

Housing Options -

North Ayrshire Council

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Principal Officer Homelessness

Backdrop

- Increase in homelessness of 140%
- Repeat Homelessness at 14 %
- B & B usage extensive
- Pressure on service and stock
- Prolonged duration of homelessness

Innovation

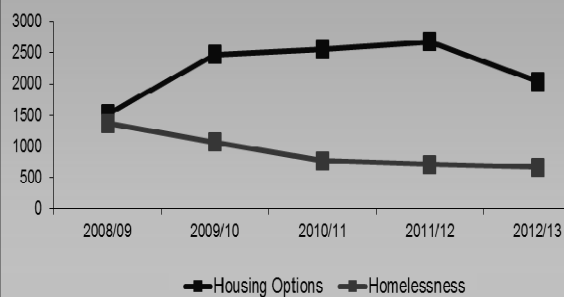
- 2004
 - 45% of applicants aged 16-25
 - 59% asked to leave family home
- 2005
 - Pilot 16 and 17 year olds
 - Immediate intervention
 - Family mediation
 - Housing options advice
 - 92% return home
- 2007
 - Service re-provisioning



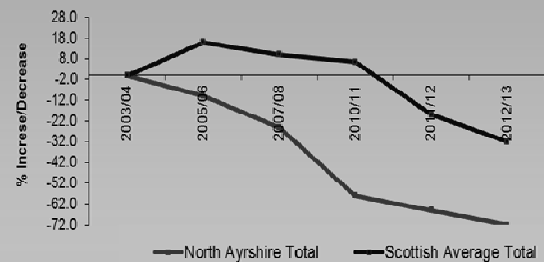
Changing culture

Service users are provided with realistic, clear and transparent housing options across all tenures, empowering them to make informed choices to respond to their individual needs and aspiration

Approaches to the Service



Reduction in Homelessness Measured against Scottish Average



Outcomes

- **Costs**
- **Performance**
- **Outcomes/Sustainability**
- **Levels of satisfaction**
- **Effective partnerships**
- **Wider Impacts**

Key to success

- **Clear vision and guidance**
- **Prevention culture**
- **Corporate**
- **Management and staff buy in**
- **Robust training**
- **Robust targets and monitoring**
- **Continuous development and improvement**

Thank you