

Everyone should have a home

Raising the standard of temporary accommodation for children and young people

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Shelter

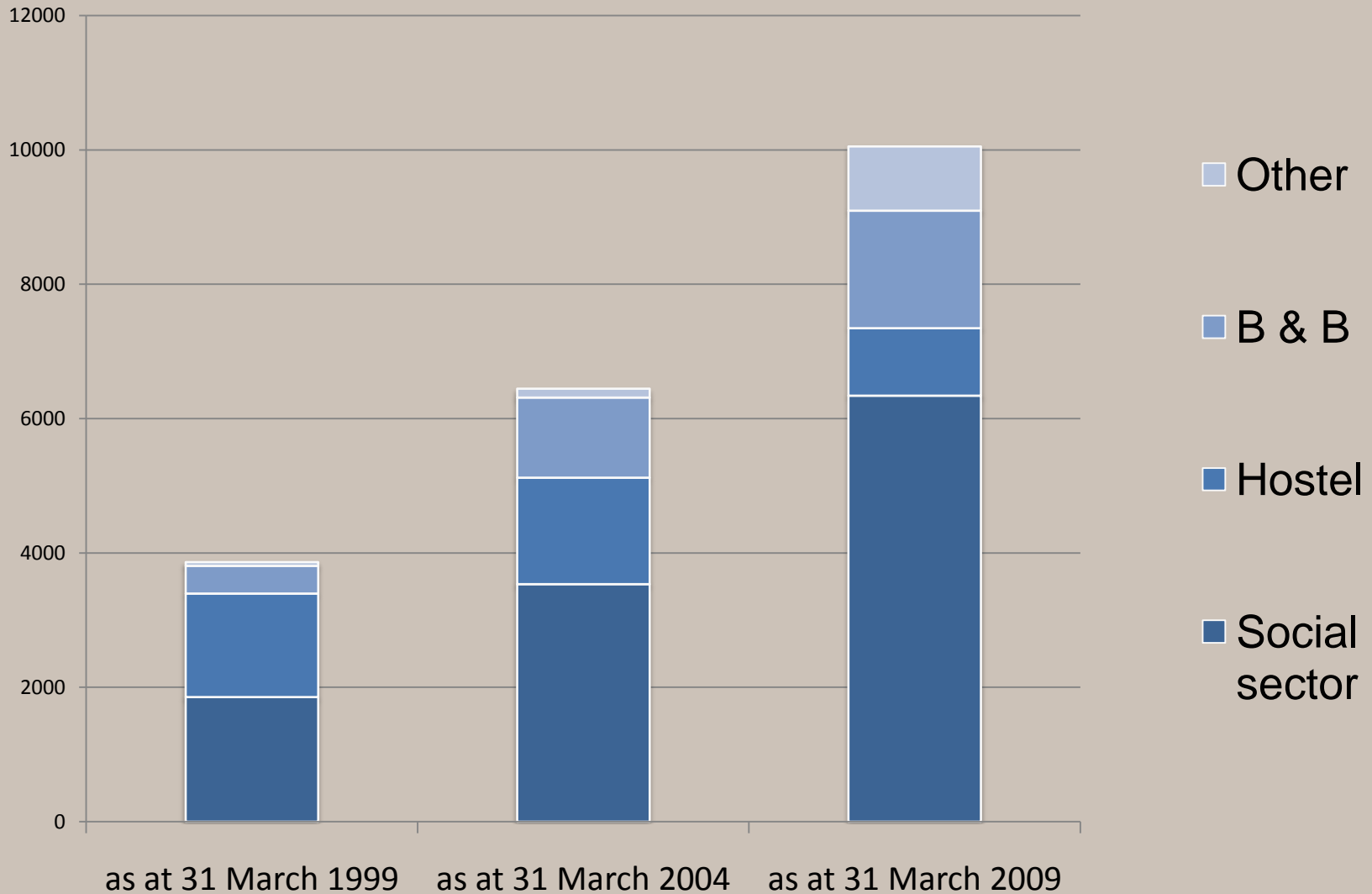
Overview

- Setting the scene
- The case for a minimum temporary accommodation standards
- Progress so far
- What could the standards look like?
- How to take forward raising the standard of temporary accommodation?

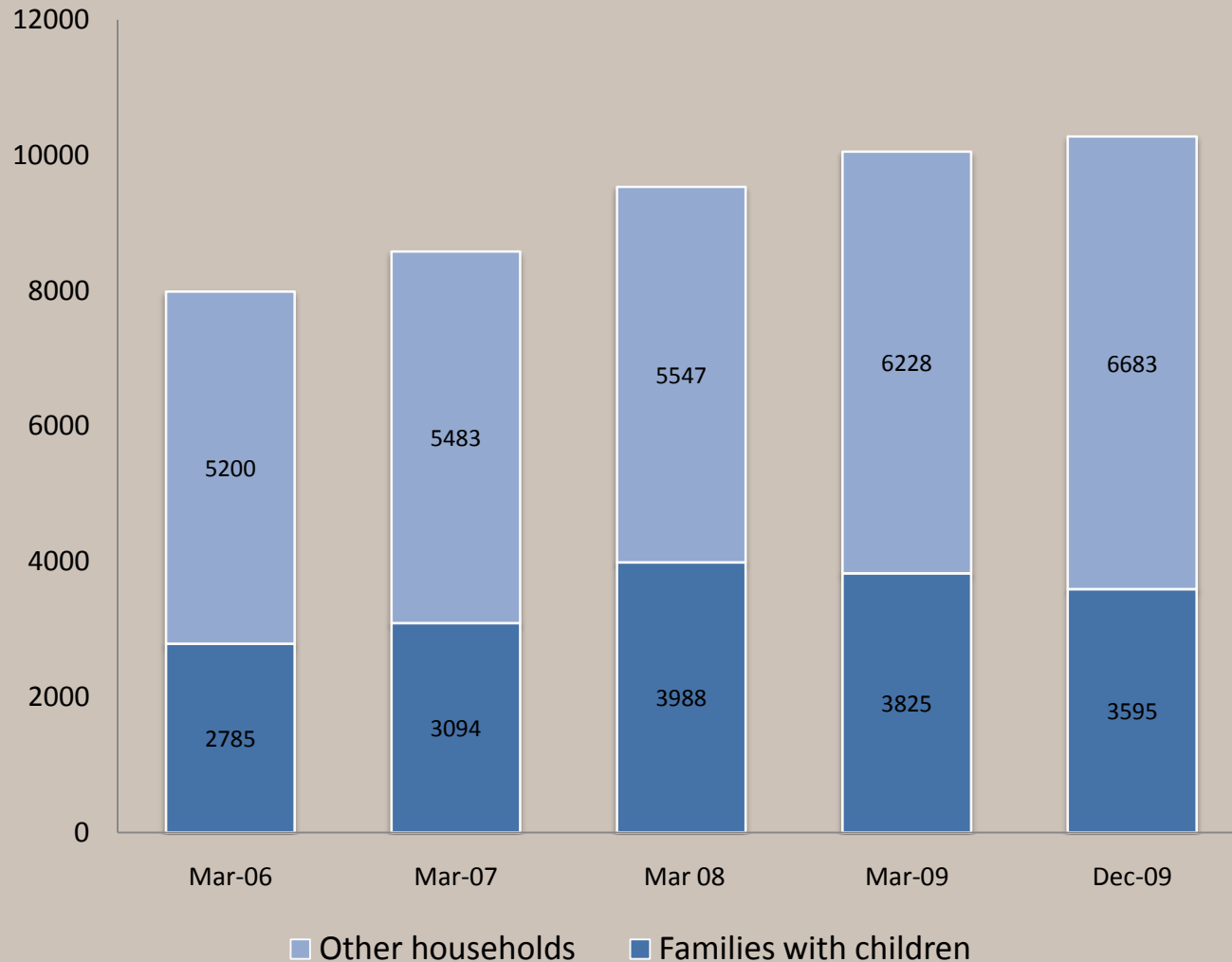
Temporary accommodation in Scotland

- 10,278 households in TA on 31 December 2009
 - including nearly 6,000 children
- Rise in use of TA
 - a 160% rise in last 10 years
 - 3,864 households in TA in 1999
- People are spending longer in TA
 - councils taking longer to discharge their duties to homeless households
 - 23 weeks from application to discharge in 07-08, 17 weeks in 06-07

No. of households in temporary accommodation 1999-2009



No. of households with children in temporary accommodation 2006-09



The case for TA standards

- Inconsistent standard of temporary accommodation
 - Provide a minimum level to ensure consistent quality of housing
 - Outline what tenants can expect and what their rights are
- Consolidate existing standards and good practice
 - Existing standards are mainly physical or safety related
- More people are spending longer in TA
- Pressure will continue with meeting 2012 commitment

Progress so far

- CIH survey (2008) 97% of housing professionals are in favour of standards
- Potential to use section 7 of the Housing (Scotland) Act 2001
 - introduced to ensure minimum rights for people in hostels and others in insecure accommodation
 - no progress since consultation in 2004
- Shelter with CIH are looking at taking forward standards
- Consulting with families and young people on what these standards should look like

Views of young people and families in TA

“ You need to be able to lock the door and know you are safe. When you arrive someone needs to help you settle in and tell you the rules” Young person in a hostel

“Living in the temporary flat was unbearable...the walls were all mouldy, the toilet floor was soaking, there were slugs coming through the cupboard. The weans just hated it, they were never well. I had them at the doctor's all the time. There was no central heating, just one electric fire in the living room”

Grandmother who cares for grandchildren

What would standards look like?

- They need to be realistic and achievable but yet meaningful for the service user
- Physical, service, proximity and management standards
- Introduced in stages e.g. a core group of initial standards followed by secondary ones

▪ Physical

Clean, safe, secure, comply with fire regs. etc.

Sufficient bedrooms, with communal living space, cooking and laundry facilities and own bathrooms, space for homework and play

Meet any disability requirements

Agreed notice period before landlord can access

24 hour access for household; easy access for people with small children i.e. pushchair access

▪ Service

Assessment and regular review of all household member's needs with referrals to relevant services

Support to access relevant information and services

Regular and sustained home visits

▪ Location/proximity

Near GP, school/college, support networks, work etc for ALL in household

Dispersed TA across local authority so a mix across area

▪ Management

Regular reviews – include tenant's views

Repair procedures and timeline

Written agreement-landlord and tenant

Agreed notice period + clear guidelines

Storage of possessions

Handover procedures when a move

Summary

- We cannot move people out of TA as quickly as we would like so need to ensure there is a consistent level of quality across TA
- There is an opportunity to take forward a minimum standard using section 7 of the Housing (Scotland) Act 2001
- Housing professionals are in favour of standards
- We need to look at what these standards would contain

Over to you - group discussion

To improve the experience of TA for families and young people....

1. What should be the priorities of TA standards, keeping in mind that they need to be realistic but yet meaningful to service users?
2. How can the standards be best implemented?
3. What will the challenges be?