

East Ayrshire Council

Providing Support within
Temporary Accommodation

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Areas for Discussion

- Homeless Task Force Recommendations
- East Ayrshire's Response to the recommendations
- Sustainability issues and challenges

H.T.F. Recommendations

- Response to homelessness based on “fit for purpose” comprehensive assessment
- Flexible and individual response
- Immediate accommodation until a full assessment can be carried out
- 3 areas of crisis response – assessment, information and referral

H.T.F. Recommendations cont.

- Joint protocols with partners to ensure appropriate support for those with multiple/complex needs
- Effective referral arrangements
- Exit strategy to ensure swift access to resettlement phase
- Monitor and evaluate the outcomes of resettlement and adjust as appropriate

EAC Response - Assessment

- Introduction of Matrix Assessment Tool
 - Within 2 weeks of accommodation
 - Reviewed monthly
- Introduction of Single Shared Assessment
 - All health and social services now included
- Development of single discipline or multi agency support plans
 - Multi agency training programme
 - Identification of Care Manager

EAC Response - Accommodation

- Reconfiguration of hostel premises
 - Single client group
 - Multiple/complex needs
 - 24 hour support
- Supported cluster flats
 - Daily support
 - Family groups

EAC Response – Accommodation cont.

- Dispersed flats with visiting support
 - All client groups
 - Weekly support
- Voluntary Sector supported accommodation
 - Longer stay
 - 16 – 25 age group

EAC Response – Information and Referral

- All staff trained in Type 2 provision of information and advice
- Multi Disciplinary Health and Homelessness Implementation Group
- All staff part of multi disciplinary training programme
 - Child Protection
 - Mental Health First Aid
 - Domestic Abuse
 - Health and Safety
 - Addictions

EAC | Response – Information and Referral cont.

- Support staff based within CMHT and Addiction Services
- Appointment of health visitor for homeless group
- 2 way referral within agencies
- Fast track for those with acute presenting issues
- Effective crisis response
- Intensive housing support service

EAC Response – Exit Strategy

- Initial assessment is foundation for resettlement phase
- Review of assessment/support plan works toward long term goals
- Assessment includes appropriate form/tenure of housing

EAC Response – Monitor and Evaluate

- Service user views collated throughout the whole process – used to further develop services
- Outcomes measured and responded to
 - Repeat homelessness
 - Lost Contact
 - Success of resettlement

Sustainability and Challenges

- Continued/Increased Funding
- Increase in homeless presentations/uncovering hidden homelessness?
- Decrease in available properties for resettlement
- Homelessness the only route to services?
- Need for accommodation for those with particular needs
 - Alcohol Related Brain Damage
 - Section 7 – Breaking the Cycle
 - Longer term temporary accommodation

Contact Details

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Discussion Areas

- How do we respond to those who refuse/are unable to engage with support appropriately?
- How do we ensure that partners accept that homelessness is not a housing issue and prioritise appropriately?