2023/24 to ensure that a minimum of 300 new affordable homes can be completed each year.	2	Housing Strategy	31.03.2024
15.	Ensure target lets to homeless are achieved through the development of stronger partnership and monitoring arrangements with RSLs	2	Housing Need/RSLs	30.03.2021
16.	Increase PSL furnished temporary accommodation	2	Housing Need	31.03.2021

	KEY ACTION	HIGH LEVEL ACTION	LEAD	TARGET DATE
17.	Increase shared temporary accommodation by 10 properties	2	Housing Need	31.03.2021
18.	Implement a multifunctional Housing Options and Resettlement Service	3	Housing Need	31.03.2022
19.	Work with RSLs to optimise the rehousing process through the review of current practice and implementing new action required and optimise lets to homeless agreements.	3	Housing Need	30.12.2020
<b>Housing Support and Housing First</b>				
1.	Implement Housing First Service for 10 people with addictions	4	Housing Need	31.03.2021
2.	Implement Housing First project for 5 young people	4	Housing Need	30.06 2021
3.	Create an interim resettlement team to provide low level support to create faster throughput to permanent housing and higher sustainability.	4	Housing Need/Hsg Management	
4.	Implement and monitor new support process for homeless households and those at risk of homelessness to focus assessment on individual needs.	4	Housing Need/Hsg Management	31.12.2020
5.	Explore models of provision for low level support/enhance housing management/increase sustainability required to prevent homelessness across housing services. Identify capacity within existing teams to transition to new approach	4	Housing Need/Hsg Management	31.03.2022
6.	Review all homeless cases estimated as needing 'medium' support against the new social care eligibility criteria to quantify gaps in provision	4	Housing Need/Soc Policy	30.12.2020
7.	Review and reconfigure current support provision within the council's homeless units at Blackburn and Strathbrock to meet support accommodation requirements	4	Housing Need	31.03.2022
8.	Review the accommodation and service provision provided for people fleeing domestic abuse and assess if accommodation meets the Unsuitable Accommodation Order and services align with the violence against women's strategy	4	Housing Need/Soc Policy	31.03.2022

	KEY ACTION	HIGH LEVEL ACTION	LEAD	TARGET DATE
9.	Review current customer journey for assessing wrap around specialist support to fast track referral process for people requiring to be rehoused quickly	4	Housing Need	30.12.2020
10.	Expand existing and develop new Housing First Model's to meet individual client groups including, Domestic Abuse and mental Health through reconfiguring current social policy contracts	4	Housing Need/Social Policy	31.03.2023
11.	Deliver the £4M new build supported accommodation provision for young people by November 2021	1, 2, 4	Housing Strategy/ Housing Need	30.11.2021
<b>Health and Wellbeing Working Group</b>				
1.	Review and update Health and Homeless Standards for homeless people accessing health services	3, 4	NHS	30.12.2020
2.	Complete project with ISD to collate and align homeless data with health and social care data	3, 4	NHS	30.12.2020
3.	Develop pathways for vulnerable people in transition at risk of homelessness	1	Housing Need	30.05.2021
4.	Identify triggers of homelessness and referral process for people accessing health and social care services	1, 3, 4	NHS/ IJB/ Housing	30.12.2020
5.	Promote community based responses to homelessness and prevention of homeless	1, 3, 4	Housing	30.12.2022
6.	Review Health and Homeless Service and implement changes	3, 4	Housing/IJB	30.12.2020
7.	Quantify the residential accommodation requirements for adults where housing in the community would not be suitable including Addictions, Domestic Abuse and mental Health	2, 4	Housing/Soc Policy/Health	31.03.2021