

DEVELOPING PERSONAL HOUSING PLANNING

Overview

Ending Homelessness Together: High Level Action Plan states “We will give people experiencing homelessness greater control and choice. In 2019 we will explore policy options on how personal housing plans will work alongside the Housing Options approach in order to give people at risk of, or experiencing, homelessness clarity and control over their housing choices and work with them to build a package of support that will lead to positive future outcomes. These plans will be at the heart of the response to individuals at risk of homelessness, and will be sensitive to all forms of inequality, as well as financial hardship as an additional aspect to ensure that no one is pushed into further poverty or destitution through efforts to address housing needs. Thereafter, we will incorporate a personal housing plan model into the updated Code of Guidance which will include practical advice to facilitate widespread implementation.”

Shelter Scotland

Shelter Scotland has a strong track record in the design, development and delivery of Personal Housing Planning. We have worked in partnership with South Lanarkshire Council since 2015 to implement a model of Personal Housing Planning to reduce repeat homelessness targeting families. In England, Shelter colleagues have undertaken an analysis of the user experience of Personal Housing Planning, following the introduction of the Homelessness Reduction Act.

Our experience to date is that Personal Housing Plans offer an opportunity to reframe the engagement and the relationship with the homeless household. This is transformative of the nature of the dialogue which is then facilitated between that household and the local authority and translates into improved tenancy sustainment, as well as enhancing the client experience, with indirect benefits in terms of mental health and wellbeing. The process of co-producing the Personal Housing Plan with the household focusses effort on what will make the biggest difference to that household, in the context of a holistic consideration of needs., including employment, social connections and health and wellbeing. Including in the process a conversation about housing aspirations is also key to securing improved tenancy sustainment,

The model we have developed in South Lanarkshire is focussed on the co-production of a Personal Housing Plan, designed around the core principles of **Participation, Choice and Control**. In a partnership focussed approach, Shelter Scotland offers a robust assessment of needs that aims to establish both housing needs and aspirations. The approach seeks a contribution from the full network of relevant professionals required to resolve the housing needs of all members of the homeless household and all parties commit to a shared role in realising the Personal Housing Plan. Led entirely by the service user, the Plan is a personalised response to their housing difficulties. Facilitating a different relationship between the household who are homeless and the local authority who have a responsibility to house them, significantly enhancing the housing journey for the household and helping deliver improved levels of tenancy sustainment following resettlement.

The Personal Housing Plan is a single assessment of housing need and aspiration that is shared with a key network of professionals involved in the lives of the household. Each Plan is supported and underpinned by a partnership agreement with the involved parties that clarifies purpose and responsibility of those who form the network. Our approach in developing this model with the local authority recognises that there are significant limitations on the degree of housing choice which is possible, regarding offers of settled accommodation. It is the quality of the relationships and the dialogue that are managed through the 8-week process of developing the Plan that are key to ensuring the removal of what can be experienced by many homeless households as a rationing exercise, in which households feel ‘done to’. Asking households what is important to them about their future home and demonstrating an authentic recognition of those features and factors is of central importance to securing and sustaining engagement.

In testing the contribution which Personal Housing Planning makes to tenancy sustainment, our approach enables an integrated approach, both across the relevant departments of a local authority, as well as by coordinating the contributions from a range of other agencies. This recognises that there is often a sequence of professionals and a continual change of involvement over which households have very limited control. Our experience underlines the importance of having a lead professional, allocated at the outset and remaining in contact with the household throughout the journey from homelessness to resettlement.

Healthcare Improvement Scotland

iHub Place, Home and Housing Portfolio team has a particular interest in understanding what works for homeless households when coordinating care and specifically, how to leverage in the contribution of health and social care towards supporting the national agenda of Rapid Re-Housing and homelessness prevention. The interest is thus in testing Personal Housing Planning as a tool in improving health outcomes and supporting prevention. There is a strong intersection with iHub's work to focus on preventative planning and shifting the balance of care.

This programme will be developed within the context of the review of Anticipatory Care Planning and will draw on the evidence and insight from Dr. Andrew Waugh's Data Linkage work on health and homelessness and the recently published 'Hard Edges' research. A key aim will be to identify the contribution that health services can make through Personal Housing Planning towards the prevention of homelessness, as well as towards improving the outcomes for homeless applicants who have support needs, including people who are considered to have multiple and complex needs. iHub will ensure that learning from work with other care groups is leveraged, e.g. the recent work to develop a housing framework for people living with dementia. Key to the outputs from the programme will be developing Personal Housing Planning as a mechanism that enables primary care, acute care and mental health services to better understand their contribution towards both homelessness prevention and alleviation.

Working in partnership with iHub, Shelter Scotland will jointly deliver a programme of work with three distinct phases and aim to achieve the following:

- Understand existing approaches and the lessons that can be learnt
- Co-produce a design for a Scottish model of Personal Housing Planning
- Pilot the approach to understand the challenges of implementation

This will enable an evidence-based approach to reframing and improving the Housing Options interview method with a person-centred approach that seeks to capture and understand over time what is important to the person and the household. Looking at a holistic view of the person and their needs and in particular their health.

We would propose a phased approach to the project:

Phase 1 - Research	Phase 2 - Co-design	Phase 3 - Implementation	Further Development
<ul style="list-style-type: none">• Evaluation of existing PHP approaches• Evidence search on PHP	<ul style="list-style-type: none">• Co-produced PHP approach	<ul style="list-style-type: none">• Pilot PHP• Learning Network	<ul style="list-style-type: none">• Evaluation of Pilot• Training

Proposal

This proposal describes how a partnership of Shelter Scotland and Healthcare Improvement Scotland's iHub will identify and evaluate the evidence on Personal Housing Planning from current delivery and development plans, towards the wider adoption of Personal Housing Planning across Scotland, by local authorities and Health and Social Care Partnerships. This will take forward the agreed action as laid out in the COSLA: Scottish Government Joint 'Ending Homelessness Together Plan', effecting a significant contribution towards the national ambitions regarding Rapid Re-Housing and enabling guidance on Personal Housing Planning to be incorporated into the national Code of Guidance.

This programme will be jointly managed and delivered by Shelter Scotland and iHub's Place, Home and Housing portfolio team. Applying Quality Improvement as the core methodology, iHub will formally evaluate the learning from Shelter Scotland's delivery experience to date, as well as drawing on an evaluation of other available evidence on Personal Housing Planning, including the experience in England flowing from the Homelessness Reduction Act, as well as the Pathways programme.

Central to examining the practical application of key learning will be the facilitation of a learning network, to include all those local authorities who have expressed an aspiration to take forward Personal Housing Planning in their Rapid Re-Housing Transition Plan (RRTP). This programme will result in a practical guide designed around identified success factors and barriers to implementation, expressed as guidance, a digital toolkit and recommended training, to be incorporated into the Housing Options Toolkit.

Shelter Scotland in partnership with iHub at Healthcare Improvement Scotland will engage and work with the local authorities who have identified Personal Housing Planning as part of their Rapid Rehousing Transition Plan response to reduce homelessness and improve tenancy sustainment.

Shelter Scotland will lead in the engagement of local authority partners and secure involvement from key stakeholders from housing and homelessness teams. With support from the Scottish Government to drive this programme of work, we are confident that we will be able to commence this project immediately upon approval.

We will deploy a project lead to coordinate with our partners at iHub and each local authority over a period of six months to better understand Personal Housing Planning and pilot a test of change.

Phase 1 - Research

- **Evaluation of existing Personal Housing Planning approaches in Scotland and England**
 Applying the methodology of Quality Improvement, iHub will undertake an evaluation of services currently utilising Personal Housing Planning to assess the effectiveness of the approach in supporting tenancy sustainment. Working with Shelter Scotland, they will have access to our South Lanarkshire service which has been piloting this approach with families since 2017. Additionally, in England, Shelter has been monitoring the implementation of Personal Housing Planning across local authorities. This evaluation will draw together key learning points from existing practice to inform the development of a best practice Personal Housing Plan approach nationally.
- **Evidence search to collate insight on Personal Housing Planning**
 Drawing on existing research, iHub will bring together an evidence base on Personal Housing Planning to provide further understanding and insight into the approach and applicability to different client groups.

Phase 2 – Co-design

- **Co-produced Personal Housing Plan Approach**
 Shelter Scotland and iHub will bring together key stakeholders to codesign a Personal Housing Plan template that works for the local authorities involved. The group will agree on the key features and success factors required. The design of a uniform approach ensures consistency and enables authorities to share learning throughout its application.

Phase 3 - Implementation

- **Pilot approach across partner local authorities**
 Local authorities involved will implement Personal Housing Planning using the co-produced template and pilot this over 3 months.
- **Facilitated Learning Network**
 Concurrently, we will work with local authority partners to facilitate an action learning set bringing together the key stakeholders involved in implementing the pilot approach. We will work with the group to discuss current housing and homelessness challenges facing their local authority, sharing experience of the pilot and exploring how Personal Housing Planning can transform their approach to reduce homelessness in future.

Timescale

Activity	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Engage partners and stakeholders						
Evaluation of existing Personal Housing Planning approaches						
Research on Personal Housing Planning						
Co-produced Personal Housing Plan Approach						
Pilot Personal Housing Planning						
Learning Network						