
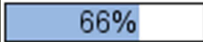



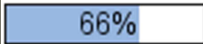
# Appendix 1 - More than a Roof 2017-20 action plan update


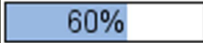
Outcome						Total
Outcome 1 – People at risk of losing their homes get advice on preventing homelessness	1	4	0	0	0	5
Outcome 2 - People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them	2	4	0	0	0	6
Outcome 3 - Homeless people get prompt and easy access to help and advice	3	2	0	0	0	5
Outcome 4 - Homeless people are provided with suitable, good quality temporary or emergency accommodation when it is needed	1	2	0	0	0	3
Outcome 5 - Homeless people are offered continuing support to help them get and keep the home they are entitled to	3	3	0	0	0	6
<b>Total</b>	<b>10</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>

Icon	Name
	1. People at risk of losing their homes get advice on preventing homelessness

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Through More Homes Better Homes Approach – Increase the supply of new build housing to help meet housing need		<div><div>66%</div></div>	31-Mar-2020		Develop and implement SHIP, Council's new build programme and Buy Back scheme for period 2017/18.	31-Mar-2018	Yes	Complete	John Kerr
					Develop and implement SHIP, Council's new build programme and Buy Back scheme for period 2018/19.	31-Mar-2019	Yes	Complete	
					Develop and implement SHIP, Council's new build programme and Buy Back scheme for period 2019/20.	31-Mar-2020	No		
Review approach to ensuring that children are not adversely affected by homelessness		<div><div>100%</div></div>	31-Mar-2020		Assess what actions the homeless teams and housing department are taking to ensure that children are not adversely affected by homelessness, for example	31-Aug-2017	Yes	Information collated	Jennifer MacMahon


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					advice and assistance, sign posting, staff training.				
					Investigate to see what local organisations in West Dunbartonshire Council area are doing to mitigate against the effects of homelessness to children.	30-Sep-2017	Yes	Responses have been received from various local organisations and will be included in briefing paper.	
					investigate to see what there is nationally and any good practice from other local authorities	31-Dec-2017	Yes	research completed and briefing paper will be produced outlining both local and national provision.	
					Write a report with recommendations of what is required within context of West Dunbartonshire	31-Mar-2018	Yes	Report complete	
Work with Community Justice Partners to deliver the new Criminal Justice National Outcomes			31-Mar-2020		Meet with Criminal Justice for awareness of new Criminal Justice National Outcomes and possible role Housing may be able to play.	31-Oct-2017	Yes	Initial meeting has taken place and further meeting to be planned to identify agreed action by Housing.	Jennifer MacMahon
					Identify actions that relate to Housing in the Criminal Justice National Outcomes and provide a briefing outlining how these should be taken forward.	30-Jun-2018	Yes	Actions identified: Facilitate the early assessment of individual housing need on entry to custody and begin addressing these collaboratively at the earliest opportunity in order to maximise positive housing outcomes and prevent homelessness for people leaving custody. Develop multi-agency protocols with local housing providers and	





Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								third sector organisations in order to ensure the needs of those who have committed offences are identified and addressed and to ensure consistent access to suitable accommodation at all stages of the criminal justice process. Briefing note has been provided outlining how these actions are being taken forward.	
					Implement agreed actions within agreed timescales	31-Mar-2020	No		
Tackle and reduce the levels of youth homelessness in West Dunbartonshire			31-Mar-2020	Action on track - Demonstration project re Youth Homelessness now commenced in Clydebank area	Young Person Housing Options Worker - develop a project plan showing the outcomes to be achieved through this role and also a job profile	30-Jun-2017	Yes	Project Board met 17th July; Key assumption outcomes identified include: a reduction in the number of young people presenting as homeless or in a housing crisis; a reduction in repeat homelessness presentations and increased tenancy sustainment levels within age group	Jennifer MacMahon; Joanne Sutherland
					Recruit dynamic Young Persons Housing Options Worker	30-Sep-2017	Yes	Complete	
					Agree assessment process	31-Oct-2017	Yes		
					Implement year-long pilot with agreed assessment framework to evaluate pilot	31-Oct-2018	Yes	Pilot implemented and due for completion the end of October 2018	


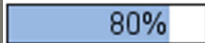
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								when a full evaluation will take place.	
					Carry out evaluation of Young Persons Housing Options service and make proposals for improvement.	31-Mar-2019	No		
					Monitor levels of youth homelessness during 2019/20 and identify any further actions that would further reduce youth homelessness.	31-Mar-2020	No		
Ensure that homelessness is avoided from households in Scottish Secure Tenancies			31-Mar-2020		Review and update "at risk" procedure in conjunction with Housing Operations	31-Dec-2017	Yes	Review completed however further meeting is required with the Police, Housing Operations and Homeless Services to ensure process is used appropriately.	Joanne Sutherland
					Carry out analysis of presentations from secure tenancies in 2017/18 and recommend improvement actions based on this analysis.	31-Jul-2018	Yes	Analysis of presentations from secure tenancies has been carried out- key drivers are relationship breakdown (44% and action by landlord 19%).	
					Implement improvement actions based on analysis of 2017/18 performance.	31-Mar-2019	Yes	Actions have been taken to successfully reduce presentations due to non-domestic violence and harassment. Performance will continue to be monitored and further improvement actions identified where possible.	
					Carry out analysis of	31-Jul-	No		



Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					presentations from secure tenancies in 2018/19 and recommend improvement actions based on this analysis.	2019			
					Implement improvement actions based on analysis of 2018/19 performance.	31-Mar-2020	No		

Icon	Name
Th	2. People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Invest in our staff and ensure they receive necessary training to best deliver service requirements		<div><div>66%</div></div>	31-Mar-2020		Carry out training needs analysis and develop training plan for 2017/18.	30-Jun-2017	Yes	Complete - training needs analysis completed. All Support staff will be SSSC registered and all Caseworkers will work through Shelter Casework training modules.	Joanne Sutherland
					Implement 2017/18 staff training plan.	31-Mar-2018	Yes	Complete, 2018/19 plan with be updated by June 2018	
					Carry out training needs analysis and develop training plan for 2018/19.	30-Oct-2018	Yes	Complete	
					Implement 2018/19 staff training plan.	31-Mar-2019	Yes	Complete - training included SVQ and Casework training and various courses (e.g. adult support and protection and leadership training, ACES)	
					Carry out training needs analysis and develop training plan for 2019/20.	30-Jun-2019	No		

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					Implement 2019/20 staff training plan	31-Mar-2020	No		
Review Service delivery to ensure we meet service objectives			31-Mar-2019		Review and update Homeless Caseworkers job profile	31-Jan-2018	Yes	Complete, job profile has been updated and job title is now Homeless and Housing Options Caseworkers.	Joanne Sutherland
					Develop and implement Housing Options form and approach for those clients approaching the service.	31-May-2018	Yes	Complete, Housing Options form and guidance has been produced to inform new service delivery. This will continue to be monitored, reviewed and updated.	
					Review and update temp worker and support worker job profiles.	31-Mar-2019	No		
Increase the range of housing accommodation options available across West Dunbartonshire, including Housing First and sanctuary model housing			31-Mar-2020		Research Housing First models to inform WDC proposals.	30-Jun-2017	Yes	Complete - research included attendance at Housing First seminar in May 2017, with key speakers from the Scottish Government and housing sector. Different models of Housing First have been implemented however all are guided by key principles which are deemed to be key to the models success.	Joanne Sutherland
					Identify candidates for WDC Housing First approach and agree implementation timetable.	04-Aug-2017	Yes	Team Leaders in Homeless Service have identified potential Housing First clients based on agreed criteria (repeat homelessness, complex needs, failure in step accommodation	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								model).	
					Make proposals for WDC Housing First model which addresses; key principles guiding approach, client group WDC Housing First approach will cater for, how support will be provided and how success of approach will be assessed.	31-Jan-2018	Yes	Draft proposals have been developed and were discussed and approved at a Housing Development and Homelessness management meeting on 15 January 2018.	
					Implement and monitor WDC Housing First approach	31-Mar-2019	No	Recruitment for Housing First Support Workers is currently underway.	
Take actions to increase the use of the private sector as a housing outcome for homeless households and people looking for housing			31-Mar-2020		Research best practice around help to rent schemes and discuss resources available	30-Nov-2017	Yes	Strategic Policy Officer has attended a Best Practice workshop and used Crisis document of ideal schemes to inform thinking. Briefing provided to Housing Improvement Board January 2017 and draft scheme now being developed.	Stefan Kristmanns
					produce a draft Help to Rent scheme for approval	31-Mar-2018	Yes	Complete - draft has been produced.	
					Gain approval for new Help to Rent scheme	30-Apr-2018	Yes	Help to Rent, West Dunbartonshire has reviewed and approved by the Housing Development and Homelessness Management Team.	
					Develop a plan (including paperwork, letters, procedures) to ensure successful implementation of new Help to Rent scheme at March 2019 landlord forum	31-Mar-2019	Yes	Complete - also briefings with staff take place 19.03.19	
					Monitor and report use of Help	31-Mar-	No		


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					to rent Scheme 2019/20	2020			
Contribute to the development and implementation of a Care Leaver Housing Protocol		<div><div>100%</div></div>	31-Mar-2018		Develop Young Care Leavers flow chart detailing the various routes available to YCL's in WDC	28-Apr-2017	Yes		Kathryn Kelly
					Update old Care Leavers Protocol to reflect recent changes in legislation and good practise	28-Apr-2017	Yes		
					Meet with Young Care Leavers Working Group to review changes made to Protocol	30-Jun-2017	Yes		
					Carry-out internal consultation of draft Care Leavers Protocol across Housing Services and HSCP	26-Aug-2017	Yes		
					Seek approval for new Care Leaver Housing Protocol (Housing and HSCP)	30-Sep-2017	Yes	Approved by Housing Improvement Board, 30 October 2017	
Introduce a housing options approach		<div><div>100%</div></div>	31-Mar-2018	The delivery of housing options as part of the Homelessness and Homelessness Prevention service will continue to be refined and improved	Development Day for homeless services staff team	30-Jun-2017	Yes	Staff have a good understanding of the Housing Options Approach and feel that a comprehensive service will build on the work they are already undertaking	Joanne Sutherland
					Identify and resource training to support staff in delivery of housing options	30-Jun-2017	Yes	All staff will require training via the Housing Options toolkit when it becomes available. Other training identified includes the Shelter Scotland E-Learn module for housing law advice -casework. This has been costed at £750.00 per person and is required for all	




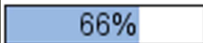


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								caseworkers/housing options workers. Following this the service could consider accreditation for information and advice providers.	
					Develop and review Job Profiles to best deliver service requirements	31-Oct-2017	Yes	Revised Job Profile created and shared with Homeless Services Caseworkers - signed off December 2017	
					Implement training plan to support delivery of housing options	31-Dec-2017	Yes	Training needs analysis completed and training programme started.	
					Develop processes in liaison with IHMS team for delivery of Housing Options	31-Jan-2018	Yes	IHMS process mapping complete - requires to be signed off 23rd January 2018	
					Development of West Dunbartonshire Housing Options Guide	01-Feb-2018	Yes	First draft completed some consultation with partners and then sign off. Note that the guide is an organic document which will be reviewed and updated at our housing options activity evolves and changes.	
					Take actions aimed at increasing the range of housing accommodation options available across West Dunbartonshire	31-Mar-2018	Yes		


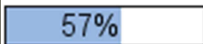
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Th	3. Homeless people get prompt and easy access to help and advice


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Produce a report outlining future funding options for provision of Homelessness Services		<div><div>100%</div></div>	31-Mar-2018	Action on track - will highlight significance of pressures on funding statutory homelessness services	JM - Establish Working Group to take forward action and identify clear milestones required in terms of funding for Homeless Services	31-Jan-2017	Yes	Complete - Working Group established.	John Kerr
					Consider an increase in the Council's Allocations Policy to homeless applicants from the existing 40% of lets to a minimum of 50% (purpose is to ensure a quick move from temporary accommodation for homeless persons with no support needs)	31-Mar-2017	Yes		
					Completion of the temporary/supported accommodation modelling which will identify the number and different types of both temporary and supported accommodation required to meet projected demand (action H/HOM/17-20/017)	31-Oct-2017	Yes	Exercise has been completed. Report due from AJ mid-December.	
					Review impact of welfare reform (bedroom tax & benefit cap) for 2017/18 and 2018/19.	31-Oct-2017	Yes	Exercise completed however there remain some unknowns with respect supported and temporary accommodation pending the outcomes of a series of consultative exercises.	
					Develop a clear understanding of structure of the homeless budget	30-Nov-2017	Yes	New cost centres to reflect homelessness budget spend developed.	


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					Develop a charging policy for temporary homeless accommodation which introduces a new service charge (based on the true cost of operating temp)	31-Jan-2018	Yes	* Introduce a phased approach to reducing temp accommodation rent levels, ideally to social rent levels/LHA rates and including a management cost * Establish an affordable charge for temporary accommodation tenants (determine the difference between cost of service delivery and temp accommodation charges and affordability for tenants)	
					Establish the true cost for supported self-contained accommodation	31-Jan-2018	Yes	Milestone completed and will form part of service review	
					Establish the true cost of operating temporary accommodation	31-Jan-2018	Yes	Milestone complete and will inform service review	
					Establish the true costs to the Council for the provision of its statutory duty in relation to homelessness	31-Jan-2018	Yes	* provision of advice and information and homelessness assessment (i.e. casework) * where necessary to make available temporary accommodation (not necessarily provide it ourselves) * assess housing support needs, following assessment ensure support services are provided to those in need (again	




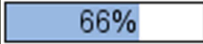
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								not necessarily delivered by the Council)	
Develop an annual Charter Improvement Plan based on annual assessment of performance			31-Mar-2020		Carry out self-assessment of 2016/17 performance and develop improvement actions	31-Aug-2017	Yes	Self-assessment has been carried out and improvement actions developed. These actions will form part of the wider Charter Improvement Plan	Stefan Kristmanns
					Implement Charter Improvement Plan based on assessment of 2016/17 performance	31-Mar-2018	Yes	Complete - actions due in 2017/18 are now complete.	
					Carry out self-assessment of 2017/18 performance and develop improvement actions	31-Aug-2018	Yes	Complete self-assessment complete and will inform public Charter Performance Report and also activities of the Scrutiny Panel during 2018/19.	
					Implement Charter Improvement Plan based on assessment of 2017/18 performance	31-Mar-2019	Yes	Complete - actions for 2018/19 have now been implemented and will help inform further actions for 2019/20 alongside year end performance and benchmarking data.	
					Carry out self-assessment of 2018/19 performance and develop improvement actions	31-Aug-2019	No		
					Implement Charter Improvement Plan based on assessment of 2018/19 performance	31-Mar-2020	No		
Roll out the new Housing, Homelessness,			31-Mar-2018	This has been rolled out to operational team leaders for	Roll out updated referral pathway to operational staff		Yes	This has been rolled out to operational team leaders for	Joanne Sutherland

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Addiction, Partners Referral Pathway				implementation.				implementation	
Review and update existing partnership protocols			31-Mar-2020		Identify existing partnership protocols that require to be updated to reflect best practice and develop review timetable	31-Jul-2017	Yes	Complete.	Stefan Kristmanns
					Review and update Care Leavers Protocol to reflect best practice	31-Dec-2017	Yes	Complete - updated protocol approved by Housing Improvement Board in October 2017.	
					Review and update Health Visitors Service protocol to reflect best practice	31-Jan-2018	Yes	Complete - Protocol reviewed and updated September 2017.	
					Review and update Housing, Homelessness and Addiction Services referral pathway	31-Mar-2018	Yes	Complete - this updated referral pathway has been reviewed and updated and is being implemented as part of the wider homelessness strategy.	
					Review and update Housing and Mental Health Services protocol to reflect best practice	30-Sep-2019	No		
					Review and update Prison Discharge Protocol to reflect best practice	31-Dec-2019	No		
					Review and update Hospital Discharge Protocol to reflect best practice	31-Mar-2020	No	The Acute Homelessness Liaison Service (AHLS) Integrated Discharge Protocol 'Updated 9th September 2015' remains as the current Protocol. The Acute Homeless Liaison	


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								Service is currently going through a process of change and feedback from the NHS (Margaret Montgomery, Acute Homeless Liaison Co-ordinator) states that review of protocol is delayed from the expected September 2018 target date. The Revision of this Protocol is a work in process and the current Protocol still stands. NHS will contact WDC when review is taken forward.	
Develop an approach so homeless households & those at risk of homelessness get prompt/easy access to advice re income maximisation & employment/training opps		<div><div>100%</div></div>	31-Mar-2020	This is looked at as part of the wider homelessness assessment and assessment of support needs and appropriate referrals are made to partner agencies.					Joanne Sutherland

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	4. Homeless people are provided with suitable, good quality temporary or emergency accommodation when it is needed




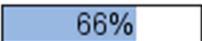
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Carry out annual review of supported		<div><div>100%</div></div>	31-Mar-2018	Action on track and will be completed in	Agree assumptions within model	30-Jun-2017	Yes		Jennifer MacMahon;


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
and temporary accommodation provision and ensure provision of appropriate supported accommodation				parallel with temporary/supported accommodation modelling commitments	work with consultants to Input 15/16 data	30-Jun-2017	Yes		Joanne Sutherland
					Carry out scenario planning	31-Dec-2017	Yes		
					Agree plan to develop change to provision	31-Mar-2018	Yes	Plan complete and going to committee in May 2018	
Implement newly developed Temporary Accommodation Standards in Year 1 of strategy (2017/18) and review and update standards in Year 3 of strategy (2019/20)			31-Mar-2020	-- enter new status update --	Implement temporary accommodation standards in Year 1	30-Sep-2017	Yes	copy of standards are now available in every unit and satisfaction levels will be monitored quarterly	Joanne Sutherland
					Monitor satisfaction levels with temporary accommodation to inform review of standards during 2019/20	30-Sep-2019	No	This continues to be monitored on a quarterly basis and feeds into our annual assessment of performance.	
					Review and update Temporary Accommodation Standards	22-Mar-2020	No		
Analyse customer feedback regarding quality of temporary accommodation on an annual basis and develop and implement improvement actions based on this feedback			31-Mar-2020	refusals 1 medical, 3 not area of choice, 1 risk, 1 support, 45 unsuitable area	Analyse 2016/17 feedback and develop appropriate improvement actions.	30-Jun-2017	Yes	Complete	Joanne Sutherland
					Implement improvement actions identified for 2017/18.	31-Mar-2018	Yes	Complete - Basic cleanliness was an issue and has now been addressed due to the change in contractor. Other factors included the location of the property or the need to move out of temp due to housing benefit legislation. The questionnaire has been split to identify different types of temp. Further review of how the survey is	


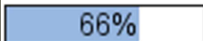
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								carried out and questions will be undertaken as part of the move to a new supported accommodation service.	
					Analyse 2017/18 feedback and develop appropriate improvement actions.	31-Jul-2018	Yes	Complete	
					Implement improvement actions identified for 2018/19.	31-Mar-2019	Yes	Complete - focus during 2018/19 was on developing our Rapid Rehousing Transition Plan and ensuring that proper preparations continue to take place to ensure more effective management and monitoring of the provision of temporary accommodation (this includes all stays in temporary accommodation being given a proper assessment and status, with timescales for move on and more effective case management).	
					Analyse 2018/19 feedback and develop appropriate improvement actions.	30-Jun-2019	No		
					Implement improvement actions identified for 2019/20.	31-Mar-2020	No		

Icon	Name
	5. Homeless people are offered continuing support to help them get and keep the home they are entitled to






Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Carry out a review of the housing Support Service and make recommendations to best delivery service requirements			31-Mar-2018	Action on track and will meet target timescales	Include assessment as part of temp modelling exercise	29-Sep-2017	Yes		Joanne Sutherland
					Share good practice findings and explore recommendations in consultation with staff team	28-Feb-2018	Yes		
					Undertake a review of best practice	28-Feb-2018	Yes	Milestone completed	
					Report to Homelessness Forum and HIB	31-Mar-2018	Yes	Action now incorporated within service redesign	
Mitigate the effects of aspects of welfare reform where this is appropriate			31-Mar-2020		Mitigate aspects of welfare reform 2017/18	31-Mar-2018	Yes	Training provided to staff in Homeless Service relating to welfare reform by the DWP in September 2017; up to date Welfare Reform Factsheet being [produce every 2 months by Housing Finance and W4U and included in Housing News and uploaded to website; homeless households affected by either the welfare cap or restrictions to housing element of UC due to being under 35 are being fully mitigated by DHP's during 2017/18.	Stefan Kristmanns; Joanne Sutherland
					Mitigate aspects of welfare reform 2018/19	31-Mar-2019	Yes	Complete - actions include staff training relating to roll out of Universal Credit and implementation of wider Universal Credit mitigation plan relating to rent arrears.	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					Mitigate aspects of welfare reform 2019/20	31-Mar-2020	No		
Through effective service delivery minimise incidences of repeat homelessness		<div><div>100%</div></div>	31-Mar-2018	There are 4 milestones attached to this action, 2 of which have been completed. Overall action is due to be completed with timescale and annual target to reduce repeat homelessness is expected to be met.	Agreed that quarterly analysis of repeats to be carried out by Team Leaders and included as an agenda item for Homelessness Performance Meetings in order to identify any appropriate improvement actions.	30-Jun-2017	Yes	Milestone complete.	Joanne Sutherland
					Carry-out Q1 analysis and discussion	31-Jul-2017	Yes	level of repeat homeless cases rose slightly in Q1. Around half of all these cases were previously closed due to loss of contact and operational actions will be taken to reduce the cases that are closed due to loss of contact.	
					Carry out Q2 analysis and discussion.	31-Oct-2017	Yes	One less repeat presentation in Q2, a small amount are from WDC tenancies and analysis will be shared with tenancy services. Others are where there has been contact has been lost and officers are increasing actions to avoid lost contacts where possible.	
					Carry-out Q3 analysis and discussion.	31-Jan-2018	Yes	Q3 data for repeats is at 3.5%, a 1.5% reduction from the previous quarter, well within the target and indicating that the target will be met at	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								year end. Staff continue to improve performance around repeat homelessness through advice, assistance, housing options and internal monitoring process's.	
Identify and implement appropriate actions to increase the tenancy sustainment rate of homeless households			31-Mar-2020		Review and benchmark tenancy sustainment rates for homeless households in West Dunbartonshire for 2016/17 and reasons for failures within 12 months.	31-Jan-2018	Yes	Complete - 2016/17 data shows WDC sustainment rate of 86.05% compared to Scottish average figure of 88.4%	Joanne Sutherland
					Carry out improvement actions based on analysis of reasons for loss of tenancy.	31-May-2018	Yes	Following discussions it was agreed that review of homeless offer process would take place. This is now being carried out by Team Leader in Housing Operations in conjunction with Team Leaders in Homeless and feedback suggests that improvements have been made. This process will continue to be monitored and reviewed if necessary.	
					Review and benchmark tenancy sustainment rates for homeless households in West Dunbartonshire for 2017/18 and reasons for failures within 12 months.	30-Jun-2018	Yes	Tenancy sustainment rate for homeless households for 2017/18 was 85% (compared to 89.5% for general list and 94% for transfer list). Benchmarking published by the SHN in late June shows that this is slightly lower	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								the national average for LA's of 87.5% Analysis of the 62 of the 417 homeless lets in 2016/17 which failed to sustain for at least 12 months found that a 41 of these households were receiving no form of support upon moving into their property and that low demand properties were more likely to fail.	
					Carry out improvement actions based on analysis of reasons for loss of tenancy.	31-Mar-2019	Yes	In depth analysis of tenancy sustainment has been carried out - actions are being taken in terms more accurately recording support needs and a review of the re-settlement processes in place to prevent early tenancy failure. Length of time in temporary accommodation will be monitored and managed more closely as we move to a Rapid Rehousing approach and this should also have a positive impact.	
					Review and benchmark tenancy sustainment rates for homeless households in West Dunbartonshire for 2018/19 and reasons for failures within 12 months.	30-Jun-2019	No		
					Carry out improvement	31-Mar-	No		

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					actions based on analysis of reasons for loss of tenancy.	2020			
Review and develop partnership approach in place for those affected by domestic abuse			31-Mar-2020	West Dunbartonshire Council has introduced a zero tolerance policy toward domestic abuse titled "No Home for Domestic Abuse". The Council has introduced measures which will ensure victims have immediate access to practical help and specialist legal assistance and support following any incident of domestic abuse. In addition the local authority will use the full scope of Anti-Social Behaviour powers in conjunction with Housing and Matrimonial Homes Legislation to ensure victims can remain at home, whilst the perpetrator will be legally removed, and prevented from returning. The Council is acting in response to figures which highlight West Dunbartonshire as having the highest incidences of domestic abuse per head of the population in Scotland. The 'No Home for Domestic Abuse' campaign will protect victims and their families by introducing	Identify local and national organisations that provide services in relation to domestic abuse.	31-Dec-2017	Yes	Complete - support services available relating to domestic abuse identified and shared with front line staff.	Jennifer MacMahon
					Ensure attendance at Violence Against Women Partnership meetings and continuously review and develop partnership approach in place for those affected by domestic abuse.	31-Mar-2018	Yes	Complete - attendance at Violence Against Women Partnership meetings is on-going.	
					Attend VAW partnership meeting 27 April 2018 and provide relevant briefing and highlight any actions for housing.	30-Apr-2018	Yes	Complete	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
				a presumption that all tenancies for couples are in joint names. If an incident of domestic abuse occurs, the victim will legally be entitled to remain in the home. The Council will also take a tough stance on tenants found guilty of committing domestic abuse by offering them only short-term tenancies and ensuring the property is at a distance from the victim. Housing staff will partner with Police, Courts and Criminal Justice teams to coordinate swift action against the most serious offenders. Work will also take place with partners including West Dunbartonshire Health and Social Care Partnership (WDHSCP), Police Scotland, and domestic abuse agencies to implement the new measures and send a clear message that domestic abuse will not be tolerated in any household in West Dunbartonshire.					
Develop and implement a plan to deliver on		<div><div>50%</div></div>	31-Mar-2020		Develop year one plan conversions, problem units and units by age	31-May-2017	Yes	29 properties initially identified (15 in Clydebank, 8 in	Joanne Sutherland

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
commitment to rotate HPUs					costings			Dumbarton and 6 in the Vale). Of these properties 12 are conversions and 17 need to be rotated. Further 20 properties currently being identified.	
					rotate identified units within the one year plan	21-Mar-2018	Yes	Complete	
					Develop Year 2 plan for conversions of HPU's	30-Jun-2018	Yes	Complete - list compiled for 18/19.	
					rotate identified units within Year 2 plan	31-Mar-2019	No	number outstanding?	
					Develop Year 3 plan for conversions of HPU's	30-Jun-2019	No		
					rotate identified units within Year 3 plan	31-Mar-2020	No		

