Access, Advice and Support – 'Options appraisal' meeting, 18 April 2016

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AAS steering group – Options Appraisal

Attendees

Jackie Alexander, Admin and Compliance Manager, SeAscape

Hazel Bingham, Manager, South Ayrshire Women's Aid

Chris Carroll (Theme group leader), Private Sector and Landlord Registration Officer, South Ayrshire Council

Vicki Cleary, Support Worker, Blue Triangle Housing Association

Elizabeth Copeland, Team Leader (Hostels and Supported Accommodation), South Ayrshire Council

Eileen Geoghans, Assistant Project Manager, Blue Triangle Housing Association

Vera Kidd, Team Leader (Sheltered Housing), South Ayrshire Council

Rhonda Leith, Community Learning and Development, South Ayrshire Council

Ann McArthur, YPST Service Nurse, NHS/South Ayrshire Council

Ross Morris, Policy Officer, South Ayrshire Council

John Mulholland, CEO, Ayr Housing Aid Centre

John Sermanni, Support Manager, SeAscape

Alexander Rae (Theme group leader), Accommodation Officer, South Ayrshire Council

Kerry Walker, Team Leader (Occupational Therapy), South Ayrshire Council

Introduction

The latest meeting of the Access, Advice and Support steering group met on Monday 18 April 2016 at County Buildings, Ayr (Prestwick Room). This followed on from the previous steering group 'Options Generation' meeting in February 2016. The purpose of the 'Options Generation' session was to develop a range of possible actions to achieve the group's agreed outcomes while giving consideration to the comments given throughout the LHS consultation process thus far. Separate sessions were held for the Access, Advice and Support and Housing Quality and Neighbourhoods steering groups. The Access, Advice and Support steering group 'Options Generation' session produced 36 possible options, all of which could be said to have relative merits.

The meeting of 18 April, then, was designed to give delegates the chance to discuss and reflect on these options, and to appraise them based on a number of criteria. Ross Morris began the meeting by welcoming everyone before giving a short presentation on the LHS development process so far and the purpose of the session.

AIM: To review the range of actions suggested at the previous meeting, in order to influence the strategic direction taken by South Ayrshire Council and its partners over the next five years.

Following on from this, it was explained that delegates would be separated into two groups in order to consider the actions thematically. This was both to save time and to allow those most able to comment on a particular topic to have their say. Each group appraised 18 questions. Delegates were asked which group they would want to be a part of based on their work role and experience, and were separated accordingly.

- **GROUP 1:** Housing advice, independent living and the PRS (AAS1, AAS2 and AAS3) – **Chris Carroll**, Jackie Alexander, Vera Kidd, John Mulholland, Kerry Walker.

- **GROUP 2:** Housing Options, health and homelessness (AAS4, AAS5 and AAS6) – **Alexander Rae**, Hazel Bingham, Vicki Cleary, Elizabeth Copeland, Eileen Geoghans, Rhonda Leith, Ann McArthur, John Sermanni.

Delegates were then advised of the Options Appraisal process, and how this would work in practice. Groups were to discuss each possible action in turn and rate the extent to which it met various criteria. These criteria were as follows, and were given the following weighting based on their agreed importance to the development of the LHS;

PRIORITY	Score out of 5	Weighting
Meets agreed LHS Outcomes		20%
Addresses local needs		30%
Deliverability		30%
Potential cost effectiveness		20%

Each group had one of the theme group leaders present in order to guide discussions and record each score agreed for each element following discussion. The group wouldn't move on from a question until a consensus on scores for each category was reached. The scores were entered into a specially developed Options Appraisal Tool as the session progressed that calculated the relative scores for each possible action out of 5, using the system of weighting highlighted above. This allowed for direct comparison between actions on their relative merits. Following on from the discussion in groups, the group as a whole met to discuss each possible action in turn, with both groups being asked to justify the scores they gave for their questions. If there was disagreement, there would be discussion as a group and the score would be amended accordingly once consensus was reached.

At the end of the session when all scores had been entered and agreed, the Appraisal Tool ranked the options by priority based on their overall score, and also by priority within the Outcomes associated with this theme. The remainder of this document will present these ranked actions by Outcome and provide discussion of the priority allocated.

Options Appraisal

AAS1: People across South Ayrshire can access good quality, accredited housing advice.

OPTION	SCORE
Review the Council's model of providing housing advice to ensure it meets clients' various needs.	5.00
Ensure accredited independent housing advice is available in South Ayrshire.	5.00
Regularly audit the information given to tenants at sign-up and in the Tenants' Handbook to ensure these documents give appropriate and useful information.	4.80
Develop a South Ayrshire quality framework for housing advice providers in line with national standards and ensure those delivering housing advice are accredited.	4.70
Develop a screening process to ensure all leaflets and forms relating to housing options are provided in Plain English and in accessible formats to meet various needs.	4.70
Develop a central directory for signposting to services within South Ayrshire available online and in hard copy.	4.00
Establish a dedicated housing advice hotline which is well-promoted and easily accessible.	3.00
Develop a web chat facility for providing housing options advice.	2.70

The first agreed outcome of the Access, Advice and Support theme was that "People across South Ayrshire can access good quality, accredited housing advice". In order to achieve this, a wide range of actions were proposed by delegates at the February 2016 meeting.

When reviewing the suggested options, a number of actions were recognised as having a very high priority, and were recommended strongly by delegates. These included a full review of the Council's model of providing housing advice to ensure it continues to meet clients' various needs. This review would consider the extent to which the needs of our clients are met by current housing advice provision, with particular reference to steps to assist access for households who have traditionally faced barriers to accessing mainstream services, including younger people, older people, people with disabilities, people in recovery from addiction, and families.

Delegates also recommended the development of a South Ayrshire-wide quality framework for housing advice – in line with national standards - that should apply to all housing advice providers operating in the area. Staff accreditation against these standards would ensure a consistent standard of housing advice is available regardless of the provider households approach.

On a related point, delegates highlighted the importance of ensuring accredited independent housing advice continues to be available in South Ayrshire. This was seen as a positive safeguard in ensuring households receive advice that meets their needs and serves their best interests.

The group also recognised the value in a continued audit of the information provided to tenants at the sign-up stage as well as in the Tenants' Handbook to ensure this information is as up-to-date and useful for tenants as possible. The value in regularly reviewing these documents was highlighted, however some delegates felt this approach would be difficult to achieve in practice, given the practicalities of producing materials and officer time required to review this. A further related action included reviewing the accessibility of leaflets and forms in connection with housing options. This would involve ensuring these materials were easily understood by all, and available in a variety of formats to meet the needs of a wide range of clients.

Delegates also felt that a central directory signposting to services in South Ayrshire was a positive idea, but some were concerned that the production of a physical (rather than online) directory would be something of a retrograde step, and would additionally be difficult to keep up-to-date. Other delegates advised that their clients would welcome the chance to look through a physical copy of any such directory, as many people still do not have access to online resources (or are not confident using these). Furthermore, it was highlighted that a DWP funded SIGNPOST system is being piloted and it may be worth considering how housing services can link into this.

The group was less convinced by proposed actions around developing a web-chat facility or a dedicated housing advice line. It was felt that these measures would meet LHS outcomes and address local needs only to a limited extent, in that take-up was likely in practice to be limited. While there was recognition among delegates that people wish to engage with services differently, it was felt that the resources required to establish these measures could not be justified given these relatively limited benefits. Delegates felt existing services already allowed for people to engage in a variety of ways – in person, by phone or by email – and at the moment a web chat facility or dedicated phone line would not significantly complement these services. It was felt that both proposed services should be considered again in five years' time as the benefits may be more balanced against costs at this time.

AAS2: People across South Ayrshire have access to housing-related support that helps them to live as independently as possible.

OPTION	SCORE
Review South Ayrshire Council's Scheme of Assistance, taking into account the changing needs of an ageing population.	5.00
Review procedures for identifying and quickly responding to the needs of people experiencing domestic abuse.	5.00
Review procedures for identifying and quickly responding to tenants' support and care needs as part of our housing management function.	4.40
Review the advice and support available to older people and people with disabilities and consider developing specialist services for these households.	3.80

The next agreed outcome concerned the provision of support to help people to live independently. This outcome referred to meeting the needs of older people and people with disabilities, as well as ensuring appropriate support is provided to people who may find it more difficult to manage or sustain a tenancy.

Delegates gave a high priority to most of the measures suggested under this outcome. In line with the Scottish Government's approach to supporting people with a disability or long-term health condition, South Ayrshire Council believes that wherever possible, independent living should be supported within a person's own home. As such, a review of South Ayrshire Council's Scheme of Assistance was considered to be essential by delegates, in order to ensure the provisions of this continue to meet the needs of an ageing population. Recognising the more constrained budgetary conditions we are likely to see in the coming years, delegates agreed that reviewing the Scheme of Assistance offered the opportunity to support older people and people with disabilities in making housing choices that would meet their longer-term needs and aspirations.

Delegates were more critical of the action to "review the advice and support available to older people and people with disabilities, and consider developing specialist services for these households". It was felt this action would make a significant contribution to meeting the LHS outcome and would represent Best Value given the resources required to do this and the likely benefits from doing so. Nevertheless, delegates questioned the deliverability of this action in practice. Some delegates felt 'specialist advice services' were already in place which would contribute towards this aim – with OTs, Adult Services and Social Work already contributing significantly to this. As such, it was felt the development of specialist services would represent unnecessary duplication. In this instance, it was felt

existing resources should instead be more effectively used, with better signposting between services. Delegates noted that this was already happening on the ground, with Occupational Therapists currently supporting people in considering the range of their housing options at the point of assessment.

Other actions considered included reviewing procedures for identifying and quickly responding to tenants' support and care needs as part of our housing management function, as well as reviewing procedures for responding to the needs of people experiencing domestic violence. Both of these proposals found considerable support amongst delegates, however questions were raised as to how the first of these could be implemented in practice. Resource constraints were highlighted as a key limiting factor in identifying and responding to support and care needs, and as such deliverability on this was ranked at a lower level. Nevertheless this was considered by delegates to be an area where positive steps could be taken to ensure processes help people to access appropriate assistance and as such this was broadly supported. There was a consensus among delegates that processes for supporting people experiencing domestic abuse should be kept under review to ensure people are given appropriate advice and assistance when they need it.

AAS3: Service improvement and development in the private rented sector is supported and the sector in South Ayrshire is regulated appropriately.

OPTION	SCORE
Produce an annual PRS landlords' newsletter supported by email updates and the development of a social media presence for this service.	5.00
Produce and distribute 'rights and responsibilities' materials that provide information for PRS landlords and tenants about tenancy management.[1]	5.00
Develop a dedicated PRS landlords' helpline and email address.	4.80
Develop and deliver training sessions aimed at PRS landlords.	3.90
Develop a voluntary accreditation scheme in partnership with Landlord Accreditation Scotland to ensure landlords are aware of their responsibilities with regard to tenancy management.	3.90
Review arrangements for PRS tenants being referred to receive housing support where appropriate.	3.40

The next outcome to be considered in relation to this theme concerned the service provided by South Ayrshire's Private Rented Sector (PRS). This outcome is concerned with supporting PRS landlords in improving and developing the services they provide in South Ayrshire, and ensuring tenants receive appropriate support in their tenancies. While many of the provisions that would support these aspirations are the province of the Scottish Government, there are nevertheless steps which the local authority can take to support landlords and ensure they are aware of their responsibilities. Delegates were particularly supportive of proposals seeking to improve the way we communicate with PRS landlords and tenants, including the development of an annual PRS landlords' newsletter (supported by relevant emails as required), a social media presence for our Landlord Registration and Enforcement team and a dedicated email address and helpline to help support PRS landlords.

On a similar note, there was broad support for developing training and voluntary accreditation schemes for landlords, however delegates remained unconvinced as to what level of take-up we could expect for both of these schemes. Delegates felt that, while both of these measures would effectively contribute towards the LHS outcomes , would meet local needs and represent Best Value to a considerable extent, there was a belief that voluntary schemes such as landlord accreditation and training would not have an impact on poorly-performing landlords.

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[1] The Housing Quality and Neighbourhoods Group reviewed this proposed action and noted that these resources are already substantially covered in the Tenants' Information Pack. As such, it was felt this would represent unnecessary duplication.

There was a view that these schemes would mostly be taken up by more conscientious landlords and as such improvements in the sector would be relatively limited. Delegates felt greater enforcement powers were more appropriate in these instances, but there was a recognition that such powers could only come from the Scottish Government and as such the authority is restricted in what it can achieve in this regard.

Delegates also considered a proposal to review arrangements for PRS tenants being referred to receive housing support. This was considered to make positive contributions to the achievement of LHS outcomes and addressing needs locally, but was considered to be difficult to deliver in practice, given current resource restraints and the extent to which this achieves best value. It was acknowledged that housing support has a clear role to play in preventing homelessness for many households in the PRS, but there was uncertainty about the available funding for expanding this to cover more tenants in the PRS.

Delegates also expressed substantial support for the development of 'rights and responsibilities' materials for PRS landlords and tenants, however similar material is already provided as part of the Tenant Information Pack. This is a statutory requirement and it was felt by the HQN group that there was no need to produce further material that duplicated information already provided and available to both landlords and tenants.

AAS4: Housing options advice effectively supports people across South Ayrshire to access suitable and affordable accommodation.

OPTION	SCORE
Develop an action plan to mitigate the impacts of Welfare Reform on Tenants and homelessness services.	5.00
Review allocations policies and procedures in response to changes in legislation, need and demand.	4.55
Develop an online mutual exchange register.	4.20
Review nomination and section 5 arrangements with local RSLs.	4.20
Continue to develop Private Sector Leasing scheme as required for use as temporary accommodation.	3.80

The next outcome associated with this theme related to the Housing Options advice people receive in South Ayrshire and how this assists people to access accommodation that meets their needs. Delegates gave priority to two options in particular, namely the development of an action plan to mitigate the impacts of Welfare Reform and a thorough review of allocations policies and procedures. Given the significant changes in policy and practice that will be required to be made as Universal Credit rolls out in South Ayrshire, there was a recognition amongst delegates that an action plan would be required to consider how the delivery of services should change to appropriately respond to these changes in order to both support tenants and protect services. This was particularly acknowledged to be the case with regard to homeless accommodation, likely to be significantly affected by the implementation of Universal Credit. Delegates felt the development of an action plan to mitigate and respond to these issues should be a key priority for the LHS, and as such graded this action highly across the board.

The group also recognised the need to review allocations policies, in order to ensure policies and practices continue to serve local circumstances in the long-term, as well as ensuring changes introduced by the Housing (Scotland) Act 2014 are adequately reflected in local practice. The allocations review will consider the changing demographics of South Ayrshire as well as the local and national factors impacting on the services we provide, including reductions in the numbers of homeless applications, the implementation of the Housing Options approach, welfare reform and an ageing population made up of households of decreasing size. Delegates felt this action represented good value for money, was deliverable and contributed to the delivery of LHS objectives, but some were unsure as to the extent to which this would help to meet local needs. Nevertheless there was recognition that appropriate allocation policies

tied in closely with the desire to make better use of existing stock and ensure people are able to access appropriate, affordable accommodation that meets their needs.

Related to this was a proposal to develop an online mutual exchange register. The group recognised that this was highly deliverable - as a number of private firms already offer this service for local authorities and housing associations alike – but there delegates were less sure of the extent to which this would represent good value for money. While the group felt an online mutual exchange register could have a role to play in meeting local needs and contributing towards the achievement of LHS outcomes, the potentially high set up cost relative to the likely take-up within South Ayrshire was seen as raising questions about making best use of resources. As such, this option is one which could be considered depending on the financial commitment required from the local authority and its partners.

A similar priority was given to reviewing the nomination and Section 5 referral arrangements the local authority has in place with local housing associations. As these arrangements allow for households to be nominated to suitable accommodation owned by Registered Social Landlords, reviewing these has the potential to contribute to the objectives of the LHS and address local needs to some extent. As this measure was deemed to be both cost effective and deliverable by delegates, there was considered to be some value in reviewing these arrangements to ensure they continued to meet the needs of both the local authority and its partners.

With regard to the Private Sector Leasing scheme – whereby the Council leases properties from private owners for use as temporary accommodation over a period of between 3 and 5 years - there was an acknowledgment among delegates that this approach was likely to have a positive role in meeting local needs as both a temporary housing solution in itself and as a means of freeing up social housing for use as permanent stock. Furthermore, the PSL scheme was seen as contributing to the broad range of LHS outcomes. In terms of deliverability, as the scheme is currently widely used – and has indeed contributed to the authority ending its use of Bed and Breakfasts to accommodate homeless households – the scheme was seen to be deliverable in the current context. Delegates were less sure as to the extent to which the PSL scheme represented good value for money to the Council and its partners, with some expressing the view that mainstream stock owned by the local authority and partner RSLs would represent a better use of resources than outsourcing this to private providers.

AAS5: Those at risk of homelessness can access effective homelessness prevention measures and support.

OPTION	SCORE
Carry out a review of the model and structure of housing and homelessness support, and services aimed at maximising the prevention of homelessness and repeat homelessness.	5.00
Review housing support arrangements for people at risk of tenancy failure.	5.00
Explore options for developing and expanding schemes offering pre-tenancy training and support for homeless households.	4.50
Review joint working and communication procedures where people have a recognised risk of tenancy failure.	3.90
Develop procedures to better utilise the knowledge and experience of Peer Support Workers to support households in recovery from drug and alcohol addiction.	3.80

Following on from this, delegates considered options relating to the prevention measures and support available to people who are threatened with homelessness. A number of the options available in relation to this outcome were considered to have a very high priority. While homelessness has decreased both locally and nationally as a result of the implementation of Housing Options and homelessness prevention approaches, homelessness and repeat

homelessness remain a problem in both Scotland and South Ayrshire. As such, delegates felt there was a clear argument in favour of reviewing the support we give to homeless people and people at risk of tenancy failure. Delegates agreed that there was a need to ensure value for money was being achieved in the provision of housing support to people who are vulnerable to tenancy failure and homelessness, whilst also ensuring that support was effective for those receiving it. Reviews of housing and homelessness support arrangements – as well as a review of the services available aimed at maximising the prevention of homelessness and repeat homelessness – were proposed and were seen to be of very high importance to delegates. Examples of possible options for consideration might include reviewing the scale and nature of support provided to homeless households, the establishment of supported interim accommodation, consideration of shared housing options as well as 'core and cluster' models of supported accommodation for households experiencing homelessness.

Related to this, delegates provided support for proposals to develop and expand schemes offering pre-tenancy training for homeless households. It was felt that these schemes would have a cost implication associated with them, but that they would provide good value for money given the high cost of repeat homelessness. Such schemes also scored highly in terms of deliverability due to the existing delivery of similar schemes in South Ayrshire, but delegates were less sure as to the impact these would have on achieving LHS outcomes and addressing local needs.

Delegates were more apprehensive about proposals to make better use of peer support workers in supporting households in recovery from drug and alcohol addiction with issues relating to housing. Delegates agreed that peer support workers would represent a good use of resources given their potential effectiveness and could contribute significantly to meeting local needs – particularly with regard to households experiencing homelessness or at risk of tenancy failure. Despite this, there remained uncertainty as to how effective these measures would be in practice, as their use is still very much in its infancy in South Ayrshire, and their effectiveness was still relatively unproven locally. Delegates recommended that greater use of peer support workers should be considered as part of the next LHS when these measures have been more developed by other services.

Delegates also gave less priority to proposals to review joint working and communication procedures where people have a recognised risk of tenancy failure. Delegates felt that these measures would represent good value for money and would be achievable within the lifespan of the LHS, but were less convinced of the extent to which this would contribute to meeting LHS outcomes, as existing practices and procedures were already in place and were felt to be working satisfactorily at the present time.

AAS6: Health and social care support services are available to homeless and potentially homeless households

OPTION	SCORE
Review pathways to mental health and addiction services/crisis response in partnership with NHS.	4.20
Review joint-working procedures to ensure the housing and health needs of homeless and potentially homeless households are simultaneously being met (for example, those being discharged from hospitals and other institutions).	4.00
Develop training materials to ensure housing service staff awareness of potential health issues with this client group and how to access both specialist and mainstream healthcare services available locally.	3.50
Develop arrangements to offer a comprehensive assessment of health needs as part of the homelessness service.	2.50

With regard to outcomes related to health and social care, delegates again gave a high priority to a number of the proposals relating to this. Delegates felt there was clear value in reviewing pathways to mental health and addiction

services for homeless households and those at risk of homelessness. Delegates were in agreement that this would offer a wide range of advantages for households and providers alike, in that it could feasibly be delivered within the lifespan of the LHS, would meet local needs and would contribute towards LHS outcomes while representing a good use of resources. On a related point, delegates agreed there was a need to keep joint-working procedures under review, to ensure the health and housing needs of homeless households can be met in tandem. Some delegates within the accommodation service noted that while strong links already existed between South Ayrshire Council and the local prisons in this regard, links with hospitals were less developed and this was an area where services could be further developed.

Acknowledging the link between homelessness and poor health, proposals were put forward around producing training materials to ensure housing service staff are aware of common health issues this client group might present with. These materials would also give advice on how to access specialist and mainstream services locally. While this was considered to go some way to meeting the needs of this client group and contributing towards LHS outcomes, delegates were less sure that this would represent the best use of resources. Delegates were also unsure about how effective this would be on the ground and how housing service staff could utilise these materials practically.

On a similar note, proposals to offer a comprehensive assessment of health needs as part of the homelessness service. Delegates noted that South Ayrshire Council currently contribute towards the funding of two homelessness nurses who visit various SAC locations on a rota system. These nurses are not, however, based within the homelessness service. Delegates felt the provision of a comprehensive health assessment as part of the homeless service would be something that could easily be achieved, and would equally not represent best value. While there were clearly merits in this with regard to achieving LHS outcomes and meeting the needs of this client group, it was felt this would not be feasible, and the return on potential investment in this would be limited.

AAS7: The provisions of the national homelessness agenda are implemented within South Ayrshire

OPTION	SCORE
Review homeless allocations processes as part of allocations policy review.	4.50
Consider option of making homeless interviews available in rural areas and at Customer Service Centres by appointment.	4.15
Improve awareness of housing options and homelessness services and service offered throughout South Ayrshire.	4.10
Trial pop-up advice centres in local communities to promote awareness of housing options and homelessness services.	3.00

Delegates agreed, as part of the proposed allocations policy review, that homeless policies and practices be reviewed in order to consider the extent to which these continue to meet local needs.

Furthermore, there was an agreement that – while options advice was available throughout the area – there was a need to provide homeless interviews throughout South Ayrshire. Delegates recognised that travelling into Ayr for an interview had the potential to act as a barrier to people exercising their rights under homeless legislation, and as such more should be done to address this. It was felt this would make a substantial contribution to meeting local needs, would represent a good use of resources and was achievable within the lifetime of the LHS. On a related point, delegates agreed that more could be done to improve awareness of the homelessness and housing options services available throughout South Ayrshire.

Delegates were less sure of the proposals to trial pop-up advice services, with delegates noting that such services were already provided in the local area. The focus should instead be on integrating these more effectively with existing community resources, including existing outreach services and community hubs.

Appendix 1 – Options Appraisal – all scores

OPTION	SCORE
Review the Council's model of providing housing advice to ensure it meets clients' various needs.	5.00
Ensure accredited independent housing advice is available in South Ayrshire.	5.00
Review South Ayrshire Council's Scheme of Assistance, taking into account the changing needs of an ageing population.	5.00
Review procedures for identifying and quickly responding to the needs of people experiencing domestic abuse.	5.00
Produce an annual PRS landlords' newsletter supported by email updates and the development of a social media presence for this service.	5.00
Produce and distribute 'rights and responsibilities' materials that provide information for PRS landlords and tenants about tenancy management.[2]	5.00
Develop an action plan to mitigate the impacts of Welfare Reform on Tenants and homelessness services.	5.00
Carry out a review of the model and structure of housing and homelessness support, and services aimed at maximising the prevention of homelessness and repeat homelessness.	5.00
Review housing support arrangements for people at risk of tenancy failure.	5.00
Regularly audit the information given to tenants at sign-up and in the Tenants' Handbook to ensure these documents give appropriate and useful information.	4.80
Develop a dedicated PRS landlords' helpline and email address.	4.80
Develop a South Ayrshire quality framework for housing advice providers in line with national standards and ensure those delivering housing advice are accredited.	4.70
Develop a screening process to ensure all leaflets and forms relating to housing options are provided in Plain English and in accessible formats to meet various needs.	4.70
Review allocations policies and procedures in response to changes in legislation, need and demand.	4.55
Explore options for developing and expanding schemes offering pre-tenancy training and support for homeless households.	4.50
Review homeless allocations processes as part of allocations policy review.	4.50
Review procedures for identifying and quickly responding to tenants' support and care needs as part of our housing management function.	4.40
Develop an online mutual exchange register.	4.20
Review nomination and section 5 arrangements with local RSLs.	4.20
Review pathways to mental health and addiction services/crisis response in partnership with NHS.	4.20
Consider option of making homeless interviews available in rural areas and at Customer Service Centres by appointment.	4.15
Improve awareness of housing options and homelessness services and service offered throughout South Ayrshire.	4.10
Develop a central directory for signposting to services within South Ayrshire available online and in hard copy.	4.00

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[2] Considered by HQN Group also – determined to represent unnecessary duplication given the existing Rights and Responsibilities material provided as part of the Tenant Information Pack.

Review joint-working procedures to ensure the housing and health needs of homeless and potentially homeless households are simultaneously being met (for example, those being discharged from hospitals and other institutions).	4.00
Develop and deliver training sessions aimed at PRS landlords.	3.90
Develop a voluntary accreditation scheme in partnership with Landlord Accreditation Scotland to ensure landlords are aware of their responsibilities with regard to tenancy management.	3.90
Review joint working and communication procedures where people have a recognised risk of tenancy failure.	3.90
Review the advice and support available to older people and people with disabilities and consider developing specialist services for these households.	3.80
Continue to develop Private Sector Leasing scheme as required for use as temporary accommodation.	3.80
Develop procedures to better utilise the knowledge and experience of Peer Support Workers to support households in recovery from drug and alcohol addiction.	3.80
Develop training materials to ensure housing service staff awareness of potential health issues with this client group and how to access both specialist and mainstream healthcare services available locally.	3.50
Review arrangements for PRS tenants being referred to receive housing support where appropriate.	3.40
Establish a dedicated housing advice hotline which is well-promoted and easily accessible.	3.00
Trial pop-up advice centres in local communities to promote awareness of housing options and homelessness services.	3.00
Develop a web chat facility for providing housing options advice.	2.70
Develop arrangements to offer a comprehensive assessment of health needs as part of the homelessness service.	2.50