

Rights and options

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	SCOTLAND	NORTHERN IRELAND
Total housing stock	2,508,000	759,100
Social housing (LA/RSL)	24%	17%
PRS	12%	15%
Owner-occupied	64%	68%
Homelessness Applications	39,827	19,737
% accepted as homeless	80%	46%
% of social lets to homeless apps	36%	70%

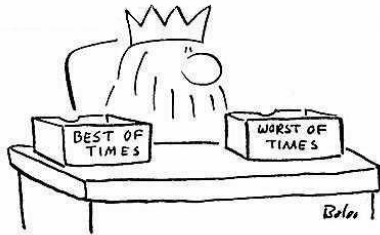


Housing Options

- Integrated part of housing/hln service – about access to housing (and other services?)
- Initial diagnostic interview
- Person-focused, individual
- Impartial
- Partnerships/referral routes with PRS, RSLs, support providers, local services etc
- Linking need, aspiration & options across all tenures
- Outcomes focused....

Housing Options

- Does not replace statutory duties
- Should not put people in unsustainable housing
- Outcomes should not be driven by
- Delivering radically different level of service in different areas
- Be *gate-keeping*



Prevention + crisis response

- Different delivery models – but should have core elements
- Retain the homeless statutory safety net – not ‘two routes’
- Integrated with progressive prevention, early intervention and a corporate approach to housing problems.
- Excellent customer service/good communication



Service user priorities

- To know where to go in a **crisis**
- To be seen **quickly**
- Information to be **correct/realistic**
- To be treated with dignity and respect
- To offer help and **solutions**, not barriers
- **Good communication** at all stages – ideally one key worker
- Practical next steps to get a **safe home**
- **Support** in new tenancy

How do we **know** we’ve got it right?

- Problem of measuring prevention
- Good practice models
- Scottish Government – HL1/PREVENT1
- Consistency and benchmarking
- Role of the Regulator – thematic inspection



Next steps...

- Partnership working
- Development of sustainable recording framework / monitoring of long-term outcomes
- Ongoing training and development
- Sharing best practice /learning points

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