



HOUSING  
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SCOTLAND

# Housing First Scotland Pathfinder Programme: Learning so far

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## Housing First Scotland Pathfinder Programme

**£9.5** million programme (£6.5 million Scottish Government, £3 million Social Bite & Merchants House) administered by the Corra Foundation

**830** Housing First tenancies by 2021 across Aberdeen/shire, Dundee, Edinburgh, Glasgow & Stirling

**Tenancies** provided by Housing Associations, Local Authorities and Private Landlords

**Support** delivered by 15 third sector providers through local consortia



## Achievements so far ...

**156** \* tenancies started

**93%** tenancy sustainment rate

**1%** repeat homelessness rate

**22** people have passed the 1 year milestone in their tenancy, with another **15** due to reach milestone in coming weeks

**90** days average time for people to move into their home



## Learning so far ...

**Programme is accelerating** ... the more we learn the quicker the pace and greater the momentum

**Cross Sector Collaboration** ... is at the heart of everything

**Rethinking Risk** ... focusing on someone's future and not their past

**Systems Change** ... moving beyond the 'limitations' of the status quo



## Learning so far ...

**“When I was first told about Housing First I thought it would just be the same again ... but it wasn’t. It’s the first time I’ve ever had real help.”**

**(Housing First tenant)**

# Our contribution – November 2019

## 85 Housing First Tenancies across our Group

63 GHA tenancies  
14 Dunedin & Canmore tenancies  
6 Cube tenancies  
2 Loretto tenancies

12 awaiting viewings/Date of  
Entry  
29 waiting to be matched to a  
property

Glasgow Lets:-  
24 lets in the South 33.8%  
18 lets in the NE 25.4%  
29 lets in the NW 40.8%  
14 lets in Edinburgh

91.5% tenancy  
sustainment

Highland  
Council and  
North Ayrshire  
Council visits to  
learn about our  
approach

Anti-social  
behaviour & Fire  
issues

Working with  
different Support  
Providers

11  
females  
15.5%  
60 males  
84.5%

Stirling Council  
7 tenancies  
being supported  
by Loretto Care

- Wheatley property fully furnished – customer choice of carpets, sofa etc.;
- Eat Well – food for 2 weeks;
- LD1 Fire prevention system – visit from Scottish Fire and Rescue & fire retardant starter pack;
- Bank account/valid identification – Universal Credit;
- House insurance with accidental damage/ TV licence.

**Accessing housing is start of the journey  
for the customer**

- Flexible Housing Support is crucial for tenancy sustainment – regular customer reviews involving Housing Officers – look at management of cases differently to support tenancy sustainment;
- Tenancy sustainment is high but not without challenges;
- Using our Group expertise to bring Housing and Care closer together;
- Sharing the learning across Group and further afield.



- No National Performance Management Framework identifying “end to end” or gaps;
- What does good Housing support look like - and expectations of support provider & RSL. What to do when things aren't going to plan;
- Non-engagement with the customer – no consistency of approach across support providers;
- Reverse pathway – what will this look like;
- Mapping of Housing First cases to avoid clustering;
- Empowering language;
- Role of RSLs in the process - added value of our Group context.



From mountain to sea

**Aberdeenshire**  
COUNCIL



# Housing First Scheme



- Temporary to Permanent
- Partnership



From mountain to sea



## Outcomes from Housing First

- 81% increase in the number of health appointments
- 3% decrease in missed appointments
- 6 figure savings to the criminal justice service annually
- Average of 7 tenancies prior to HF- after 1.8
- Reduction in offending 65% in year 1



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**Any Questions?**