North Lanarkshire Council
Report

Housing Committee

Does this report require to be approved?   ☒ Yes ☐ No

Ref SL/MK/JS   **Date**   06/11/24

Rapid Rehousing Transition Plan Annual Progress Update, Homelessness Overview and Prevention Plan

From   Stephen Llewellyn, Chief Officer (Housing)

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Executive Summary

North Lanarkshire's Rapid Re-Housing Transition Plan (RRTP) was approved by Committee on 14 November 2018 and subsequently submitted to the Scottish Government on 19 December 2018. The five-year plan details the necessary changes required in temporary accommodation supply, housing supply, and support across all partners to provide settled housing options for homeless households as swiftly as possible, reducing the need for and time spent in temporary accommodation.

The RRTP funding, initially expected to end in 2022/23 covering 3 years of the 5 year plan, was extended to cover 2023/24 for which £391,000 was awarded and more recently for 2024/25, wherein £381,000 was received to progress the actions contained within the RRTP.

This report provides an update on the final year of implementation of the RRTP actions and seeks approval on a new Homelessness Action Plan, covering the 2025-2028 period. The new plan incorporates actions which are ongoing from the current RRTP as well as new actions identified through collaboration with wider stakeholders.

This report also sets out the current homelessness context, with a second consecutive year rise in homelessness in North Lanarkshire (16%). At a national level the latest statistics show 40,685 homelessness applications were made in 2023/24, an increase of 4%, the highest since 2011-12. A detailed appendix is provided attached to this report providing detail on the North Lanarkshire and national context.

Recommendations

It is recommended that Housing Committee:

(1) Acknowledge the progress made in achieving the key objectives of the RRTP as it approaches completion of its final year.
(2) Be aware of the current challenging housing context, one in which 12 local authorities have made declarations of housing emergencies alongside a national declaration; and

that rising homelessness has been a fundamental contributing if not primary factor in the declarations.

(3) Approve a pilot change to reduce two housing offers for homeless households to one offer for a temporary period of six months to help address the housing challenges in North Lanarkshire, subject to review with a future report to Committee on the outcome.

(4) Recognise that homelessness has risen for the second consecutive year in North Lanarkshire, increasing by 16% over the 2022/23 – 2023/24 period.

(5) Recognise that despite increasing homelessness, the council compares favourably against the national average across a number of key homeless indicators, with significantly lower time spent in temporary accommodation for homeless households and time taken to access settled accommodation.

(6) Consider and approve the new Homelessness Action Plan covering the period (2025-2028) developed in collaboration with wider stakeholders, which will set the direction for change towards ending homelessness in North Lanarkshire.

(7) Be aware of the new homelessness prevention duties set out in the Housing (Scotland) Bill which will bring in new responsibilities for public bodies to help prevent homelessness.

The Plan for North Lanarkshire

Priority	All priorities
Ambition statement	(24) Review and design services around people, communities, and shared resources
Programme of Work	Resilient People

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1. Background

1.1 The Scottish Government's Ending Homelessness Together Action Plan aims to end homelessness, with rapid rehousing at its core. The RRTP provides a framework for local authorities and partners to transition to rapid rehousing, prioritising prevention, expanding access to long-term housing, and reducing stays in temporary accommodation.

1.2 The RRTP aligns with the Local Housing Strategy, Health and Social Care Strategic Plan, Strategic Housing Investment Plan, Locality Outcome Improvement Plans, and the overarching Plan for North Lanarkshire, aiming to reduce inequalities and improve health and wellbeing.

1.3 The RRTP outlines how North Lanarkshire Council, and its partners will achieve their future vision, detailing necessary changes in temporary accommodation, housing supply, and multi-agency support to provide sustainable housing options for homeless households quickly.

1.4 It is a five year plan covering the 2019/20 – 2024/25 period and is in its final year of implementation. £381,000 was received from the Scottish Government's Ending Homelessness Together Fund to support the RRTP objectives and priorities over 2024/25.

1.5 The Homes First project, part of the RRTP, aims to provide immediate housing and intensive support from various partners to help vulnerable homeless individuals achieve sustainable living and improve their health and wellbeing. This project accounts for the majority of RRTP funding received from the Scottish Government.

1.6   The Housing (Scotland) Bill, introduced to the Scottish Parliament in March this year, aims to prevent homelessness, strengthen tenant rights, and improve housing conditions. The Bill aims to create systemic change with person-centred, trauma-informed services to better meet individual needs, improve prevention, and offer greater choice and control for those at risk of homelessness.

1.7   A key aspect of the Bill is strengthening housing rights by requiring public bodies to 'ask and act' on housing situations. Introduced amid rising homelessness in Scotland, the Bill is critical as the current system faces increasing pressure, highlighting the importance of early intervention. The 'ask and act' duty marks a significant shift in homelessness policy and efforts to end homelessness in Scotland.

1.8   While this is expected to be the final year of RRTP funding, alternative funding may be available to continue this approach. The Scottish Government remains committed to ending homelessness; however, it has not yet announced specific plans for transitioning from RRTP funding to alternative funding sources after 2024/25, nor specific detail on the expectations for the Housing Bill homelessness prevention duties once it receives royal assent.

1.9   To ensure that North Lanarkshire continues its positive approach to preventing and tackling homelessness, building on the success achieved over the past five years under the RRTP, a new Homelessness Action Plan has been developed covering the next three year period, 2025-2028.

2.   Report

RRTP Key Progress Achieved

2.1   During 2023/24, RRTP activities focused on partnership efforts to tackle the underlying causes of homelessness. Additionally, there was a strong focus on early intervention to sustain tenancies and prevent homelessness wherever feasible.

2.2   Since its inception in March 2021, the Homes First Team has collaborated with housing, health and social care, NHS, and voluntary sector agencies to support homeless individuals with complex needs. The team has helped to improve outcomes and tenancy sustainment through a trauma-informed approach, which is now embedded in homelessness practice, focusing on improving joint assessments and operational processes to ensure a person-centred approach in preventing and reducing homelessness.

2.3   Over the period 2023/24, Homes First expanded its services to provide flexible strength-based support to 54 customers. The service has a 100% success rate in helping those with complex needs sustain their homes. Of these, 38 customers have maintained their housing for over a year, 15 clients have successfully completed their journey towards independence, and 7 clients are transitioning to the stepdown stage of their support. Additionally, new referrals for the service have been received from locality teams for the 2024/25 period, indicating ongoing demand for the service.

2.4   Other key areas of success and activity over the past year include:

- The implementation of a Crisis Response Service, jointly funded by RRTP funding and North Lanarkshire's Alcohol and Drug Partnership, this service provides assertive outreach for people who are at risk of homelessness or are homeless and

in need of an immediate response. The service delivered by Turning Point Scotland offers psychosocial support, ensuring individuals are connected to treatment services in times of crisis, re-engaging people with primary services to prevent repeat homelessness, prevent dis-engagement and improve wider life outcomes.

- The Household Support Fund, created to assist young single households experiencing financial hardship by providing support for rent arrears, energy costs, and food vouchers, has led to 140 tenants being assisted.
- The Keys to the Future Programme, funded by the Barnardo's Foundation, offers practical and emotional support to families facing homelessness, with 25 families supported and 42 children.
- The Alternatives to Violence (AVP) Workshops continue to address conflict, anger, and violence for Homes First and restorative justice clients.
- The Furniture Fund was expanded to include households experiencing homelessness across all housing localities. This fund provided furniture items beyond the provisions of the Scottish Welfare Fund, allowing homeless households to personalise their homes and foster a stronger sense of belonging.
- The Technology Fund was also rolled out to localities to provide digital devices, improving digital inclusion and access to online services.
- The Say Women Service was commissioned to provide support for a 12 month period to young women aged 16-25 who are survivors of child sexual abuse or other forms of sexual violence and are at risk of homelessness. The service offered emotional and practical support. Part of the commission was to upskill housing staff on homelessness and disclosure of sexual abuse or other sexual violence, to enable staff to provide appropriate support and signposting.
- The ongoing partnership with Health and Social Care continues to deliver accommodation for young people leaving care. This includes the provision of reception flats and a training flat, aimed at building confidence and independent living skills amongst Care Experienced Young People.
- The Youth Housing Champions continue to provide a key interface between Care Experienced Young People and housing teams, enabling earlier transition planning and embedding new systems and ways of working to ensure that no Care Experienced Young Person has to present as homeless to secure accommodation.
- Development of a revised Temporary Accommodation Strategy, setting out the temporary accommodation requirements and actions over 2024-2029.

2.5   RRTP activity has continued to make steady progress. Of the 68 actions, 52 (76%) are now complete, 8 (12%) have yet to commence, and 8 (12%) are ongoing. Details of completed and continuing actions are detailed in Appendix 1.

Homelessness Action Plan (2025-2028)

2.6   As the RRTP is in its final year a new Homelessness Action Plan has been developed. The new action plan has been developed in collaboration with key wider stakeholders, including Health and Social Care, Justice, NHS Lanarkshire, the Community and Voluntary Sector, North Lanarkshire Alcohol and Drug Partnership and wider council services. People with lived experience of homelessness have also influenced the development of the action plan, as their views have been sought in a tandem review of housing support services.

2.7   The action plan contains actions from the current RRTP which are ongoing in addition to several new actions and sets the direction of travel for the council and wider partners to effectively prevent and end homelessness in North Lanarkshire. Four key priorities

are set out structured around 4 strategic areas of housing supply, temporary accommodation, support and prevention:

- Key Priority 1 - **Housing Supply**: *Significantly reduce homelessness through increasing the supply of affordable homes*
- Key Priority 2 - **Temporary Accommodation**: *Reduce time spent in temporary accommodation through access to settled housing quickly*
- Key Priority 3 – **Support**: *Improve support for households who are homeless or at risk of becoming homeless*
- Key Priority 4 – **Prevention**: *Preventing homelessness through early intervention, education and other support services*

2.8   The new plan incorporates aspects of prevention which will assist preparatory efforts by the council and wider partners in advance of the new homelessness prevention duties coming into force. It requires collective and collaborative efforts across council services and partners to target support to people at risk of homelessness much earlier and will involve considering people's circumstances in the widest sense, including health and wellbeing, employment and social care needs. It will require sustained effort from all partners to effectively deliver the actions set out. The action plan is attached as Appendix 2.

2.9   The action plan will be subject to review annually and is intended to be included in the Resilient People Programme of Work under the Homelessness Prevention and Tackling Poverty workstream from 2025 onwards.

Homelessness in North Lanarkshire and Scotland

2.10   Local authorities across Scotland are struggling with an unprecedented housing crisis. This crisis is marked by rising homelessness and a shortage of affordable housing, further exacerbated by economic pressures. To date, twelve local authorities have declared a housing emergency due to increased demand on resources and difficulty in meeting their statutory duties. This follows the Scottish Government's declaration of a national housing emergency in May 2024.

2.11   North Lanarkshire has seen a significant increase in homeless applications, with a 16% increase in homeless applications over the 2023/24 period. This followed an increase of 13% in the previous year and compares to a 4% increase nationally. This increase in homelessness although difficult to attribute to any one specific cause is considered to be attributed to the lingering cost of living crisis and pressures on the current housing system. Nationally, local authorities with the largest numerical increases are attributed to an increase in applications from asylum seekers and refugees.

2.12   The number of Common Housing Register (CHR) applications has increased also for the second consecutive year in North Lanarkshire, increasing by 7% over 2023/24. This coupled with wider housing market changes, which include a 26% reduction in the Affordable Housing Supply Programme budget, and a pressured private rented sector, create increased pressure on social rented homes, impacting on the ability to eradicate homelessness.

2.13   It is noteworthy that the number of homeless applications in North Lanarkshire (2,228 in 2023/24) is approaching the pre-Covid level of 2,366 cases reported in 2018/19 and is the second highest numerical level recorded in over a decade in North Lanarkshire (since 2010/11). The number of homeless applications nationally (40,685) are the highest since 2011/12.

2.14   The number of children associated with applications assessed as homeless or threatened with homelessness in North Lanarkshire has increased by 12% over the past year, increasing from 1,005 to 1,128. This compares to a decrease of 7% nationally. This is due to the greater proportional increased level of homelessness generally in North Lanarkshire over the period in comparison to Scotland (16% compared to 4%).

2.15   The number of children in temporary accommodation, however, has reduced by 15% in North Lanarkshire over 2023/24. This compares to a 5% increase nationally, with record high levels of children in temporary accommodation nationally since the time series began.

2.16   The average time spent in temporary accommodation for cases that closed was 131 days in 2023/24. This is significantly better than the previous North Lanarkshire year average of 164 days and of the current Scottish average of 226 days. This is indicative of effective implementation of RRTP, with a continued reduction in time spent in temporary accommodation evident in North Lanarkshire, despite increased levels of homelessness.

2.17   It took an average of 154 days to close a case for homeless households in 2023/24 compared with 169 days in 2022/23. Again, North Lanarkshire compares favourably against the Scottish average of 278 days to close a case for homeless households.

2.18   To help address the current homelessness challenges in North Lanarkshire, it is proposed to pilot a temporary measure to reduce the current two housing offers to one offer for homeless households, for a six month period, subject to monitoring and review and a future update to Housing Committee on the outcome of the pilot.

2.19   Further homelessness information and data is detailed in Appendix 3.

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3.   Measures of success

3.1   Delivery of actions set out in the new Homelessness Action Plan, 2025-2028 (as attached in Appendix 2 to this report).

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4.   Supporting documentation

Appendix 1 - Rapid Re-Housing Transition Plan Action Plan 2023-2024 – completed and continuing actions
Appendix 2 - Homelessness Action Plan (2025-2028)
Appendix 3 - Homelessness Key Trends

Stephen Llewellyn
Chief Officer (Housing)

5. Impacts

5.1	**Public Sector Equality Duty and Fairer Scotland Duty** Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes ☒ No ☐ If Yes, please provide a brief summary of the impact? An EqIA was completed as part of the development of the RRTP. A new EqIA has been completed for the revised Homelessness Action Plan. Positive impact is identified for all protected characteristics, as anyone can experience homelessness. Particular characteristics however, are highlighted as affected to a greater positive extent as they are disproportionally at risk of experiencing homelessness. This includes younger age groups, ethnic minority groups, disabled people and single males. If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes ☒ No ☐
5.2	**Financial impact** Does the report contain any financial impacts? Yes ☐ No ☒ If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes ☐ No ☐ If Yes, please provide a brief summary of the impact?
5.3	**HR policy impact** Does the report contain any HR policy or procedure impacts? Yes ☐ No ☒ If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes ☐ No ☐ If Yes, please provide a brief summary of the impact?
5.4	**Legal impact** Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes ☐ No ☒ If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes ☐ No ☐ If Yes, please provide a brief summary of the impact?
5.5	**Data protection impact** Does the report / project / practice contain or involve the processing of personal data? Yes ☐ No ☒ If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes ☐ No ☐

	If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk
	Yes ☐ No ☐

5.6	**Technology / Digital impact**
	Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?
	Yes ☐ No ☒
	If Yes, please provide a brief summary of the impact?
	Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?
	Yes ☐ No ☐

5.7	**Environmental / Carbon impact**
	Does the report / project / practice contain information that has an impact on any environmental or carbon matters?
	Yes ☐ No ☒
	If Yes, please provide a brief summary of the impact?

5.8	**Communications impact**
	Does the report contain any information that has an impact on the council's communications activities?
	Yes ☐ No ☒
	If Yes, please provide a brief summary of the impact?

5.9	**Risk impact**
	Is there a risk impact?
	Yes ☒ No ☐
	If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?
	Risk is identified in relation to failure to deliver/progress the RRTP actions and priorities as outlined. This risk is assessed and recorded on the Service Risk Register under the Local Housing Strategy (2021-2026) and managed accordingly.

5.10	**Armed Forces Covenant Duty**
	Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?
	Yes ☒ No ☐
	If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.
	The delivery of the RRTP is positive for all groups including Armed Forces Personnel when they seek housing assistance.

5.11 **Children's rights and wellbeing impact**

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes   ☒   No   ☐

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

A Children's Rights and Wellbeing Impact Assessment has been undertaken as the Homelessness Action Plan contains specific interventions which will have a specific and direct impact on children and families. These impacts are positive in the provision of increased affordable housing and range of support to address and prevent homelessness.

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes   ☒   No   ☐

Appendix 1 – Rapid Rehousing Transition Plan Annual Update 2023-24

<table>
<tr><td colspan="2"><u>KEY:</u>

Actions in AMBER, RED or GREY will be incorporated in new action plan</td></tr>
<tr><td style="background-color:#00dd00">Complete - Green</td></tr>
<tr><td style="background-color:#ffbb00">Ongoing - Amber</td></tr>
<tr><td style="background-color:#ff0000">Significantly delayed - Red</td></tr>
<tr><td style="background-color:#d3d3d3">Not commenced yet - Grey</td></tr>
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Action	Milestones	Timescale	RAG Status
KEY ACTION 1.1 Roll out Housing Options Training Toolkit across Multi-Agency Partnership	Continue to roll out Housing Options Toolkit widely to embed improved, consistent approaches to housing options advice and information	2024	**Complete**
	Continue to participate in the ongoing development and learning impact assessment of the Housing Options Toolkit via the Housing Options Steering Group and Learning Impact Assessment Group	2024	**Complete**
KEY ACTION 1.2 Optimisation of rehousing process through Common Housing Register, common Allocation Policies and common matching process teams	Continue to review NLC % lets to homeless households and to general list for applicants with 'confirmed loss of accommodation' to ensure delivery of RRTP objectives – Info now included in RRTP RAG	2023	**Complete**
	Work with RSL partners to review and to increase % lets to homeless households	2023	**Ongoing**
KEY ACTION 1.3	Implement revised Care Experience Young People's Protocol and Pathway in partnership with H&SC	2023	**Complete**

Action	Milestones	Timescale	RAG Status
Develop and implement robust protocols between partners for homeless households accessing services to improve engagement and take up of services	Continue to deliver bespoke housing and support solutions for Care Experienced Young People facing housing crisis and to help equip young people with the skills and confidence for managing a tenancy through delivery of: • The Reception Flats • Training Flat	2023	**Complete**
	Consider alternative process to taking a homeless application for Care Experienced Young People using Reception Flats L&A marker on person record – effective criteria developed for identification for CEYP which involves multi agency discussion	2022	**Complete**
	Develop joint procedural guidance in partnership with H&SC on supporting people with 'No Recourse to Public Funds' to ensure consistent and improved approaches	2022	**Complete**
	Continue to work with the ADP, H&SC and other partners to assess need, identify gaps and develop services to meet needs	2024	**Complete**
	Continue to participate in the Strategic Planning Group, Health and Social Care Partnership Boards, ADP Board and other community care planning structures to identify opportunities to improve access to services, engagement, identify gaps and better meet needs	2024	**Complete**
KEY ACTION 1.4 Continue to develop preventative approach to homelessness	Review prevention and early intervention activities in line with the enactment of the new future Homelessness Prevention Duties	2024	**Not yet commenced**
	Carry out an evaluation of prevention and early intervention activities taking place currently in advance of the new duties to improve tenancy sustainment and reduce homelessness	2023/24	**Ongoing**

Action	Milestones	Timescale	RAG Status
	Work in partnership with RSLs to identify resources to develop homelessness prevention and reduce incidence of housing crisis	2024	**Not yet commenced**
	Implement Health and Homelessness Action Plan	2024	Ongoing
	Continue to develop employability services for those most disadvantaged households affected by homelessness	2024	**Complete**
	Create and implement a new dedicated post on prevention to work in tandem with the Housing First Team and wider housing locality teams, H&SC and wider partners	2023	**Complete**
	Extend access to the existing 'Furniture Fund' beyond Housing First clients to enable wider positive outcomes for people who are homeless/at risk of homelessness	2023	**Complete**
	Continue to be involved in the I Hub ADP and Homelessness Programme to identify barriers and opportunities to improve pathways and access to services	2023	**Complete**
KEY ACTION 1.5 Improve our understanding of the needs and requirements of LGBTQ+ service users	Carry out consultation with LGBTQ+ households to gain a better understanding of needs and requirements	2024	Not commenced yet.
	Multi-agency workforce development and training	2024	**Complete**
	Consider opportunities to enhance data collection and monitoring to enable improved services	2024	**Ongoing**
KEY ACTION 1.6 Improve policy, training and services in relation to domestic abuse to improve outcomes and reduce homelessness	Develop and implement a Housing Domestic Abuse Policy in partnership with specialist organisations in North Lanarkshire and people with lived experience	2023	**Complete**
	Extend and deliver Safe and Together training to housing staff	2023	**Complete**
	Participate in the Violence Against Women Strategic Partnership and Operational Partnership to improve policy, procedures, training and services for people affected by domestic abuse	2023	**Complete**
	Participate in the national 'REVIVE' project to improve housing outcomes and prevent homelessness	2023	**Complete**
	Implement and deliver SAY Women tenancy sustainment service for young women who have experienced sexual abuse	2023	**Complete**

Action	Milestones	Timescale	RAG Status
KEY ACTION 1.7 Continue to improve digital services to improve digital inclusion amongst people who are homeless/at risk of homelessness	Consider how Digital NL can assist us to improve services for people affected by or at risk of homelessness	2024	**Not commenced yet.**
	Consider, develop and implement IT requirements to identify and track Housing First households	2024	**Complete**
	Introduce dashboard of information via Power BI	2024	**Complete**
	Establish and implement a 'Technology Fund' to improve access to a suite of technology for Homes First clients and people who experience homelessness	2023	**Complete**
KEY ACTION 1.8 Implement further measures to ensure a proactive approach to prison releases in line with SHORE standards	Establish PAS recording for all short-term prisoners to enable SHORE standards to be monitored	2024	**Complete**
	Establish housing links to courts at point of remand – Criminal Justice reps on RRTP Steering Group	2024	**Not commenced**
KEY ACTION 1.9 Implement audit processes on Housing Options Interviews to ensure consistent, high-quality information and advice	Establish regular audit process on quality which includes a focus on protocol/priority points for domestic abuse, Care Experienced Young People, and other priority groups/complex needs RRTP RAG now provides data in relation to % lets to households with protocol points	2023	**Complete**

Action	Milestones	Timescale	RAG Status
KEY ACTION 1.10 Improve approach to tenancy sustainment	Develop and implement tenancy sustainment policy	2022	**Complete**
KEY ACTION 1.11 Ensure wider links and activity to early prevention and intervention in health and broader settings	Review Health and Homelessness Referral process and housing locality links to GP link workers	2022	**Complete**
	Review Education Services links and referral pathways implemented to ensure effectiveness	2022	**Complete**
	Introduce routine enquiry on current housing status to identify those at risk of homelessness and establish pathways between housing and health. To initially focus on key areas: • Midwifery • Health visiting • ED and psychiatric liaison • Mental health and addiction services	2024	**Not commenced yet.**
KEY ACTION 1.12 Improve quality, consistency and access to information, advice and signposting in relation to prevention across services and partner organisations	Carry out review of information, advice and signposting available on websites, in offices, in other formats, in relation to prevention	2024	**Complete**
	Implement any recommendations arising from the review to improve quality, consistency and access to information, advice and signposting	2024	**Complete**
KEY ACTION 2.1 Improve access to the Private Rented	Develop and implement a Private Rented Sector Access Scheme	2023	**Complete**
	Review the Rent Deposit Guarantee Scheme and make recommendations to improve access/re-design – Reviewed & streamlined – Briefing sessions for housing localities to increase uptake	2023	**Complete**

Action	Milestones	Timescale	RAG Status
Sector for homeless people, people at risk of homelessness and reduce homelessness from the Private Rented Sector	Enhance partnership working with the Private Rented Sector Panel for landlord registration, Below Tolerable Standard Issues and evictions	2023	**Complete**
	Improve engagement with private landlords to increase awareness of responsibilities and rights, to improve quality, reduce homelessness and improve access to the sector via establishing a Private Landlord Forum	2022	**Complete**
	Develop and deliver Private Rented Sector training and resources for frontline housing staff to improve knowledge and skills in delivery of wider housing options advice	2022	**Complete**
KEY ACTION 2.2 Conversion of temporary furnished flats to settled homes/Scottish Secure tenancies	Continue to where possible flip temporary accommodation to settled mainstream accommodation where this is suitable and continue to audit to inform efficacy	Ongoing	**Complete**
KEY ACTION 2.3 Increase housing supply for homeless households or people at risk of homelessness	Increase Buy Back and Empty Home Purchase Scheme initiatives to increase supply for homeless households	Ongoing	**Ongoing**
	Deliver 300 new social rented homes per annum through Affordable Housing Supply Programme (SHIP) – housing supply target to be reviewed following completion of HNDA3	Ongoing	**Ongoing**
	Pilot of providing two offers of housing concurrently	2022	**Complete**

Action	Milestones	Timescale	RAG Status
KEY ACTION 2.4 Implement North Lanarkshire Council Local Housing Strategy (2021-2026) Strategic Housing Priority 3: We prevent and resolve homelessness effectively	Appropriate action taken to progress Amber and Red Actions identified through LHS Review process	2026	**Complete**
KEY ACTION 3.1 Minimise time homeless households spend in temporary accommodation	Reduce homeless case duration	Ongoing	**Complete**
	Develop PIE Design Guide in partnership with Third Sector Providers	2023	**Complete**
	Complete remodelling/reconfiguration of residential accommodation at Bank Street	2024	**Ongoing**
	Complete refurbishment of Black Street	2023	**Complete**
	Continue provision of residential accommodation through supported and specified units where required	Ongoing	**Complete**
KEY ACTION 4.1 Deliver and continue to develop the Housing First Support Service for those with most complex needs	Continue to deliver Housing First Support via the Housing First Team to 25 Housing First clients and 20 pathfinder clients - explore potential to extend/scale up – Additional 3 Forever Homes individuals transferred to service	Ongoing	**Ongoing**
	Review and redesign the Housing First Support Service Contract in tandem with the existing Housing Support commissioned contracts, internal housing support and health and social care support to deliver a sustainable, longer-term service that meets the broad range of needs and delivers on the RRTP objectives	2024	**Complete**
	Increase access/uptake of the Housing Self Directed Support Fund for Homes First clients	2023	**Complete**
	Explore piloting an 'Out of Hours' Crisis Response Service to prevent and mitigate housing crisis, improve access to assertive outreach and prevent tenancy failure	2023	**Complete**

Action	Milestones	Timescale	RAG Status
KEY ACTION 4.2 Consider how Addictions Services can be redesigned to meet the needs of homeless households with most complex needs	Contribute to the ADP Board and explore opportunities to improve access and referral pathways to addiction services for homeless households and those at risk of homelessness	2024	**Complete**
	Deliver ADP funded RRTP projects in partnership with Barnardo's: • Family Plus (families and children impacted by substance use and trauma) • Youth Life Coach (care experienced young people at risk of substance use) • Creative Faces (care experienced young people at risk of substance use)	2023	**Complete**
KEY ACTION 4.3 Consider how Mental Health Services can be redesigned to meet the needs of homeless households with most complex needs	Review and refresh pathway between Housing, Homelessness Service and Mental Health Services	2023	**Not commenced yet**
KEY ACTION 4.4 Develop Housing Contribution Statement (HCS) as part of the new Strategic Commissioning Plan (SCP) for 2023-2026	Ensure HCS and SCP alignment and commitment to RRTP objectives	2023	**Complete**

Action	Milestones	Timescale	RAG Status
KEY ACTION 4.5 Review exclusion processes and strategies for engaging with clients with complex needs	Develop and implement clear guidance and supports for supported accommodation staff and partner providers to reduce exclusions and identify alternative options to improve outcomes for those with complex needs	2022	**Complete**
KEY ACTION 4.6 Explore development of new supports and services to meet the needs of people with complex needs for whom Housing First may not be suitable	Develop and implement Tenant Guarantor Model	2023	**Complete**
KEY ACTION 4.7 Continue to explore the development of new supports for people with complex needs to complement the existing supports and services available	Explore implementation of peer support across Housing First and wider services	2023	**Complete**

Action	Milestones	Timescale	RAG Status
KEY ACTION 4.8 Continue to implement trauma-informed practice, services and systems	Recruit trauma-informed coordinator as part of the council's wider plans to improve trauma-informed approaches across services and partners	2022	**Complete**
	Roll out trauma-informed training to all housing services staff with enhanced training for staff in roles with increased contact with clients with complex needs	2024	**Complete**
	Carry out trauma-informed walk-throughs focusing on specific priority areas to identify steps required to ensure trauma-informed environments, services and informed	2024	**Not commenced yet**

Appendix 3 – Homelessness Action Plan 2025-2028

Key Priority 1 - Housing Supply: *Significantly reduce homelessness through increasing the supply of affordable homes*				
Key Indicators	**Baseline**	**Target**	**Timescale**	**Frequency**
K1.1 Number of homeless applications	2,228 in 2023/24	Reduce 15%	2029[1]	Annual
K1.2 Number of new affordable homes built (council and RSL)	3,544 *total at 31st March 2024* NLC – 1,351 RSL – 2,193	5,000 Council homes 539 RSL homes	2035 2029/30	Annual
K1.3 Number of Open Market Scheme Purchases	126 in 2023/24	100 per annum	2025-2035	Annual
K1.4 Number of empty homes brought back into use	2023/24 – 75 *(includes private and EHPS)*	Continue to increase	2025-2028	Annual
K1.5 Number of homeless households whose housing needs are met through additional supply	120 *(includes homeless and at risk/ OMPs and new build)*	Maintain and potentially increase linked to new build programme and subsequent allocations generated	2025-2028	Annual
K1.6 Number of homeless households whose housing needs are met in the private rented sector	16 (2023/24)	Maintain and potentially increase linked to new build programme and subsequent allocations generated	2025-2028	Annual

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[1] 2029 timescale for anticipated 15% reduction as set out in Temporary Accommodation Strategy 2024-2029

K1.7	Number of properties acquired through the Open Market Purchase Scheme from private sector landlords with sitting tenants	31	Increase	2025-2028	Annual
Homelessness Prevention Actions		**Baseline**	**Target/Milestone**	**Timescale**	**Lead Partners**
A1.1	Deliver 5,000 new council homes by 2035	1,351	5,000 additional council homes	2035	NS
A1.2	Deliver 539 new RSL homes through the Strategic Housing Investment Plan by 2029/30	2,193	539 additional RSL homes	2029/30	RSLs
A1.3	Purchase 100 properties per annum through the Open Market Purchase Scheme	753 *total at 31st March 2024*	100 properties per annum	2025-2035	NS
A1.4	Provide dedicated advice and support via an Empty Homes Officer to bring back empty homes into use	38 as at 23/24	35 empty homes per annum brought back into use	Annual	PST
A1.5	Monitor impact of the council new build programme on meeting the housing needs of homeless households	25.6% of new build homes let to homeless households or households with insecure housing points and 75% of OMPS.	Maintain and potentially increase where required	2025-2035	Housing Ops/BDS Performance Team
A1.6	Explore new ways to increase awareness of the Open Market Purchase Scheme amongst private landlords to prevent homelessness	-	Promote via private landlord newsletter Facilitate private landlord forum, promote awareness and explore opportunities for wider awareness raising with landlords	2025 - 2028	BDS Strategy Team

A1.7	Carry out analysis to identify strategic development sites, bring forward stalled sites and specific priorities (family homes etc.).	-	Analysis complete	2026	BDS Strategy Team

Key Priority 2 - Temporary Accommodation: *Reduce time spent in temporary accommodation through access to settled housing quickly*

Key Indicators		Baseline	Target	Timescale	Frequency
K2.1	Average number of days spent in temporary accommodation for homeless households for cases closed	131 days in 2023/24	Reduce	2025 - 2028	Annual
K2.2	Average number of days spent in temporary accommodation for families with children for cases closed	Single parent – 120 days; Couple with children – 142 days; Other household with children – 164 days. 2023/24	Reduce	2025-2028	Annual
K2.3	Average number of days to close a homeless case (from assessment to closure for applications assessed as homeless or threatened with homelessness)	154 days in 2023/24	Reduce	2025-2028	Annual
K2.4	Percentage of council available homes allocated to homeless households	48.1%	Increase	2025-2028	Annual
K2.5	Percentage of RSL available homes allocated to homeless households	16.9%	Increase	2025-2028	Annual
K2.6	Number of temporary accommodation properties	671 as at 31st March 2023/24	Increase then reduce aligned with the TAS requirements	Insert info from TAS	Annual
K2.7	Percentage of homeless households provided with a Scottish Secure Tenancy	67.7% (2023/24 as a % of all homeless applications)	Increase	2025-2028	Annual

		81.8% as a % of all assessed unintentionally homeless/threatened with homelessness			
K2.8	Number of temporary accommodation properties converted to permanent homes (flipped tenancies)	57 flipped in 2023/24	Increase	2025-2028	Annual
Homelessness Prevention Actions		**Baseline**	**Target/Milestone**	**Timescale**	**Lead Partners**
A2.1	Continue to convert temporary accommodation to settled homes where this is in the explicit interest of the tenant	57 flipped in 2023/24	Increase	2025-2028	Housing Ops
A2.2	Continue to audit 'flipped' tenancies to inform effectiveness	-	Audit at 1 month, 6 month, 12 month and 24 month intervals?	2025-2028	BDS Performance Team
A2.3	Continue to monitor the 'fast track' process implemented for SWF for homeless households to ensure continued priority to enable swift access to furniture items	Fast track process established	Ongoing monitoring	2025-2028	Housing Ops
A2.4	Monitor the uptake of the Rent Deposit Guarantee Scheme	23/24 – No uptake	Regular monitoring and actions to increase awareness implemented if necessary	2025-2028	Housing Ops/BDS Strategy Team
A2.5	Increase the percentage of council homes allocated to homeless households as required for each housing locality in line with the allocation policy and local letting plans	48.1%	Implement targets aligned with local needs	2025-2028	Housing Ops
A2.6	Increase the percentage of RSL homes allocated to homeless households as required for each housing locality in line with RSL allocation policies and local letting plans	16.9%	Implement targets aligned with local needs	2025-2028	Housing Ops

A2.7	Explore ways to enable more real time updates to the Common Housing Register to ensure up to date information for homeless households visible to RSL CHR partners	-	Processes implemented to necessary Common Housing Register changes	2027	BDS Performance Team
A2.8	Deliver training for RSL CHR partners on the CHR with a specific focus on homelessness	-	Training delivered	2025/26	BDS Performance Team
A2.9	Implement local RSL/Council liaison homelessness meetings to improve collaboration at a local level to address homelessness	-	RSL/Council homelessness liaison meetings established	2025/26	Housing Ops
A2.10	Develop a 'key contacts housing directory' to aid right points of contact across wider partners (education, RSLs, health and social care)	-	Directory developed and disseminated	2025/26	BDS Strategy Team
A2.11	Continue to work with private landlords through the Private Landlord Forum to explore ways in which access to the private rented sector can be improved for homeless households (as well as preventing homelessness from the sector)	Private landlords forum established	Private landlord forum meetings	2025-2028	BDS Strategy Team
A2.12	Explore ways of working in partnership with the Scottish Government and other local authorities to address lengthy delays by energy suppliers in replacing or updating meters, so that void social homes can be brought back into use earlier	-	Reduced void turnaround	2027	Housing Ops/ Property
A2.13	Investigate the feasibility of reviewing housing offers to a single option	-	Review complete	2025	Housing Ops

Key Priority 3 – Support: *Improve support for households who are homeless or at risk of becoming homeless*				
Key Indicators	**Baseline**	**Target**	**Timescale**	**Frequency**
K3.1 Percentage of homeless households receiving housing support (housing locality teams and commissioned services)	21.8% (2023/24 – support provided under the HS Regs as a % of all assessed as unintentionally homeless)	Increase	2025-2028	Annual
K3.2 Percentage of homeless household's case closed due to non-engagement	671 (as at 2023/24 includes lost contact and no response to offer of support)	Reduce	2025-2028	Annual
K3.3 Number of people accessing housing options advice	*Baseline TBC*	Increase	2025-2028	Annual
K3.4 Percentage of former homeless households provided with a Scottish Secure Tenancy that maintain their home for more than 12 months	87.49% (2023/24)	Increase	2025-2028	Annual
K3.5 Number of Homes First clients supported	54	Increase	2025-2028	Annual
Homelessness Prevention Actions	**Baseline**	**Target**	**Timescale**	**Lead Partners**
A3.1 Review and re-design commissioned housing support services to improve the provision of flexible strength based support to aid tenancy sustainment and prevent homelessness	Review underway	Complete review	2025-2028	BDS Strategy Team/ Housing Ops / Commissioned Services
A3.2 Continue to deliver the Homes First Service and scale up where feasible	54 people supported through Homes First	Increase	2025-2028	Housing Ops
A3.3 Implement a new 'in-house' model of housing support, homelessness advice and assistance which promotes a single point of contact	Revised housing locality structure developed	New internal housing support service model implemented	2025-2027	Housing Ops

A3.4	Expand the provision of wi-fi to all temporary accommodation properties	-	Install Broadband in All temporary accommodation	2025-26	IT / Housing Ops
A3.5	Monitor uptake/completion of the Housing Options Training Toolkit	*Baseline TBC*	Achieve an increased number of staff completing training.	2025-28	Housing Ops/ LOD /BDS Performance Team
A3.6	Deliver training on housing and homelessness awareness to young people in schools and colleges linking with education partners to identify optimum approaches	-	Training delivered	2025-28	Housing Ops/BDS (Strategy, Performance, Tenant Participation)
A3.7	Develop Trauma-Informed Reception Hubs Across NLC Managed Accommodation	-	Hubs created	2025-2028	Housing Ops / BDS Strategy
A3.8	Carry out a housing self-assessment of trauma informed practice to identify the current position and areas for improvement	-	Self -assessment complete	2025	BDS Strategy/Housing Ops
A3.9	Deliver trauma training to the wider housing workforce appropriate to specific roles identified in the training needs analysis	2024 - 161 housing staff have completed the informed level training, 30 Staff completed skilled level in-person training	Training delivered	2025-2028	BDS Strategy Team/LOD
A3.10	Develop and implement a trauma service plan for housing	Working group established	Plan developed and implemented	2025-2028	BDS Strategy Team/Housing Ops /Property/ LOD
A3.11	Coordinate and facilitate a North Lanarkshire wider housing sector domestic abuse network linked to the Violence Against Women Partnership to aid learning and practice amongst wider social landlords	RSL Forum established	Forum progressed.	2025-2028	BDS Strategy Team /Housing Ops /RSLs /DA Agencies

A3.12	Enhance employability services for disadvantaged households affected by homelessness, with a focus on tailored support and housing needs assessment.	Align efforts with the "No One Left Behind" Employability Strategic Plan 2024-2027.	Improved links between housing and employability services to improve job prospects and economic stability for homeless individuals and families	2025-2028	BDS / Housing Ops / Education & Families
A3.13	Improve our understanding of the needs and requirements of LGBTQ+ service users.	Carry out consultation with LGBTQ+ households to gain a better understanding of needs and requirements	Consultation complete	2025	BDS Strategy Team
A3.14	Explore alternative options to allow clients to interact with housing support services, providing information FAQs in relation to housing, benefits, repairs, and support services	Launch an app/webpage and monitor interaction/feedback	Develop a tech solution for Housing Support	2025-2027	IT/ BDS Strategy Team
A3.15	Investigate the feasibility of developing a new model of supported transitional accommodation for Care Experienced Young People	Options Paper	Options explored	2025-2027	BDS Strategy Team/Housing Ops /H&SCP
A3.16	Explore creation of H&SC Homelessness link workers to improve pathways to support	-	Creation of link workers explored	2025-28	Housing Op / H&SCP

	Key Priority 4 – Prevention: *Preventing homelessness through early intervention, education and other support services*				
Key Indicators		**Baseline**	**Target**	**Timescale**	**Frequency**
K4.1	Number of Care Experienced Young People supported via training and reception flats	9 young people accessed the flats over 2023/24	Increase	2025-2028	Annual
K4.2	Number of Care Experienced Young People homeless presentations	*Baseline TBC*	Reduce	2025-2028	Annual
Homeless Prevention Actions		**Baseline**	**Target**	**Timescale**	**Lead Partners**
A4.1	Continue to provide income maximisation services through dedicated housing income maximisation officers and linking with the council's Tackling Poverty Team	£15 million generated in 2022/23	Increase	2025-28	Housing Ops
A4.2	Monitor the uptake of the Universal Credit Assistance Fund moving from a loan to a grant and outcomes to evidence future need	£873,518.70 UCAF in 2023/24	Monitoring process established	2025-28	Housing Ops
A4.3	Increase the number of reception flats for Care Experienced Young People	3	5	2025-28	Housing Ops / SW
A4.4	Explore with Health and Social Care future opportunities to collaboratively meet the needs of homeless households with complex and/or multiple needs to provide a longer-term sustainable support operating model	-	Future sustainable operating model developed	2025-28	Housing Ops/ BDS /H&SCP
A4.5	Implement a system of follow up wellbeing and tenancy sustainment 'check-ins' over and above existing resettlement visits for specific	-	Check-in system implemented	2025-2028	Housing Ops

	identified groups (young people and people with an identified support need)				
A4.6	Explore potential to increase the outreach of housing advice and support through the delivery of housing surgeries in key community locations	-	Housing surgeries delivered	2025-2026	Housing Ops
A4.7	Establish housing links to courts at point of remand and for prison release and consider creation of housing/prison link worker.	-	Links established/creation of post considered	2025	BDS / Housing Ops / Justice Services / H & SCP
A4.8	Refresh and implement the Health and Homelessness Action Plan	Initial Health and Homelessness Plan created	Plan revised and implemented	2025-2028	H & SCP
A4.9	Improve quality, consistency, and access to information, advice, and signposting in relation to prevention across services and partner organisations.	Carry out review of information, advice and signposting available on websites, in offices, in other formats, in relation to prevention	Achieve enhanced availability and reliability of information and advice, ensuring consistent and effective prevention efforts across all partner organisations	2025-2026	BDS – Strategy Team

Key	
BDS	Business Development and Support
Housing Ops	Housing Operations
RSLs	Registered Social Landlords
H&SCP	Health and Social Care Partnership
LOD	Learning and Organisational Development
SW	Social Work

Key Homelessness Trends

North Lanarkshire vs. Scotland, 2023/24

Homeless Applications

Homeless Applications 2022-23 to 2023-24

Scotland: 39,308 (2022-23) → 40,685 (2023-24), 4% increase

Homeless Applications 2022-23 to 2023-24

North Lanarkshire: 1,917 (2022-23) → 2,226 (2023-24), 16% increase

Homelessness Applications per 1,000 people (NRS estimates) 2023/24

6.53

Homeless Applications

2010/11, 2477
2018/19, 2366
2023/24, 2226
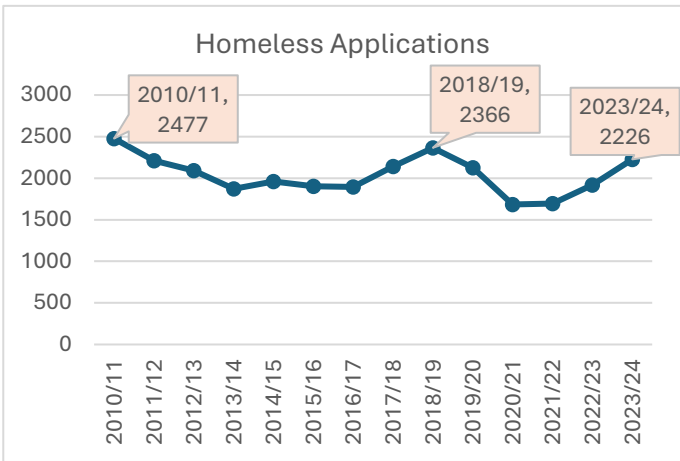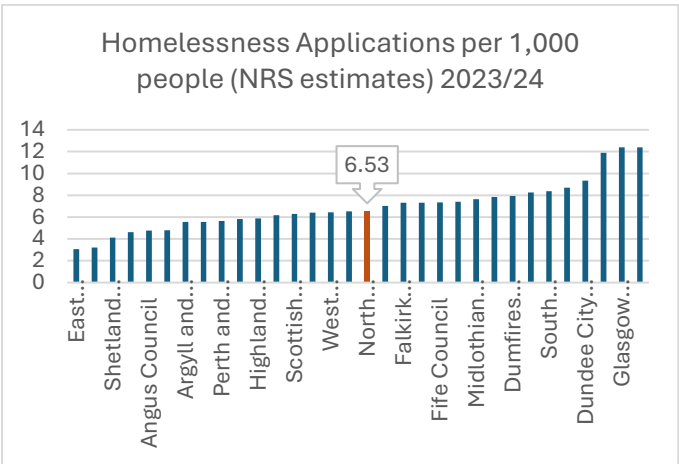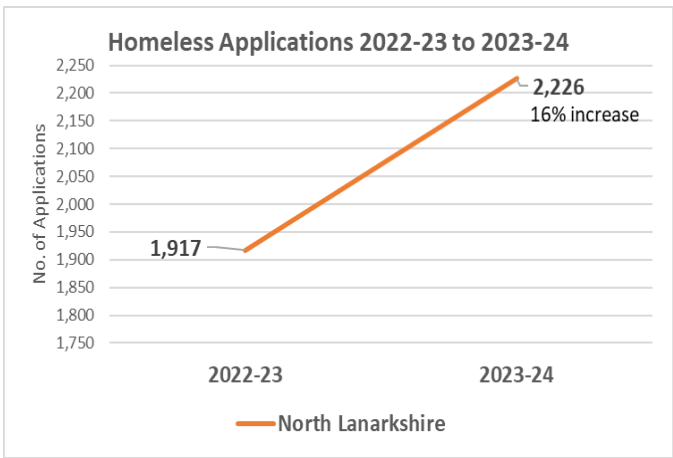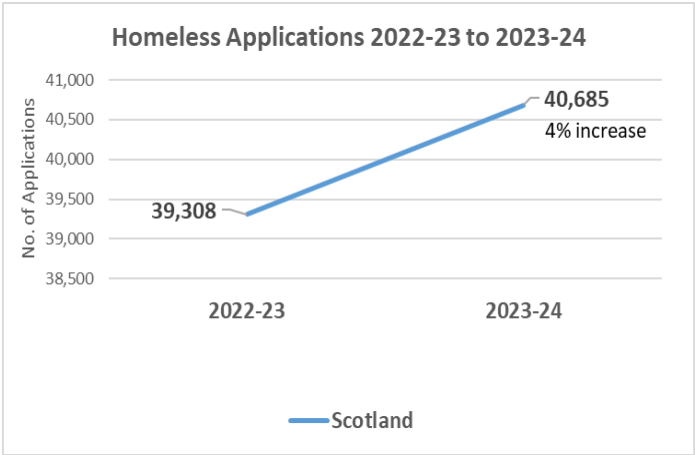
↑ Homeless Applications: In 2023/24, North Lanarkshire experienced a rise in homelessness applications from 1,917 in 2022/23 to 2,226, reflecting a 16% increase compared to the previous year's 13%. In contrast, Scotland as a whole saw 40,685 homelessness applications, marking an increase of 1,377 (4%) increase from the previous year. 2023/24 had the second highest numerical level of homelessness applications in North Lanarkshire in the past decade, second to 2,366 in 2018/19. When homelessness applications are considered as a proportion of the population, North Lanarkshire has 6.53 applications per 1,000 people.

Repeat Homelessness

Households re-assessed as homeless within one year: 2022-23 to 2023-24

- 1,215 (2022-23)
- 1,310 — 8% increase (2023-24)
- Scotland

Households re-assessed as homeless within one year: 2022-23 to 2023-24

- 70 (2022-23)
- 95 — 36% increase (2023-24)
- North Lanarkshire

Number of Live Cases

Number of live homelessness cases

- 29,408 (2023)
- 31,870 — 8% increase (2024)
- Scotland

Number of live homelessness cases

- 866 (2023)
- 960 — 11% increase (2024)
- North Lanarkshire

↑ **Repeat Homelessness (within 12 months):** Both North Lanarkshire and Scotland saw an increase in households re-assessed as homeless within one year. However, North Lanarkshire experienced a proportionally higher increase of 25 (36%), compared to the national average of 95 (8%). In 2023-24, 5% of households in North Lanarkshire were re-assessed as homeless, up from 4% in 2022-23. The national average remained steady at 4% for both years.
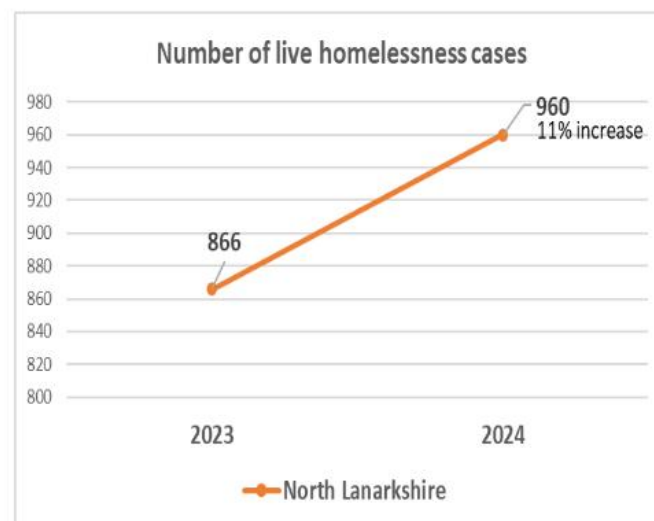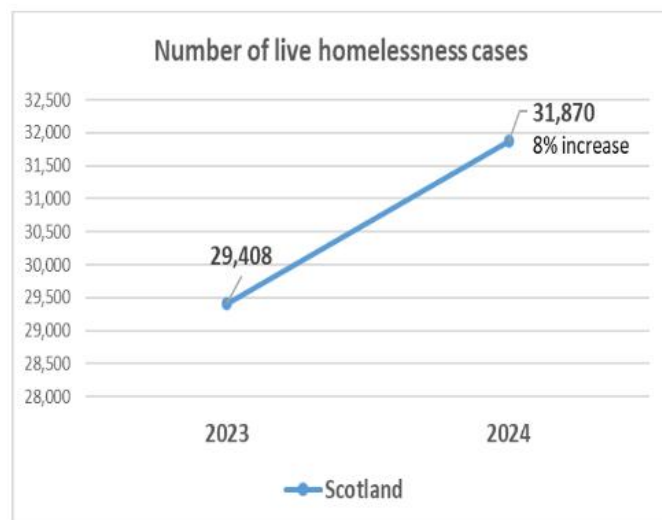
↑ **Number of Live Homeless Cases:** As at 31st March 2024, North Lanarkshire had 960 open homelessness applications, an increase of 94 cases (11%) from 2023. Nationally, there were 31,870 open homelessness cases, an increase of 2,462 cases (8%) from 2023. Both North Lanarkshire and Scotland have seen increases in homelessness cases, the rate of increase in North Lanarkshire (11%), is slightly higher than the national average (8%).

Reasons for Homelessness Application

Application by Reason: Scotland, 2022-23 to 2023-24

Reason	2022-23	2023-24	Change 22-23 to 23-24 %
Other reason for leaving accommodation / household	3,277	4,201	28%
Asked to leave	10,007	10,334	3%
Overcrowding	622	567	-9%
Harassment	958	1,014	6%
Fleeing non-domestic violence	1,504	1,509	0%
Dispute within household / relationship breakdown: non-violent	8,098	7,909	-2%
Dispute within household: violent or abusive	4,886	5,155	6%
Reason for having to leave accommodation/household			
Other reason for loss of accommodation	2,420	2,867	18%
Forced division and sale of matrimonial home	199	216	9%
Emergency (fire, flood, storm, closing order from Environmental Health etc.)	265	243	-8%
Discharge from prison / hospital / care / other institution	1,782	1,856	4%
Loss of service / tied accommodation	281	342	22%
Applicant terminated secure accommodation	784	759	-3%
Other action by landlord resulting in the termination of the tenancy	3,397	2,874	-15%
Termination of tenancy / mortgage due to rent arrears / default on payments	828	839	1%
Total applications	39,308	40,685	4%

Application by Reason: North Lanarkshire, 2022-23 to 2023-24

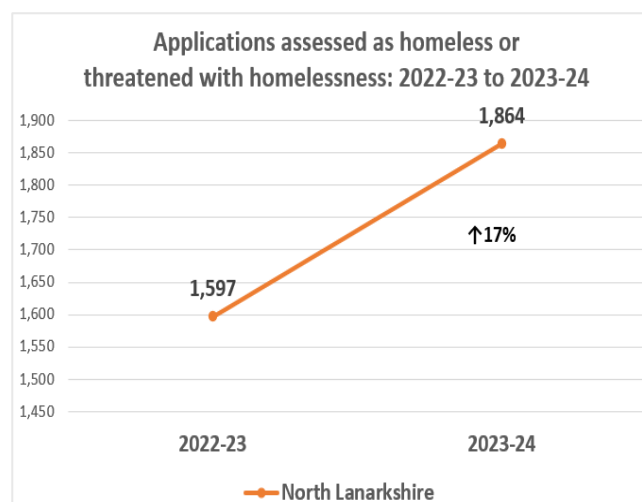| Reason	2022-23	2023-24	Change 22-23 to 23-24 %
Other reason for leaving accommodation / household	200	215	8%
Asked to leave	474	582	23%
Overcrowding	7	6	-14%
Harassment	40	40	0%
Fleeing non-domestic violence	233	235	1%
Dispute within household / relationship breakdown: non-violent	317	374	18%
Dispute within household: violent or abusive	311	336	8%
Reason for having to leave accommodation/household			
Other reason for loss of accommodation	74	88	19%
Forced division and sale of matrimonial home	10	16	60%
Emergency (fire, flood, storm, closing order from Environmental Health etc.)	17	12	-29%
Discharge from prison / hospital / care / other institution	70	89	27%
Loss of service / tied accommodation	3	4	33%
Applicant terminated secure accommodation	23	31	35%
Other action by landlord resulting in the termination of the tenancy	96	122	27%
Termination of tenancy / mortgage due to rent arrears / default on payments	41	76	85%
Total applications	1,916	2,226	16%

Main Reasons for Application:

From 2022-23 to 2023-24, North Lanarkshire experienced significant increases in homelessness applications due to being asked to leave (↑108, 23%), non-violent relationship breakdowns (↑57 cases, 18%), and termination of tenancy or mortgage arrears (↑35 cases, 85%). There were slight decreases in emergency situations (↓5 cases, 29%) and overcrowding (↓1 case, 14%).

In comparison, Scotland seen increases in other reasons for leaving a household (↑924 cases, 28%), violent or abusive disputes (↑269 cases, 6%), and other reasons for loss of accommodation (↑447 cases, 18%). Decreases were noted in other landlord actions (↓523 cases, 15%) and non-violent relationship breakdowns (↓189 cases, 2%).

Homelessness Assessment Decisions

Summary of all homelessness assessment decisions Scotland: 2023-24

Summary of all homelessness assessment decisions North Lanarkshire: 2023-24

Applications assessed as homeless or threatened with homelessness: 2022-23 to 2023-24

Applications assessed as homeless or threatened with homelessness: 2022-23 to 2023-24
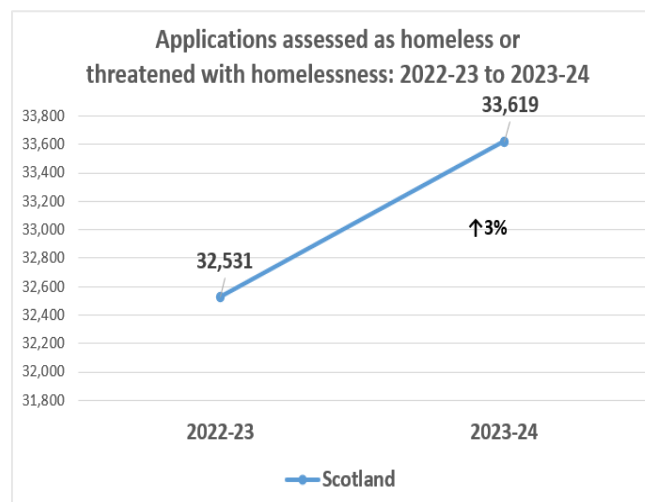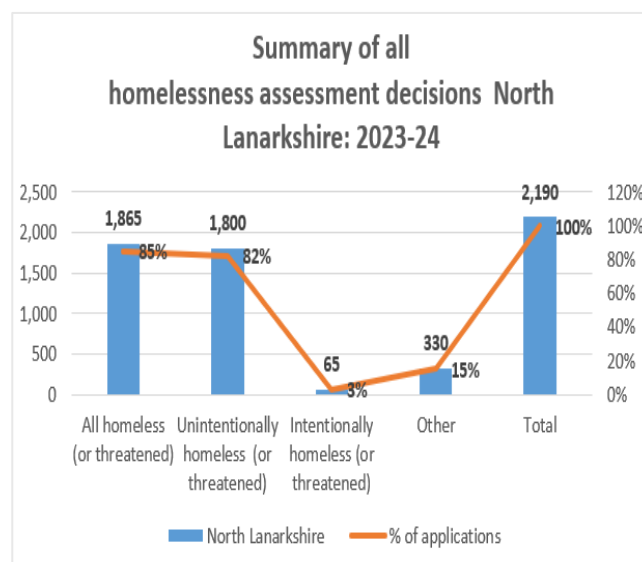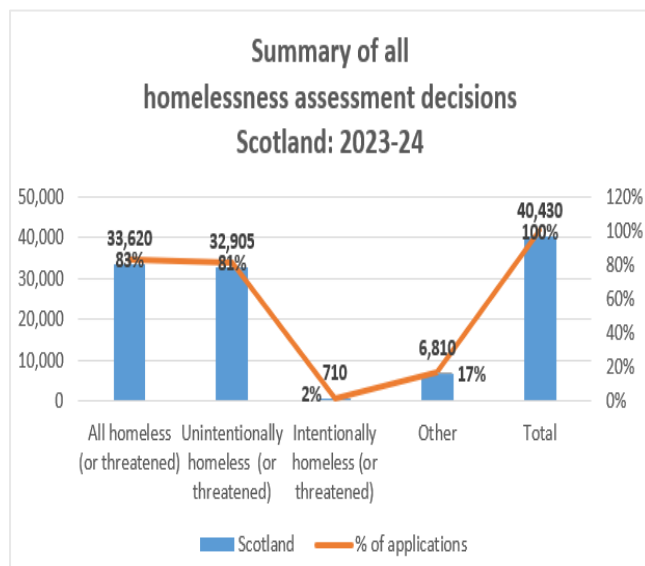
Summary of ALL Assessment Decisions:

North Lanarkshire has a slightly higher proportion of cases classified as homeless or threatened with homelessness and unintentionally homeless compared to the national average. However, it also has a slightly higher proportion of intentionally homeless cases.

All homeless (or threatened):
North Lanarkshire 1,865 (85%) vs. Scotland 33,620 (83%)

Unintentionally homeless (or threatened):
North Lanarkshire 1,800 (82%) vs. Scotland 32,905 (81%)

Intentionally homeless (or threatened):
North Lanarkshire 65 (3%) vs. Scotland 710 (2%)

Other:
North Lanarkshire 330 (15%) vs. Scotland 6,810 (17%)

Applications Assessed as Threatened with Homelessness:

From 2022-23 to 2023-24, North Lanarkshire seen a significant increase in applications assessed as homeless or threatened with homelessness, rising from 1,597 to 1,864 (↑267, 17%) applications. In comparison, Scotland experienced a more modest increase, with applications rising from 32,531 to 33,619 (↑1,088, 3%).

Adults & Children Associated with Applications Assessed as Homeless or Threatened with Homelessness

Number of adults associated with applications assessed as homeless or threatened with homelessness: 2022-23 to 2023-24

37,148

38,075
2% increase
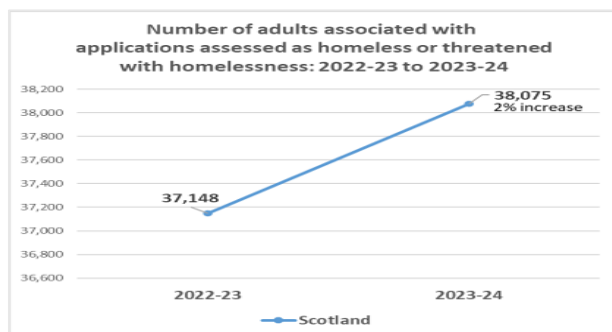
— Scotland

Adults:

Scotland seen a small increase of 927 (2%) in the number of adults associated with homelessness applications. However, North Lanarkshire experienced an increase of 327 (18%).

Number of adults associated with applications assessed as homeless or threatened with homelessness: 2022-23 to 2023-24

1,784

2,110
18% increase

— North Lanarkshire

Number of children associated with applications assessed as homeless or threatened with homelessness: 2022-23 to 2023-24

16,596

15,474
7% decrease

— Scotland
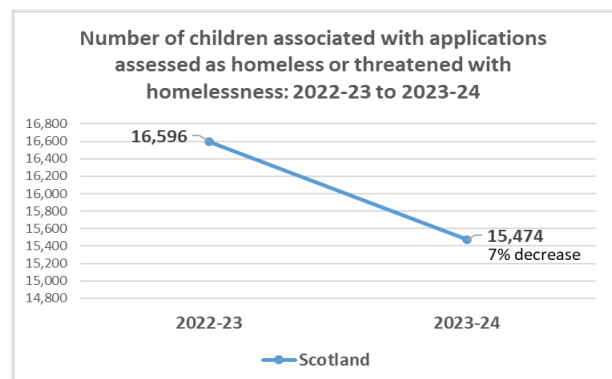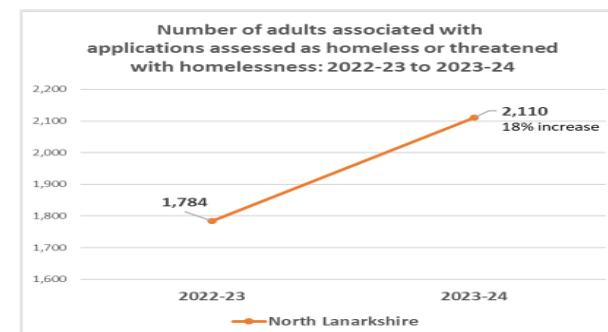
Children:

North Lanarkshire experienced an increase of 123 (12%) in the number of children associated with homelessness applications, compared to the national trend, which showed a decrease of 1,122 (7%).
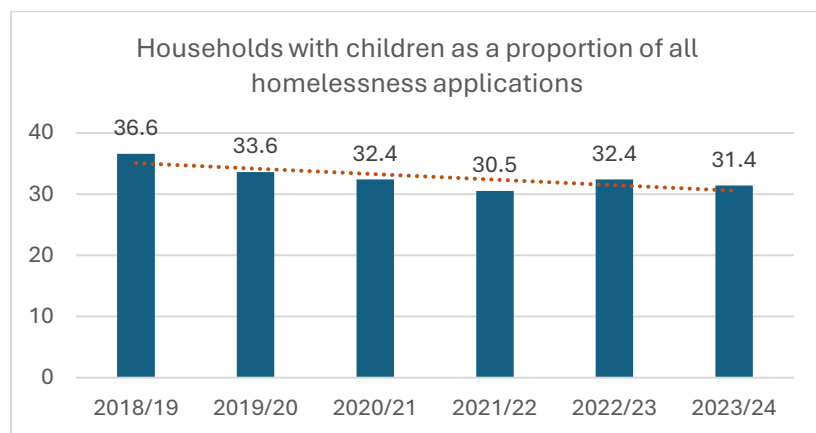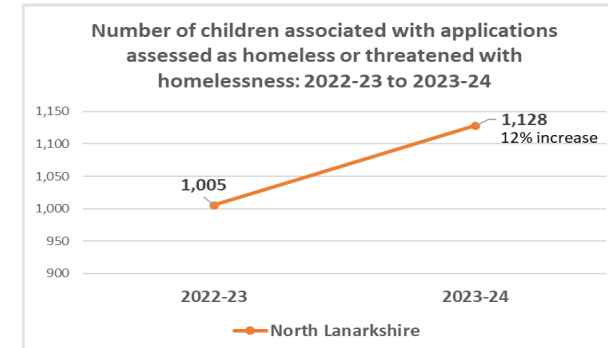
Number of children associated with applications assessed as homeless or threatened with homelessness: 2022-23 to 2023-24

1,005

1,128
12% increase

— North Lanarkshire

Households with children as a proportion of all homelessness applications

2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
36.6	33.6	32.4	30.5	32.4	31.4

When households with children in North Lanarkshire are considered as a proportion of all household homeless applications, there has been a reduction of 5.2% over the past 6 year period. Homeless households with children accounted for 31.4% of all homelessness applications in 2023/24.

Household Composition

Scotland: Household Type & Gender 2023-24

North Lanarkshire: Household Type & Gender 2023-24
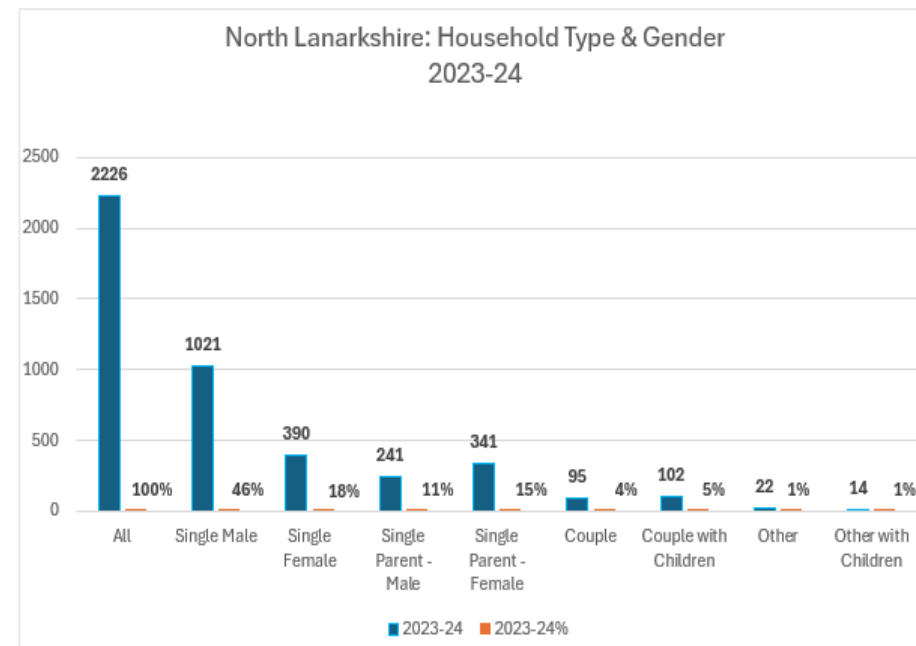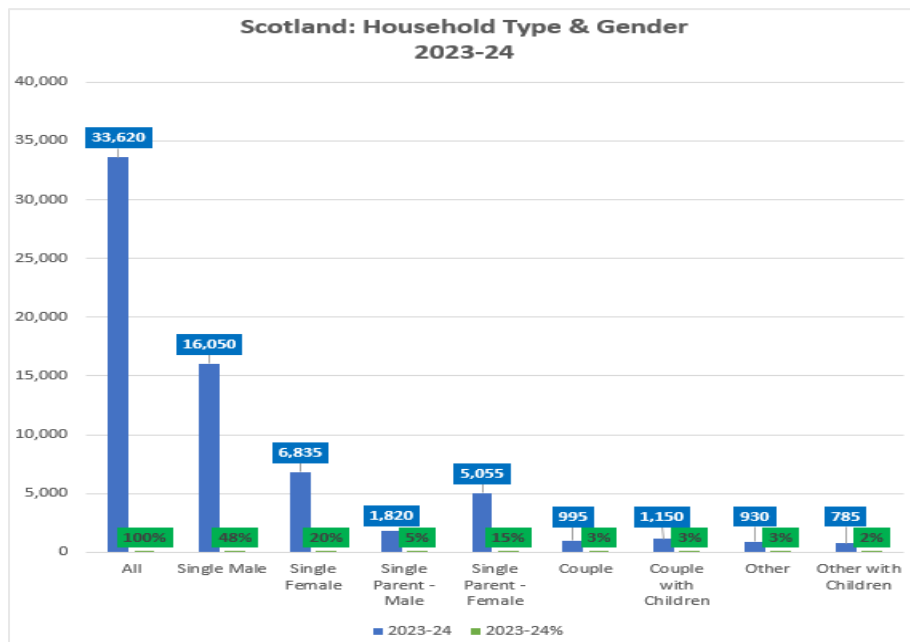
Household Type & Gender

In North Lanarkshire, 1,021 (46%) of homeless applicants are single males, followed by single females, 390 (18%) and single female parents, 341 (15%). Single male parents accounted for 241 (11%) and couples with children, 102 (5%). In comparison, Scotland had a slightly higher proportion of applications from single males, 16,050 (48%) followed by single females, 6,835 (20%) and single parent females 5,055 (15%). There is a lower percentage from single male parents 1,820 (5%) and couples with children 1,150 (3%).

Support Needs - Homeless or Threatened with Homelessness

Support needs identified for households assessed as homeless or threatened with homelessness: Scotland - 2022-23 to 2023-24

Number of support needs identified for households assessed as homeless or threatened with homelessness: 2022-23 to 2023-24

Support needs identified for households assessed as homeless or threatened with homelessness: North Lanarkshire - 2022-23 to 2023-24

Number of Support Needs: North Lanarkshire 2022-23 to 2023-24

Support Needs: In North Lanarkshire, for the period 2022-23 to 2023-24, there was an increase in the total number of support needs identified, rising from 1,921 to 2,192 (17%). There were increases across all categories including, learning disabilities (↑68, 106%), physical disabilities (↑107,104%), alcohol/drug dependency (↑133, 75%), mental health (↑397, 73%) and medical conditions: (↑83, 81%). The number of support needs identified also increased, with a notable increase in households with two (↑142, 72%) and three (↑100, 125%) support needs.

Across Scotland, of the total number of support needs identified increased from 32,530 in 22-23, to 33,620 in 23-24, (↑1,090, 3%). The highest increases were in learning disabilities (↑210, 18%) and drug or alcohol dependency (↑308,10%), while basic housing management skills saw the largest decrease (↓364, -5%). Households with no support needs rose (↑595, 4%), and those with two support needs, (↑230, 5%). Conversely, the highest decreases were households with five support needs, (↓30, -21%), and those with six support needs, (↓10, -40%).

Property Type from which the household became homeless

Property type from which the household became homeless: 2022-23 to 2023-24
Scotland

Property type	2022-23	2023-24
Not known / refused	495	318
Other	1,267	1,249
Long-term "sofa-surfing"	600	619
Long-term roofless	111	110
Caravan / mobile home	187	152
Bed & Breakfast	75	186
Hostel (unsupported)	87	116
Supported accommodation	932	1,978
Shared Property - RSL	102	116
Shared Property - Local authority	48	40
Shared Property - Private Rented Sector	132	142
Childrens residential accommodation (looked after by the local authority)	26	32
Hospital	159	192
Prison	1,444	1,426
Armed services accommodation	49	63
Lodger	378	218
Friends / partners	6,240	6,850
Parental / family home / relatives	8,570	8,900
Own property - Shared ownership / Shared equity / LCHO	24	32
Own property - owning / buying	1,337	1,304
Own property - tenancy secured through employment / tied house	275	331
Own property - private rented tenancy	5,228	4,361
Own property - RSL tenancy	1,640	1,591
Own property - LA tenancy	3,125	3,293
All assessed as homeless	32,531	33,619

Property type from which the household became homeless: 2022-23 to 2023-24
North Lanarkshire

Property type	2022/2023	2023/2024
All	1917	2226
Shared Property - RSL	5	1
Shared Property – Local authority	0	2
Shared Property – Private Rented Sector	3	5
Lodger	7	11
Own property - Shared ownership / Shared equity / LCHO	1	4
Not known / refused	6	1
Other	50	65
Long-term sofa-surfing	17	22
Long-term roofless	3	2
Caravan / mobile home	8	8
Bed & Breakfast	1	2
Hostel (unsupported)	1	3
Supported accommodation	6	10
Children's residential accommodation (looked after by the local...)	4	4
Hospital	6	2
Prison	66	85
Armed services accommodation	3	1
Friends / partners	364	472
Parental / family home / relatives	513	624
Own property - owning / buying	91	113
Own property - tenancy secured through employment / tied house	1	4
Own property - private rented tenancy	239	233
Own property - RSL tenancy	66	93
Own property - LA tenancy	456	459

■ Applications by property type 2022/2023   ■ Applications by property type 2023/2024

Applications for homelessness in North Lanarkshire increased among those leaving parental homes, friends or partners, RSL properties, and prison leavers, with smaller decreases in the private sector and shared RSL properties. Nationally, there were notable rises in applications from those leaving parental homes and friends or partners, with substantial increases in bed & breakfast and supported accommodation usage. Applications from the private sector decreased in both areas, although North Lanarkshire's drop was less pronounced than Scotland's.
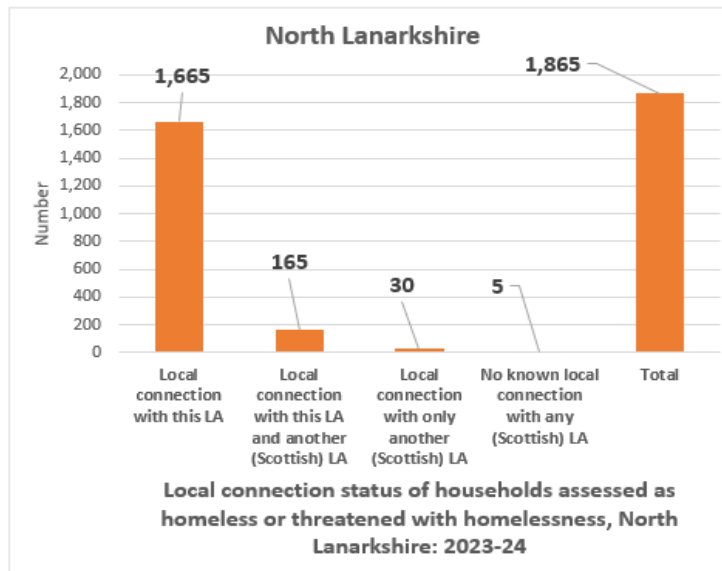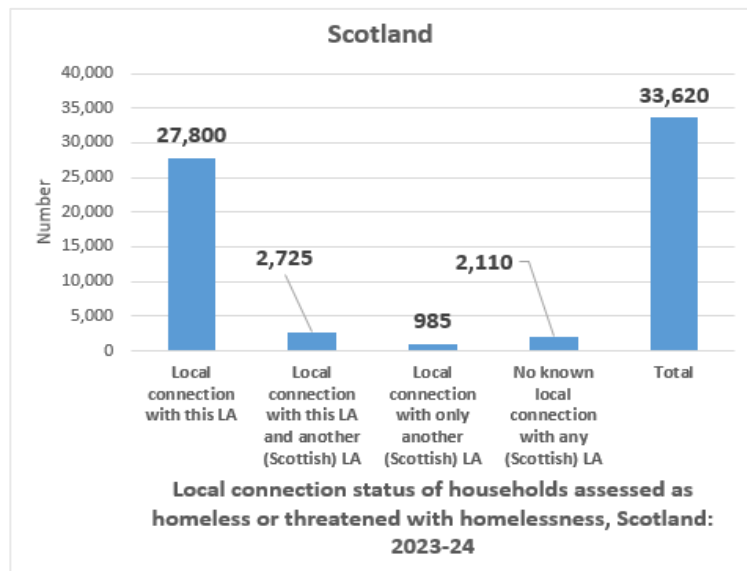

↑ At a Glance: Scotland

Leaving parental homes: ↑330 (4%)
Friends or partners: ↑610 (10%)
Bed & Breakfast: ↑111 (148%)
Employment-secure tenancies: ↑56 (20%)
Supported accommodation: ↑1,046 (112%)
↓ Decrease:
Private Sector: ↓867 (17%)
Lodger: ↓ 160 (42%)

↑ At a Glance: North Lanarkshire

Leaving parental homes: ↑111 (22%)
Friends or partners: ↑108 (30%)
Own Property: RSL Property: ↑27 (41%).
Prison Leavers: ↑19 (29%)
↓ Decrease:
Private Sector: ↓6 (3%)
Shared Property: RSL: ↓4 (80%)

Local Connection & Outcomes

Scotland

Local connection status of households assessed as homeless or threatened with homelessness, Scotland: 2023-24

North Lanarkshire

Local connection status of households assessed as homeless or threatened with homelessness, North Lanarkshire: 2023-24

Local Connection:

In 2023-24, North Lanarkshire had a higher proportion of households with a local connection (89%) compared to Scotland's average (83%). It also had slightly more households connected to both the local area and another Scottish authority (9% vs. 8%) and fewer with connections only to other authorities (2% vs. 3%). 5 households had no known local connection (0.2% vs. 6%).

Temporary Accommodation

All Households in Temporary Accommodation (as at 31st March)

Households in temporary accommodation as at 31 March 2023 to 2024

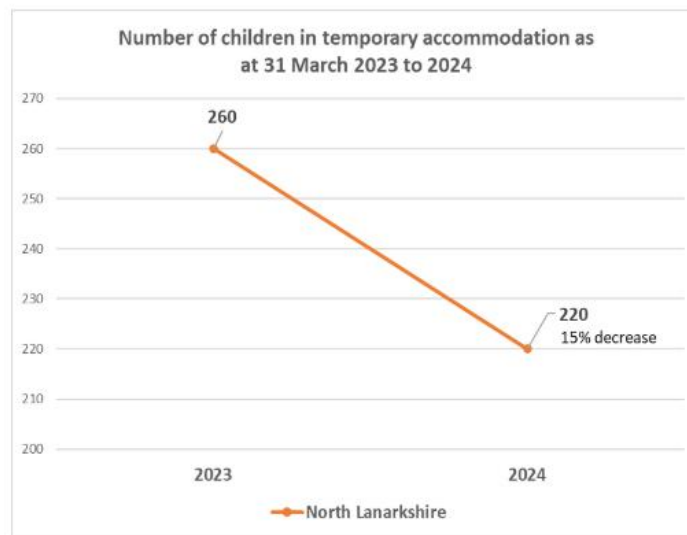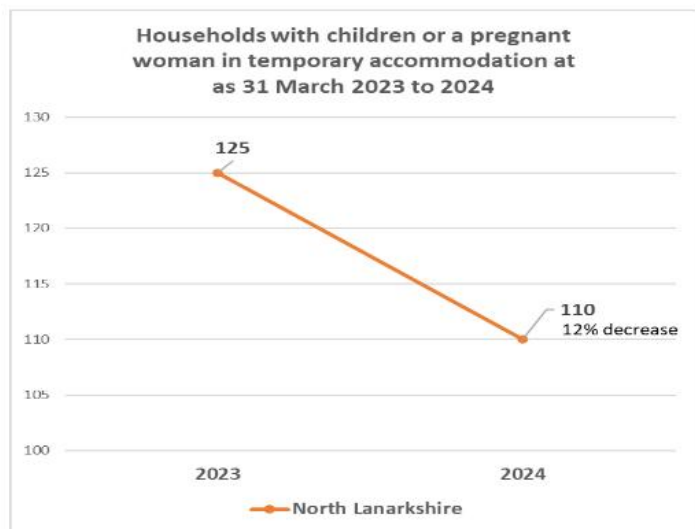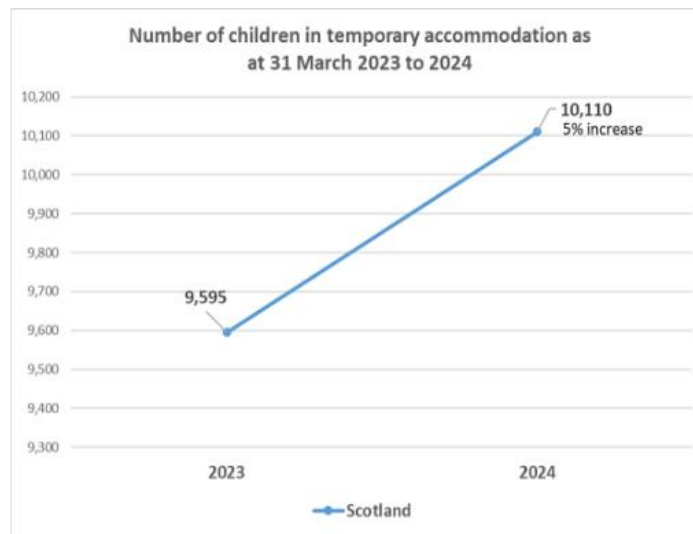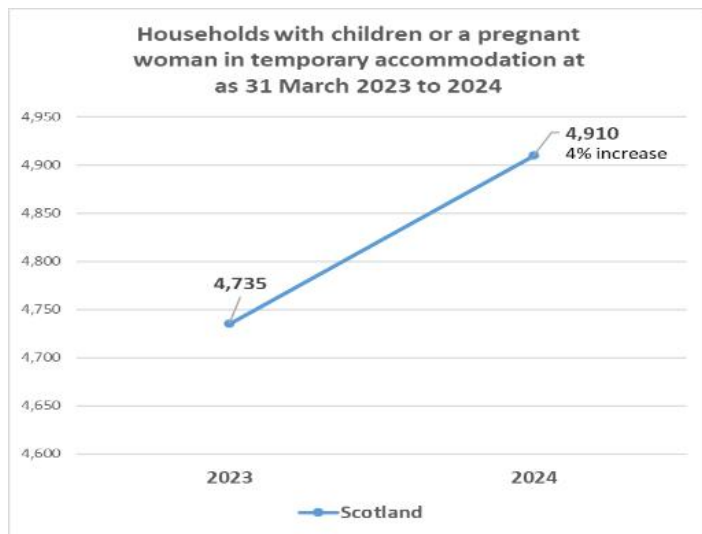Households in temporary accommodation as at 31 March 2023 to 2024
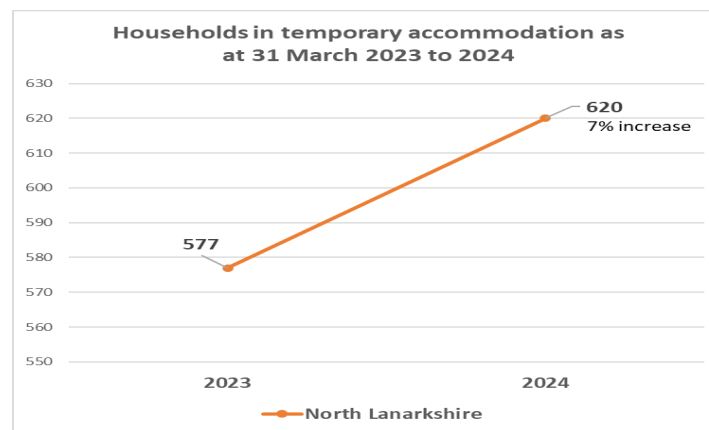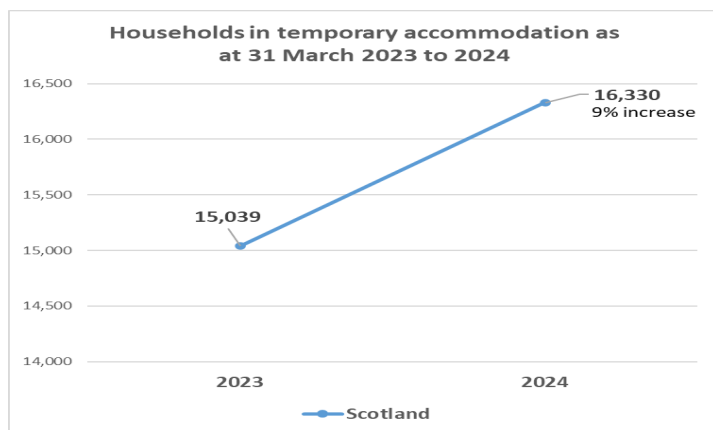
North Lanarkshire had a slightly lower increase from the national average increase.

Scotland 2024: ↑1,291 (9%) from previous year

North Lanarkshire 2024: ↑43 (7%) from previous year

Households with Children in Temporary Accommodation (as at 31st March)

Households with children or a pregnant woman in temporary accommodation at as 31 March 2023 to 2024

- 4,735 (2023)
- 4,910 — 4% increase (2024)
- Scotland

Number of children in temporary accommodation as at 31 March 2023 to 2024

- 9,595 (2023)
- 10,110 — 5% increase (2024)
- Scotland

Households with children or a pregnant woman in temporary accommodation at as 31 March 2023 to 2024

- 125 (2023)
- 110 — 12% decrease (2024)
- North Lanarkshire

Number of children in temporary accommodation as at 31 March 2023 to 2024

- 260 (2023)
- 220 — 15% decrease (2024)
- North Lanarkshire

North Lanarkshire has seen decreases for both households with children and the number of children in temporary accommodation compared to Scotland:
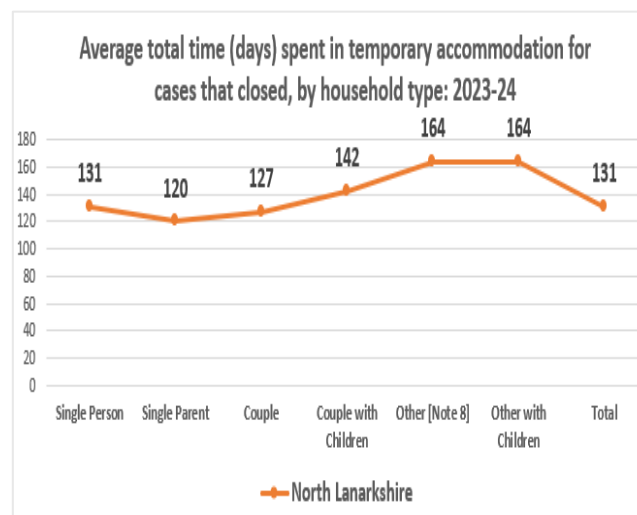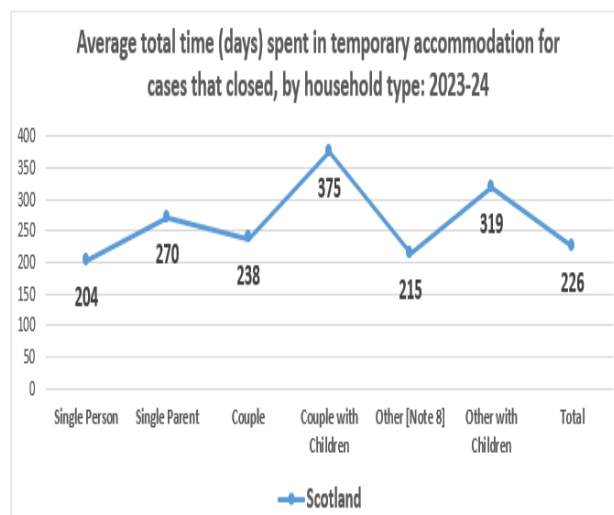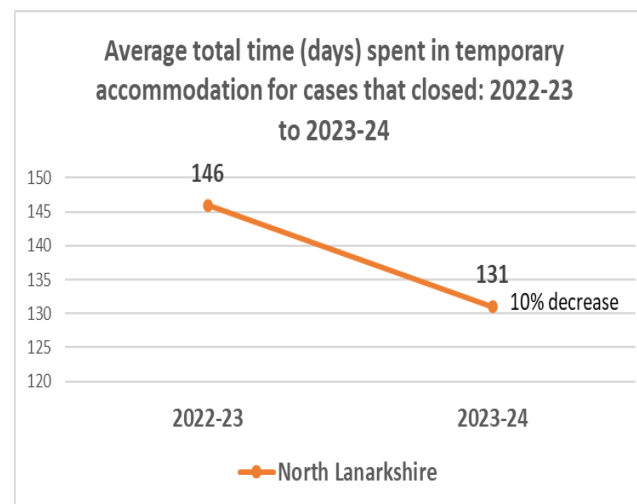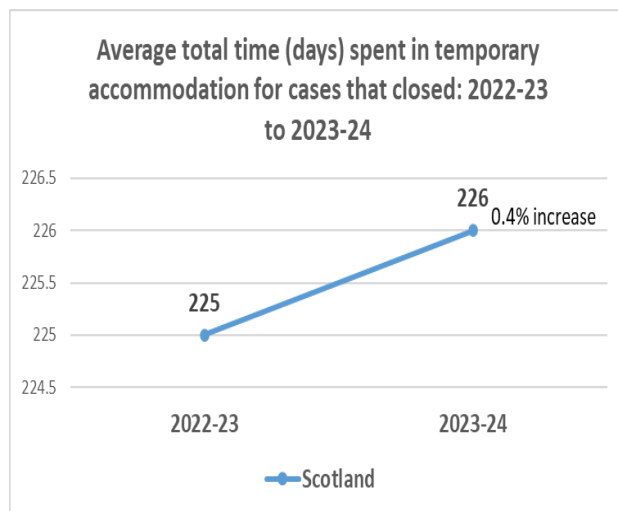
- Children in temporary accommodation ↓40 (15%).
- Households with children/pregnant women ↓15 (12%).

Scotland:

Children in temporary accommodation: 10,110 (highest recorded):

- Children in temporary accommodation ↑515 (5%).
- Households with children/pregnant women ↑175 (4%).

Average Time Spent in Temporary Accommodation

Average total time (days) spent in temporary accommodation for cases that closed: 2022-23 to 2023-24

- Scotland: 225 (2022-23), 226 (2023-24), 0.4% increase

Average total time (days) spent in temporary accommodation for cases that closed: 2022-23 to 2023-24

- North Lanarkshire: 146 (2022-23), 131 (2023-24), 10% decrease

Average total time (days) spent in temporary accommodation for cases that closed, by household type: 2023-24 (Scotland)

- Single Person: 204
- Single Parent: 270
- Couple: 238
- Couple with Children: 375
- Other [Note 8]: 215
- Other with Children: 319
- Total: 226

Average total time (days) spent in temporary accommodation for cases that closed, by household type: 2023-24 (North Lanarkshire)

- Single Person: 131
- Single Parent: 120
- Couple: 127
- Couple with Children: 142
- Other [Note 8]: 164
- Other with Children: 164
- Total: 131

North Lanarkshire average time spent in temporary accommodation is better than the national average with shorter average stays in temporary accommodation across all household types, and improvements in the time spent compared to the previous year.

North Lanarkshire:

Average days in temporary accommodation:

131 (↓164 days in 2022/23, Scottish average 226 days in 2023/24)

Lone parents: 120 days (↓147 days in 2022/23)
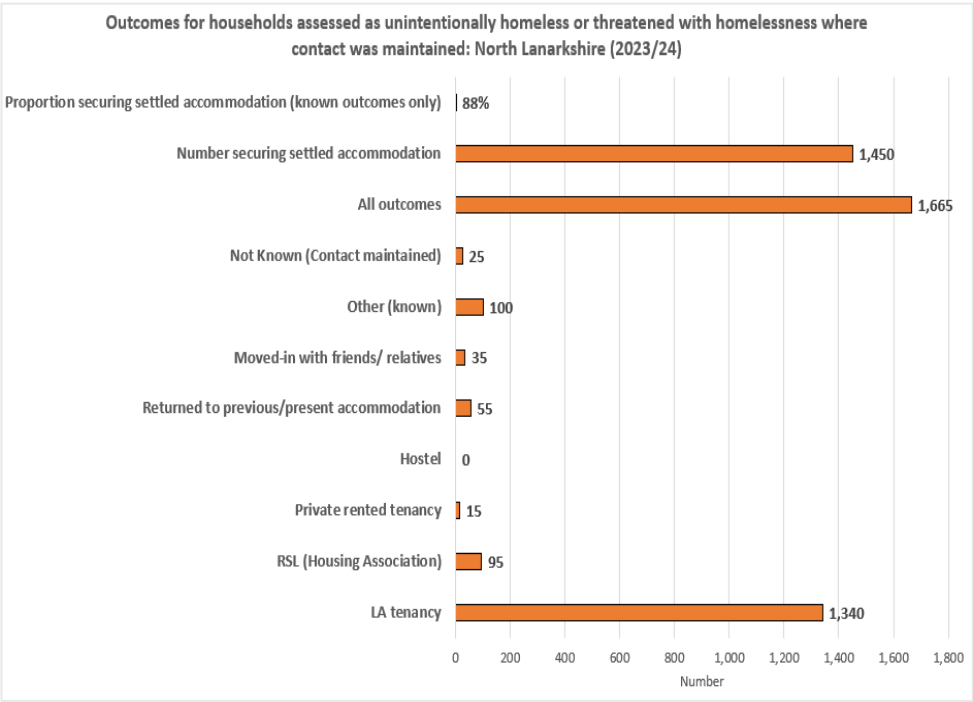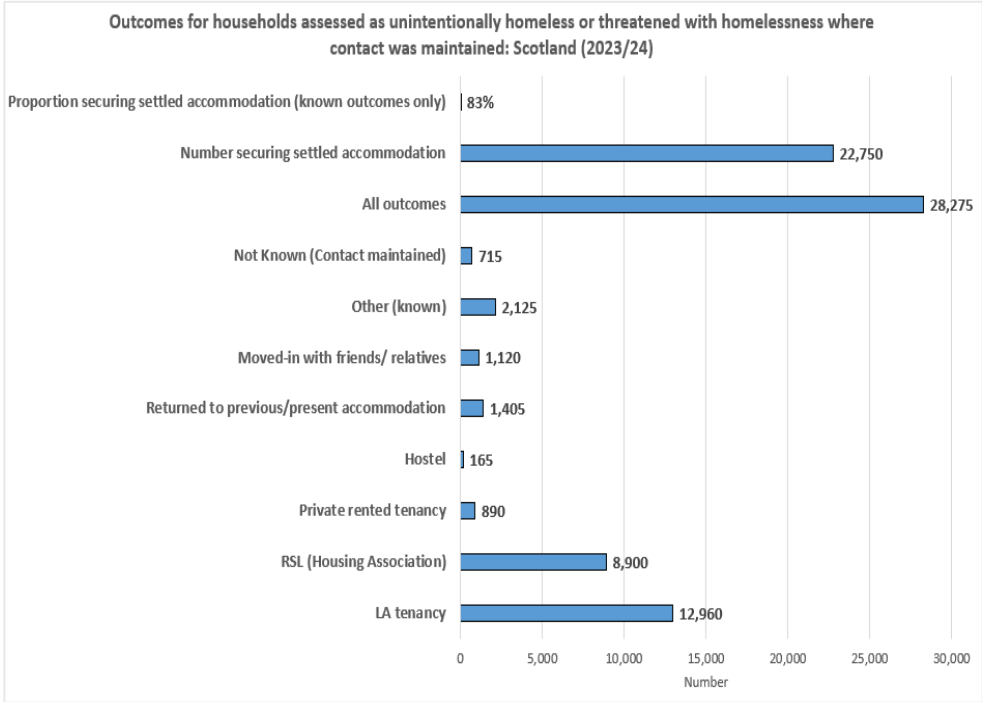
Couples with children: 142 days (↓198 days in 2022/23)

Other households with children: 164 days (↓170 days in 2022/23)

Scotland:

- Lone parents: 270 days (↑ 254 days in 2022/23)
- Couples with children: 375 days (↑224 days)
- Other households with children: 319 days (↑280 days)

Outcomes

Outcomes for households assessed as unintentionally homeless or threatened with homelessness where contact was maintained: Scotland (2023/24)

Category	Number
Proportion securing settled accommodation (known outcomes only)	83%
Number securing settled accommodation	22,750
All outcomes	28,275
Not Known (Contact maintained)	715
Other (known)	2,125
Moved-in with friends/ relatives	1,120
Returned to previous/present accommodation	1,405
Hostel	165
Private rented tenancy	890
RSL (Housing Association)	8,900
LA tenancy	12,960

Outcomes for households assessed as unintentionally homeless or threatened with homelessness where contact was maintained: North Lanarkshire (2023/24)

Category	Number
Proportion securing settled accommodation (known outcomes only)	88%
Number securing settled accommodation	1,450
All outcomes	1,665
Not Known (Contact maintained)	25
Other (known)	100
Moved-in with friends/ relatives	35
Returned to previous/present accommodation	55
Hostel	0
Private rented tenancy	15
RSL (Housing Association)	95
LA tenancy	1,340

Homeless Unintentional: In 2023-24, North Lanarkshire had 1,665 outcomes for households assessed as unintentionally homeless or threatened with homelessness, with 1,450 securing settled accommodation (88%). This is a slight decrease from 89% in 2022-23. In comparison, Scotland had 28,275 outcomes, with 22,750 securing settled accommodation (83%), consistent with the previous year. The majority of settled accommodations are LA tenancies and RSLs.
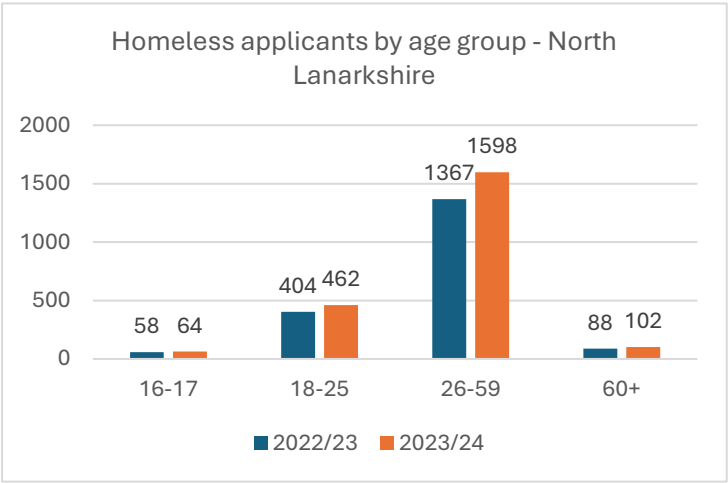
Average Days from Assessment to Closure
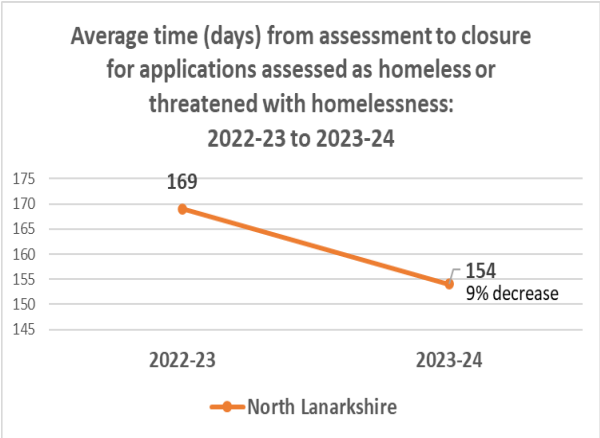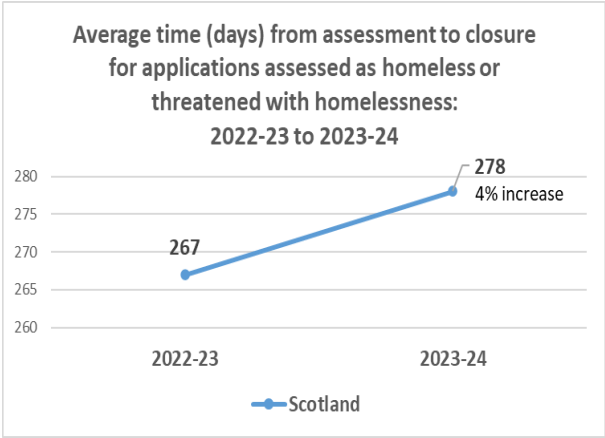
Average time (days) from assessment to closure for applications assessed as homeless or threatened with homelessness: 2022-23 to 2023-24

267
278
4% increase
Scotland

Average time (days) from assessment to closure for applications assessed as homeless or threatened with homelessness: 2022-23 to 2023-24

169
154
9% decrease
North Lanarkshire

Applications assessed as homeless or threatened with homelessness:

North Lanarkshire has decreased the average time from assessment to closure in 2022-23 from 169 to 154 days in 2023-24 (↓9%). This compares favourably to the national position of 267 days in 2022-23 to 278 days in 2023-24 (↑4%)

Applications by Age Group

Homeless applicants by age group - North Lanarkshire

Age group	2022/23	2023/24
16-17	58	64
18-25	404	462
26-59	1367	1598
60+	88	102

Applications have increased by 10.4% amongst the 16-17 year old group and 14.4% amongst the 18-25 year old age group in North Lanarkshire. This compares to a 3% decrease amongst 16-17 year age group for Scotland and a 4% increase for the 18-25 year age group.

However, proportionally there is a marginal difference over the 2022/23 and 2023/24 period, with 16-17 year olds accounting for 2.9% of all homeless applications in 2023/24 compared to 3.0% in 2022/23. When all 16-25 year olds are considered they represent 24.1% of all applications in 2022/23 compared to 23.6% in 2023/24.

Summary of Key Points

- Homelessness has increased for the second consecutive year in North Lanarkshire increasing by 16% over 2022/23 – 2023/24. This follows an increase of 13% in the previous year and compares to a 4% increase nationally over the past year.
- When homelessness applications are considered by relative population, North Lanarkshire has 6.53 homelessness applications per 1,000 people in its population, compared to the national rate of 7.47.
- North Lanarkshire has a similar, although marginally higher rate of repeat homelessness than the national rate, 5% compared to 4%.
- There has been a higher increase in live homeless cases over the past year, with a 11% increase in North Lanarkshire compared to a 8% increase nationally – which is directly linked to the larger proportional increase in homeless applications in North Lanarkshire compared to Scotland.
- The most common reason for homelessness in North Lanarkshire continues to be 'asked to leave', followed by disputes within the household non-violent and disputes within the household violent or abusive. This is consistent with national picture.
- 85% of all homelessness applications in North Lanarkshire are assessed as homeless or threatened with homelessness, 82% are assessed as unintentionally homeless. This is broadly similar to the national picture.
- North Lanarkshire experienced an increase of 12% in the number of children associated with homelessness applications, compared to the national decrease of 7%. However, when households with children in North Lanarkshire are considered as a proportion of all household homeless applications, there has been a reduction of 5.2% over the past 6 year period.
- Single males continue to account for the highest proportion of homeless applicants (46%). Families accounted for 31%, single females 18%, couples and 'other' households 5%.
- Identified support needs has risen in line with rising homelessness applications, with an increase in multiple support needs identified.
- The majority of homeless applicants in North Lanarkshire become homeless from the parental home/family/relatives, followed by friends/partners. This is consistent with national picture.

- The suspension of the local connection rules has had minimal impact on homelessness applications (2% of applications with no local connection in North Lanarkshire – minimal change over the past 5 years).
- There has been a slightly lower increase in the number of households in temporary accommodation in North Lanarkshire compared to Scotland (7% compared to 9%).
- Households with children/pregnant women in temporary accommodation in North Lanarkshire decreased by 12% compared to an increase of 4% nationally.
- Households in North Lanarkshire spend significantly less time in temporary accommodation than the rest of Scotland, with the average days spent in temporary accommodation in North Lanarkshire 131 days in 2023/24 compared to the Scottish average of 226 days.
- Furthermore, the average days spent in temporary accommodation has been on a decreasing trend in North Lanarkshire, which is in contrast to the national trend of increasing time spent.
- Families continue to spend longer in temporary accommodation compared to other household types.
- The average time from assessment to closure continues to reduce in North Lanarkshire (reduction of 9% in the past year) in contrast to the national position (increase of 4%) and is significantly lower at nearly half the national time (154 days compared to 278 days nationally).
- The 26-59 age group continues to account for the highest proportion of homeless applicants. Although younger age groups continue to be disproportionately affected by homelessness relative to the population.