

# Youth Housing Statement for the Development of the Local Housing Strategy 2016-2021

Housing Development Section  
June 2015

## North Lanarkshire Council Strategic Youth Housing Statement

### 1. Our Vision and Introduction

“Young people most at risk, or in need of additional support, are given the opportunity to access affordable housing, suitable to their needs and to receive appropriate support to help them sustain their accommodation”

- 1.1 North Lanarkshire Council has developed this Strategic Youth Housing Statement to consider some of the important housing challenges currently facing young people in North Lanarkshire. The document provides an overview of the services currently provided and identifies areas requiring further development. The aim is to identify accommodation and associated support requirements that will ensure young people most at risk, or in need of additional support, can access appropriate housing and related services with a view to preventing homelessness and improving tenancy sustainment through appropriate support.
- 1.2 Young people can face a number of significant life changes between the ages of 16-26, including leaving home, moving into further education, seeking employment, moving on from a period spent in care, involvement with youth justice services, becoming parents or have a variety of complex support needs. In some cases, the life changes they have experienced mean they require additional support and guidance, to access and sustain appropriate accommodation.
- 1.3 The Strategic Youth Housing Statement provides a framework within which Housing & Social Work Services and partners can further develop outcome focused practice, which will help realise our vision.
- 1.4 North Lanarkshire’s Local Housing Strategy (LHS) 2011-2016 contributes to delivery of this vision and aims to address a complex range of issues while at the same time delivering solutions for all, including young people. The LHS vision is:  
  
*‘To build housing futures for all people in North Lanarkshire by meeting their housing needs and providing opportunities for them to fulfil their housing aspirations.’*

## 2. Legislative Requirements & Strategic Context

2.1 The main legislation governing young people and housing includes:

- Housing (Scotland) Act 2014
- Children and Young People (Scotland) Act 2014
- Children (Leaving Care) (Scotland) Act 2000
- Homelessness etc (Scotland) Act 2003
- The Looked After Children (Scotland) Regulations 2009

The legislation collectively places duties and responsibilities on local authorities to assess needs, provide information, advice & support, pathway planning and appropriate accommodation for young people across North Lanarkshire. Furthermore the following three principles underpin the legislation and guidance:

- To give paramount consideration to the welfare of the child
- To consider the views of the child
- To avoid delay and to make the minimum intervention necessary to a child's life

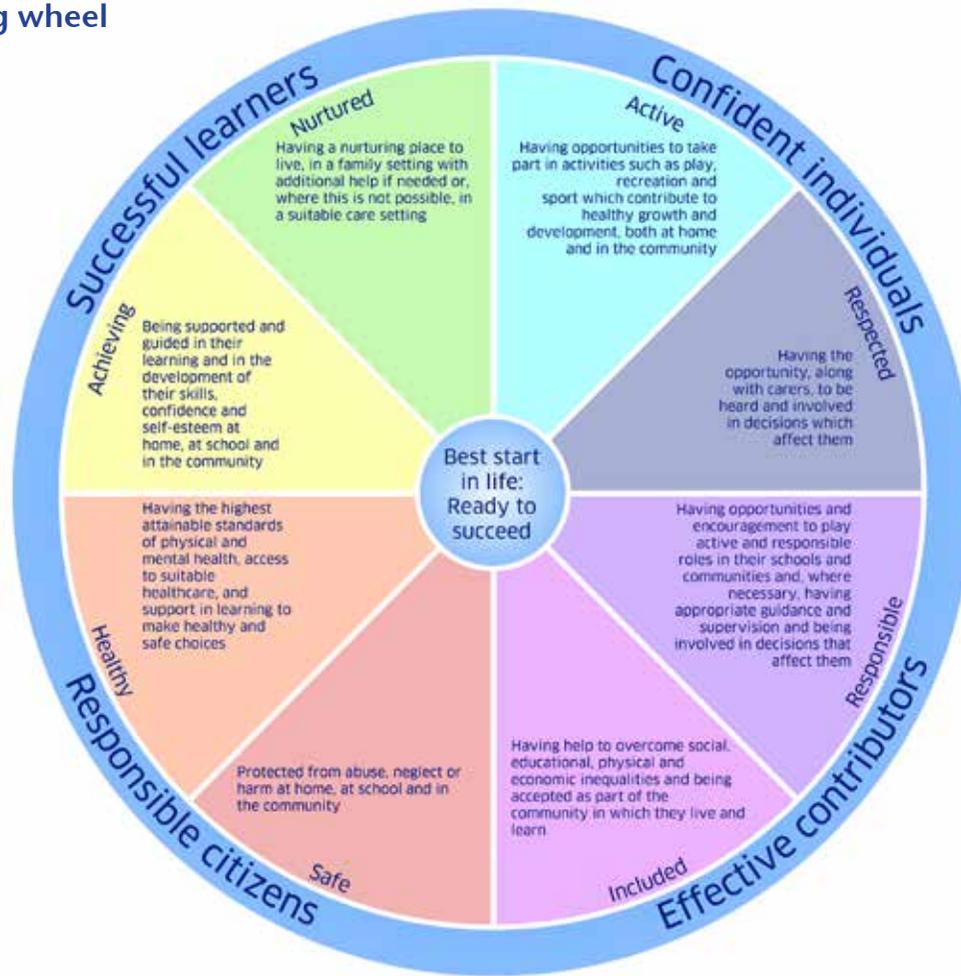
2.2 The Children Young People (Scotland) Act 2014 ensures extra support and greater rights for children and young people in care. All teenagers in residential, foster or kinship care who turn 16 will now be entitled to remain in their care setting until they reach the age of 21 years. There is also a requirement to provide support until reaching the age of 26 for care leavers to help them move into independent living at a pace which suits them. It also places a Corporate Parenting duty on local authorities. This means the collective responsibility of the council, elected members, employees, and partner agencies, for providing the best possible care and safeguarding for the children who are looked after by the council.

2.3 In addition to legislative requirements it is necessary to develop a comprehensive way forward to consider young people and housing related issues such as:

- Provision of appropriate support to enable sustainment of tenancy
- Homelessness prevention
- Provision of suitable accommodation
- Mismatch between supply and demand for suitable accommodation
- Affordability of suitable accommodation

2.4 The wellbeing of children and young people is at the heart of Getting it right for every child (GIRFEC). GIRFEC ensures a consistent approach for people to work with all children and young people and provides a foundation for all children's services. The approach helps local authorities focus on what makes a positive difference for children and young people and how they can act to deliver these improvements. Getting it right for every child is threaded through existing policy, practice, strategy and legislation affecting children, young people and their families. The approach uses eight areas of wellbeing in which children and young people need to progress in order to do well now and in the future. The eight indicators of wellbeing are Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included referred to as SHANARRI. These are set within the context of the 'four capacities', which are at the heart of the Curriculum for Excellence and are described in more detail in the following 'Wellbeing Wheel'.

## Wellbeing wheel



Source: Scottish Government Wellbeing Wheel

2.5 The eight indicators are the basic requirements for all children and young people to grow and develop and reach their full potential. Children and young people will progress differently, depending on their circumstances but every child and young person has the right to expect appropriate support from adults to allow them to develop as fully as possible across each of the well-being Indicators and North Lanarkshire's Strategic Youth Housing Statement aims to bring partner agencies together to ensure the role housing can take to assist children and young people to be healthy, achieving, nurtured, active, respected, responsible, included and, above all, safe.

2.6 The LHS, Corporate Plan and Community Plan/ Single Outcome Agreement contribute to improving the Health and Wellbeing of all residents of North Lanarkshire, including children and young people. The Community Plan/Single Outcome Agreement vision aims to make North Lanarkshire a place where people, particularly children and young people are safe, nurtured, healthy, achieving, active, respected, responsible and included by 2022. This will be achieved by providing housing support, improving health and providing

effective community care. The Council's strategic priorities which support delivery of this include:

- Improved outcomes for all children and young people
- Solutions built with and around children, young people and their families
- Children get the help they need when they need it
- Everyone is working together to make sure things get better

2.7 The LHS in addition to aiming to assist all households to meet their housing aspirations has two specific housing actions in relation to young people:

- Assess the feasibility of new temporary accommodation options for young people, and
- Ensure all young people leaving care do not experience homelessness

These actions are delivered jointly with Social Work Services and third sector partner organisations and aim to ensure young people have access to suitable accommodation and support that will assist in enabling them to sustain their housing situation.

2.8 A key issue affecting young people remains the impacts of recent Welfare Reforms. The current LHS aims to mitigate some of this by ensuring increased financial inclusion through income maximisation and use of Discretionary Housing payments and the Council's Prevention and Sustainability Fund to prevent homelessness. During the development of the new LHS 2016-2021, welfare reform remains a key priority, particularly in respect of the impacts on temporary and supported accommodation.

### 3. Working Together

3.1 The proposed actions within the Youth Housing Statement cannot be delivered in isolation by Housing Services. The statement aims to clearly link a range of council and partner organisations strategic and policy objectives in relation to meeting the needs of young people, including those relating to housing.

3.2 Existing partnership arrangements are governed by North Lanarkshire's Children's Services Partnership and outcomes are identified and delivered through the Single Outcome Agreement. Themed sub groups of

the Children's Services Partnership focus on:

- Early years and childcare
- Additional support needs
- Substance misuse
- Youth justice
- Corporate parenting
- Children's Services Quality Improvement

3.3 The Youth Housing Statement presents an opportunity for stakeholders to come together and work on developing and implementing a plan to address the shortfalls in relation to services to ensure young people receive appropriate advice, information and support to access and sustain suitable accommodation. Success relies on commitment from all stakeholders including politicians, policy-makers, management, front line staff, voluntary organisations, external agencies and service providers.

3.4 As a component part of the new LHS 2016-2021, the Council are currently developing a revised Temporary Accommodation Strategy which will take account of individual needs and seek to place homeless households in appropriate temporary accommodation; as well as consider the support requirements of

our most vulnerable young people. In addition, we have completed a discrete piece of affordability analysis. The purpose is to identify local affordability issues in relation to housing across all tenures, by area and by head of household age band, to inform a better understanding of realistic and affordable housing options for young people across North Lanarkshire.

3.5 The new LHS 2016-2021 will set out how the Council aims to address housing supply, homelessness and housing support in relation to young people and will take account of the challenges and priorities outlined within this Youth Housing Statement as well as considering legislative requirements such as The Children and Young People (Scotland) Act 2014.

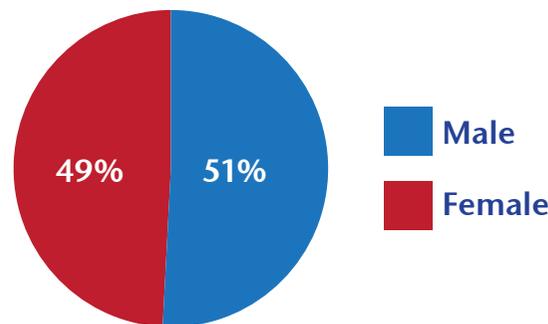
#### 4. Young People age 16-25 in North Lanarkshire

4.1 Young Person Profile

4.2 In order to assess housing need for young people it is important to consider the scale of housing and related support requirements for

young people living in North Lanarkshire. By quantifying the number of young people in housing need, the Council will be in better position to establish what the key issues are and develop priorities to address them.

4.3 According to the Registers of Scotland 2014 mid-year Population Estimates there were 42,168 young people aged 16-25 living in North Lanarkshire in 2014, representing 12.5% of the total population. The split is fairly even in relation to males (51%) and females (49%).



Young Person Population Estimates, 2014

4.4 Young Person Tenure Split

4.5 It is important to consider the current tenure split of young people living in North

Lanarkshire as this provides a picture of current and potential future housing need. The 2011 census identified that households with a head of household under 24 are more likely to be living in rented accommodation (49.4% social rented and 34.6% private rented); with only 16% owning their own home. Given the relatively low incomes of this group and high unemployment rates it is not unexpected that renting appears to be the most prominent tenure choice in North Lanarkshire. This is further supported by findings in the NOMIS Official Labour Market Statistics Claimant Count November 2014 where 1,590 young people (16-24 years) were identified as claiming unemployment benefits within North Lanarkshire, with only Glasgow City Council exceeding this figure in Scotland.

4.6 Young people (16-25 years) account for just fewer than 6% of all Council tenancies. Table 1 below shows the distribution of Council tenants 16-25 years by Housing Sub Market Area, it is clear from this that Motherwell Housing Sub Market Area has the greatest proportion of young tenants (56%), which could be attributed to a number of factors including availability of stock, employment, unemployment and family circumstances.

Table 1: Tenancies where head of household 16-25 years

Housing Sub Market Area	No of Young Persons with NLC Tenancy (16-25 Year olds)
Airdrie & Coatbridge	697
Cumbernauld et al	202
Motherwell	1,175
North Lanarkshire	2,074

Source: HSMS May 2014, North Lanarkshire Council Area Profiles 2014

4.7 There are significantly more female (72%) tenants under the age of 25 than male tenants (28%) of the same age which is reflective of the male/female split of young people seeking social rented housing within North Lanarkshire. The Common Housing Register (CHR) Waiting list contains 2,341 young people 16-25 years, 65% of which are female. It is conceivable that young women are more likely to consider leaving home and becoming tenants for a number of reasons including becoming a parent, family breakdown and in emergency situations. Women are also proportionately more likely than men to be affected by welfare reforms.<sup>1</sup>

<sup>1</sup>file:///F:/2015-16/Health%20Data/FINAL\_EMPLOYMENT\_SUPPORT\_ALLOWANCE\_-\_DPH\_statement.docx

4.8 Tenancy Sustainment

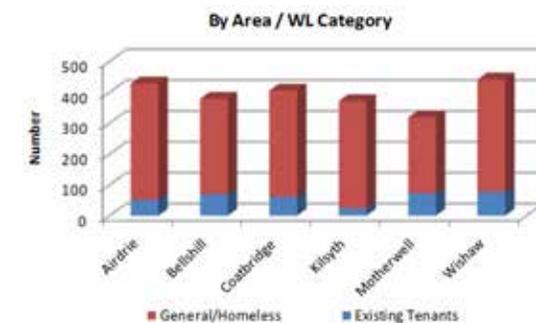
4.9 The information available in relation to tenancy sustainment for 16-25 year olds shows that there is lower than average sustainment levels for younger tenants. During 2013-14 there were 877 new tenancies created for 16-25 year olds across North Lanarkshire but tenancy sustainment between young male and female tenant's was considerably different. A greater number of young males (31.8%) compared to young females (14.0%) failed to sustain their tenancy.

4.10 Research by Shelter Scotland suggests reasons for tenancy failure include lack of support, debt problems, lack of furniture, property condition, property location, relationship breakdown and ill health as possible causes, however, the report also states that there are often positive reasons for young people to terminate their tenancy including mobility for employment. The Council recognise the importance of continuing to review, monitor and develop services that support young people to sustain their housing situation.

4.11 Common Housing Register Waiting List

4.12 As at 31st Dec 2014 there were 2,341 young people on the Common Housing Register waiting list, 17.7% of the total. The graph below shows their distribution by area and waiting list category. It is clear that the majority of young people are either on the General or Homeless Waiting Lists. In order to maximise tenancy sustainment when they are allocated a tenancy it is important to ensure young people are given appropriate housing options advice and information; that they are provided with adequate support; that the property they receive is of a suitable standard and that they receive financial advice to ensure income maximisation.

Graph 1: CHR Waiting List by Area/Category



4.13 Rent Arrears

4.14 Failure to sustain a tenancy can be caused by debt problems and often results in young people having rent arrears. In terms of current tenant arrears young people (16-25 years) make up 10.1% of all tenants in arrears. A significant contributing factor to such arrears are the number of young people claiming benefits who are subject to sanctions as well as those affected by welfare reform under-occupancy charges. There are currently 5,006 council and RSL tenants affected by welfare reforms, with 7.3% of these being 16-25 years old (335 Council tenants and 32 RSL tenants). During 2013-14 there were 59 evictions, of which eight (13.6%) were tenants aged 16-25 with seven of these being evicted for rent arrears. The Youth Housing Statement and LHS highlight the issues faced by young people on low incomes in relation to tenancy sustainment and aim to identify and develop potential responses that assist in resolving financial issues and improve tenancy sustainment.

4.15 Homelessness

4.16 During 2013/14, 645 young people aged 16-25 years presented as homeless in North Lanarkshire, accounting for 34.5% of all homeless applications (a fall of 1.8% on 2012/13). A small proportion of young people (15) made multiple homeless applications during the year.

4.17 Around nine percent of all young people who presented as homeless had previously been in local authority care; and in 11 cases had become homeless immediately after leaving care. Additionally, around 42% of all homeless young people were identified as having support needs which contributed to their homelessness. Almost 70% of the cases were closed within a year and statutory homelessness data records stays in temporary accommodation. This information highlights that 37% took up temporary accommodation during the period with a further 21% remaining in their original accommodation. Prevention and Mediation Services, and targeted Housing Options could potentially be further developed to assist those remaining in their original accommodation; which if appropriate, could result in more positive outcomes for those households.

Table 2: Accommodation Type

Accommodation Occupied between Application and Discharge of Duty	%
Remained in original accommodation	21%
Stayed with friends / relatives/ arranged by applicant	29%
LA/RSL Ordinary dwelling (e.g. temporary dispersed)	38%
Hostel-LA owned	4%
Hostel-RSL (e.g. Viewpark)	1%
Women's refuge	1%
Private sector lease/ Other placed by authority	5%
	100%

Source: HSMS May 2014, North Lanarkshire Council Area Profiles 2014

4.18 The most common reasons for homelessness amongst young people appears to be family/ relationship breakdowns (39%) and being asked to leave their current accommodation (27%). Where disputes are non-violent it may be that mediation and wider housing options advice could perhaps play an intervention role and prevent some homelessness. North Lanarkshire's Mediation Service has played an important role in homelessness prevention to date with 20 families receiving positive outcomes during 2014/15.

- 4.19 Domestic Abuse
- 4.20 Around 12% of young households presenting as homeless stated the dispute or relationship breakdown had been violent. Evidence suggests that there are a number of crimes and abusive behaviours that disproportionately affect women and children, such as domestic abuse. North Lanarkshire takes these issues very seriously and has formed the North Lanarkshire Violence Against Women Working Group (VAWWG) in order to address them. The VAWWG brings together statutory and voluntary organisations which have an important role to play in tackling domestic abuse and other forms of violence against women. The aim is to deliver the national approach as detailed in “Equally Safe: Scotland’s Strategy for Preventing and Eradicating Violence Against Women and Girls” at a local level.
- 4.21 Scottish Government statistics on incidents of domestic abuse recorded by police by council area for 2012-13 indicate there were 3,996 reports in North Lanarkshire, with around 77% of victims being female and 31% being under 25 years of age. The Scottish Crime and Justice Survey 2012/13 found that “there is evidence to suggest that adolescent and young women face a higher risk of violence from a partner than older groups”. The Youth Housing Statement aims to improve information and understanding of the particular issues arising from domestic abuse when young people need assistance with housing.
- 4.22 Looked After and Accommodated Young People
- 4.23 As at 31st Dec 2014 there were 64 young people aged 16+ who were considered to be described as ‘looked after at home’ and 52 ‘looked after and accommodated’. Of those looked after and accommodated, 25 are in residential & foster placements and 27 in kinship placements. Records in North Lanarkshire indicate that on average there are around 25 care leavers each year between the ages of 16 – 25 years. At present, information is not collected on the housing outcomes for this group of young people. Collecting this information will assist the Council to improve our strategic understanding of housing need and aspirations of this particular client group. This can only be achieved by further improving partnership working and information sharing across services.
- 4.24 In addition to ‘looked after and accommodated’ young people there were a further 110 young people aged 16-20 years (as at 31st July 2014) who were entitled to support as care leavers and who required a Pathway Plan. The Children and Young Person (Scotland) Act 2014 extended this responsibility to 21-25 year olds in April 2015 and added a further 63 young people to this category. The Youth Housing Statement will therefore consider how to further develop and strengthen services to provide housing choices, support independent living and improve tenancy sustainment for young Care Leavers.
- 4.25 Supported Accommodation & Additional Support Services
- 4.26 North Lanarkshire Council has a range of services to support individuals at home and within supported accommodation. In 2013/14, 711 young people were provided with housing support, with 448 receiving in-house services and 263 receiving support from external support providers. The Housing Service has support contracts in place with Barnardo’s, the Simon Community and Blue Triangle.

The services have demonstrated positive outcomes for service users who require emotional and practical support to enable them to live independently and are rated highly by service users. Continuing to deliver these important services to vulnerable client groups is essential and contributes to meeting the priorities outlined within this statement by providing quality, cost-effective housing support.

#### 4.27 Health and Wellbeing

4.28 NHS Lanarkshire funds the Health & Homelessness Team, which provides targeted services and access to immediate health care for homeless households, including young people, who are often disconnected from mainstream services. The service addresses immediate health care issues relating to mental health, addictions and physical health and assisted 577 people in 2014/15 with 98% of service users being under 24 years of age. There is increasing evidence from homelessness presentation data that the health and social care needs of applicants are becoming more complex. During 2014/15 some 212 applicants cited multiple health and social care needs as contributing to their

homelessness. The needs identified are often the result of past traumas and childhood neglect and manifested in self harm, substance misuse and offending.

4.29 Homelessness and tenancy failure can be attributed to a number of factors, including debt problems. Financial insecurity is recognised as a significant feature related to increased stress and poor mental health. Housing Services provide support to households in financial difficulty or who require advocacy services through Citizens Advice Bureau Housing Advice Network and Shelter Advocacy Services Project. Around 40% of households seeking Housing Advice and Advocacy Services were under 25 years of age. This highlights the importance of independent advice and information services in supporting young people and helping them to maintain their tenancy and make informed housing choices.

4.30 The Integrated Addiction Service provided assistance to 481 people aged 16-25 year in North Lanarkshire during 2013/14. 162 were referred for their alcohol use, 171 for drug use and 158 for drug and alcohol use. It would be

beneficial to understand the outcomes for this group of young people in order to identify suitable actions that could contribute to the Youth Housing Statement priority of 'Improve health and wellbeing of young people in relation to provision of suitable housing and related services'.

The health and wellbeing priority is also linked to the referral process for CAMHS Youth Counselling Service. In 2013/14 188 people aged 16-19 were referred this service with 26 presenting with drug or alcohol issues during the course of their engagement.

4.31 Other support services in place across the authority to improve health and wellbeing for young people include Barnardo's AXIS and Meridian North. Both these services provide services to young people affected by substance misuse. Meridian North received 210 referrals during 2013/14 whilst the AXIS project supported 71 young people across both North and South Lanarkshire. The young people assisted were from various backgrounds including hidden homeless (34%), registered homeless and staying in homeless accommodation (30%) and staying

with parents (36%). This information indicates that 64% of the young people affected by substance misuse became part of the homeless community. Services indicate that there appears to be limited health/support services in place to work with this age group which could potentially prevent them as presenting as homeless. It is therefore necessary to consider how to develop partnership working with agencies which assist young people suffering substance misuse to promote prevention and improve outcomes.

4.32 This includes working with external agencies, Social Work and Addictions Services; and Mental Health Teams who work with 16-25 year olds. As at February 2015 there were 150 young people working with Social Work Services in relation to addictions and 126 in relation to poor mental health. Further work in relation to referral processes is required to ensure individuals are linked into all the available advice and assistance that could potentially prevent their housing situations from falling into crisis and improve tenancy sustainment.

#### 4.33 Anti-Social Behaviour/Mediation

4.34 In 2014/15, 20 young people received family mediation in relation to housing circumstances and 62 received neighbourhood mediation. The aim of mediation is to enable young people to reach an agreement that will allow them to resolve issues or disputes with family members or neighbours in order to support them to sustain and enjoy their tenancy.

4.35 In order to improve our understanding of how successful mediation can be in preventing homelessness or improving tenancy sustainment it will be important to develop trend analysis to inform service development and resources. With an increased knowledge and understanding our staff will be able to participate in training and practitioner forums in conjunction with Scottish Community Mediation Network. Successful mediation requires early intervention and to ensure this happens it is important to increase pro-active referrals from central reporting hubs and localities. By increasing the use of mediation to break the cycle of anti-social behaviour and family breakdowns Housing Services could reduce the number of young people at risk of becoming homeless.

#### 4.36 Youth Justice

4.37 Housing Services, in partnership with a number of organisations, aim to support young offenders to sustain their tenancy. The Youth Bridges Project assists young people leaving prison by advocating on their behalf to attain accommodation whilst Community Alternatives Programme and Barnardo's provide support.

4.38 In 2014, 487 16-25 year olds were on Community Payback Orders and a further 21 were receiving youth justice throughcare support. The Youth Housing Statement aims to improve tenancy sustainment for this group of young people through provision of mediation, support, advice and assistance.

#### 4.39 Current Position

4.40 Appendix 1 provides a breakdown of the current services in place across North Lanarkshire for young people 16-25 years in relation to Housing Services, with particular focus on those young people who are most at risk and vulnerable

5 Key Housing and Support issues for Young People age 16-25 in North Lanarkshire

5.1 A Youth Housing Event was held on 20th February 2015 as part of the Council's wider Local Housing Strategy consultation. The event was attended by over 35 delegates from a cross-section of council stakeholders including NHS Lanarkshire, service providers, Shelter, Tenant Information Service and other council services.

5.2 The purpose of the event was to identify issues that could have a significant impact on how the Council plan and manage services in relation to housing, support and young people.

5.3 There were a number of common issues raised across the four different workshops, namely:

- Ongoing challenges in relation to Welfare Reform, Universal Credit and Sanctions
- Importance of using partnership approaches with young people particularly in relation to training, joint assessment, joint procurement and information sharing
- Improving the range of housing options for

vulnerable young people such as respite emergency accommodation, transitional supported accommodation, shared tenancies and 'trial' tenancies

- Consider the views of young people and develop services to reflect their needs
- Perception of increasing complex support needs for younger people
- Relationship between independent living skills and tenancy sustainment
- Providing accessible information and raising awareness of services with young people
- Links to Health & Wellbeing Indicators
- Increased responsibilities from Children and Young People (Scotland) Act 2014, which extend certain corporate parenting duties to 26-years.

5.4 The Youth Housing Statement provides an opportunity for Housing Services to increase our partnership approach to addressing the issues identified and contribute to meeting the needs of young people across North Lanarkshire.

5.5 The key issues identified include:

- Meeting legislative requirements
- Impacts of Welfare Reform
- Establishing Housing Need
- Tenancy Sustainment
- Debt and Money Advice
- Homelessness
- Domestic Abuse
- Looked after and accommodated young people
- Supported Accommodation and Additional Support Services
- Health and Wellbeing
- Anti-social behaviour and Mediation
- Youth Justice

6 Priorities for North Lanarkshire's Youth Housing Statement

6.1 The Youth Housing Statement aims to use the local outcomes set out in North Lanarkshire Council's Corporate Plan 2013-2018 to assist in improving housing and related services for young people in North Lanarkshire by:

- Providing assistance to young people and families affected by substance misuse

- Reducing homelessness through provision of high quality housing options and support services
- Improving mental health and wellbeing
- Improving quality of housing and building new housing for rent

6.2 Furthermore the Statement aims to continue the development and implementation of Strategic Housing Outcomes set out in North Lanarkshire Council's Local Housing Strategy 2011-16 in relation to improving housing and support services for young people:

- Housing need is resolved as quickly as possible and people can meet their housing aspirations
- Homelessness is reduced through the provision of a high quality housing options and support service
- Those with particular housing needs can live independently through the provision of accessible homes and support services
- All people at risk of experiencing fuel poverty have a warm and affordable home
- The quality and energy efficiency of homes across all tenures is improved and this contributes to meeting the climate change target

- People are able to live in good quality neighbourhoods

6.3 The key priorities in relation to delivering housing and related services in North Lanarkshire to young people age 16-26 are to:

- Understand and identify the contributing factors that lead to young people requiring housing assistance and related services such as support
- Improve accessibility and remove barriers that prevent young people getting and keeping a sustainable home
- Prevent homelessness wherever possible
- Provide sufficient suitable accommodation for young people who are homeless or at risk of becoming homeless
- Provide appropriate support for young people in inappropriate housing situations
- Improve wellbeing of young people in relation to provision of suitable housing and related services

6.4 An Action Plan has been developed with a view to contributing to meeting the key priorities outlined above. The Action Plan developed within the Youth Housing

Statement will directly feed into the developing Local Housing Strategy 2016-2021 in relation to a number of cross cutting themes including supply of housing, place making, preventing and addressing homelessness and independent living.

6.5 The timescales for completing actions and linkages within the Youth Housing Statement will be established as the LHS development work is progressed and concluded.

## 7 Youth Housing Statement Action Plan

Key Action by Local Partners	Milestones	Lead Officer/Section
1. Improve our strategic understanding of housing need and aspirations of young people across North Lanarkshire by sharing information across Services and Partnerships	<ul style="list-style-type: none"> <li>• Develop youth profile for North Lanarkshire for sharing between partners</li> <li>• Consider our Affordability Analysis alongside impact of Universal Credit, Welfare Reform and Sanctions</li> <li>• Development and implementation of actions within LHS to mitigate</li> </ul>	Gillian Simpson/ Lee Valentine, HS
2. Assess the impact of welfare reform on young people in relation to housing, particularly in relation to temporary accommodation and support	<ul style="list-style-type: none"> <li>• Identify number of young people in temporary accommodation affected by Welfare Reform</li> <li>• Consider impact on resources from loss of revenue</li> </ul>	Julie Hunter, HS
3. Monitor 'lost contact' and repeat homeless cases by younger applicants to identify and address issues	<ul style="list-style-type: none"> <li>• Develop youth profile for North Lanarkshire</li> </ul>	Audrey McGuinness/ Julie Hunter, HS
4. Investigate and address service gaps in complex needs cases to identify requirements and develop appropriate services for service users	<ul style="list-style-type: none"> <li>• Complete Service Review</li> <li>• Contribute to the youth profile for North Lanarkshire</li> <li>• Finalise and implement TAS</li> <li>• Finalise support services review and implement Support Contracts</li> </ul>	Audrey McGuinness/ Julie Hunter HS
5. Review Housing Options advice and early interventions available to young people in response to new national guidance and developed good practice	<ul style="list-style-type: none"> <li>• Housing Options review and audit complete</li> <li>• Refreshed local action plan</li> <li>• Training plan developed</li> </ul>	Q&P / Housing Development
6. Review and monitor implementation of Care Leaver Protocol to ensure joined up approach for identifying housing solutions for young people leaving care	<ul style="list-style-type: none"> <li>• Housing Options interview with Pathway Plan for young people leaving care</li> </ul>	Keith McIntyre SWS/Eleanor Hillcoat, HS

Key Action by Local Partners	Milestones	Lead Officer/Section
7. Support offenders to sustain their tenancy by continuing to develop relationships with Justice Services	<ul style="list-style-type: none"> <li>Review current process and identify required changes</li> <li>Develop protocol for young people between Housing Operations and Justice Services</li> <li>Improved tenancy sustainment</li> </ul>	Liz Coates, SWS/Stephen Llewellyn, HS
8. Consider developing enhanced transitional services to support independent living and tenancy sustainment for young Care Leavers	<ul style="list-style-type: none"> <li>Successful Big Lottery funding bid resulting in implementation of Transitional Service</li> <li>Identify Care Leaver 'Champions' within every local housing office</li> </ul>	Heather Kelly, Barnardo's Eleanor Hillcoat HS
9. Facilitate appropriate pre-tenancy training and education courses locally to appeal to young people in conjunction with Motherwell College	<ul style="list-style-type: none"> <li>Agreed joint protocol in place</li> <li>Availability of an agreed quality assured model within local colleges</li> </ul>	Julie Hunter, HS Iain MacAuley, SW
10. Consider extension of Training Flat model to all areas to support Care Leavers move onto more independent living arrangements	<ul style="list-style-type: none"> <li>Evaluation of Training Flat outcomes</li> <li>Partnerships with local RSLs to bring additional flats into use</li> </ul>	Audrey McGuinness HS / Heather Kelly Barnardo's
11. Assess affordability, accessibility and availability of housing across all tenures for young people	<ul style="list-style-type: none"> <li>Review affordability analysis, identify findings and develop recommendations</li> </ul>	Lee Valantine, HS
12. Ensure young people leaving care do not have to present as homeless to access accommodation	<ul style="list-style-type: none"> <li>Review local protocol, policy and procedures for care leavers to ensure a joint focus on the prevention of homelessness</li> <li>Consider workforce development and develop appropriate training programmes</li> </ul>	Eleanor Hillcoat, HS Keith McIntyre SW

Key Action by Local Partners	Milestones	Lead Officer/Section
13. Review and continue to develop Mediation Service to assist in preventing homelessness	<ul style="list-style-type: none"> <li>• Develop database to enable recording of age within referrals for trend analysis and resourcing</li> <li>• Enhance staff training/practitioner forums to include specialism in Family and Young Persons Mediation in conjunction with Scottish Community Mediation Network</li> <li>• Increase pro-active referrals from central reporting hubs and localities to ensure early intervention</li> <li>• Increase use of Mediation to break the cycle of anti-social behaviour and promote the service to localities, other housing providers and partners</li> </ul>	Lorraine Meek, HS
14. Make best use of existing stock to meet housing needs through review of allocation policy	<ul style="list-style-type: none"> <li>• Review of allocations policy</li> <li>• Implementation of ATRIUM to enable identification and matching of adapted stock</li> </ul>	Stephen Llewellyn, HS/Des Murray, PS
15. Improve the availability and mix of temporary accommodation across North Lanarkshire to meet the needs of young people	<ul style="list-style-type: none"> <li>• Implement Temporary Accommodation Strategy</li> <li>• Develop proposals in relation to alternative models of temporary accommodation</li> </ul>	Julie Hunter /Audrey McGuinness HS
16. Consider how to improve access and perception of the private rented sector for young people	<ul style="list-style-type: none"> <li>• Housing Options review</li> </ul>	Stephen Llewellyn / Karen McGettigan, HS
17. Assess feasibility of new types of tenancies for young people including trial tenancies and alternative tenancy models	<ul style="list-style-type: none"> <li>• Develop proposals in relation to alternative models</li> <li>• Evaluate the Respite facility at Viewpark</li> </ul>	Julie Hunter / Audrey McGuinness, HS

Key Action by Local Partners	Milestones	Lead Officer/Section
18. Provision of quality cost-effective housing support services	<ul style="list-style-type: none"> <li>• Complete re-tender of Housing Support Contracts</li> <li>• Complete review of housing support services provided in-house</li> <li>• Effective quality assurance and performance reporting/monitoring in place</li> </ul>	Audrey McGuinness, HS Nichola Shawcross HS
19. Develop a better understanding of how 'isolation' can impact sustaining housing solutions for young people	<ul style="list-style-type: none"> <li>• Complete desktop study in partnership with Barnardo's and Blue Triangle who work with young people whose tenancies fail due to isolation</li> </ul>	Housing Development/ Q&P
20. Develop an improved understanding of the factors that aid and support resilience amongst young people to improve tenancy sustainment	<ul style="list-style-type: none"> <li>• Complete desktop review of evidence and guidance</li> <li>• Review support procedures and guidance</li> </ul>	Housing Development/ Q&P
21. Improve access to health & homelessness services for young homeless households	<ul style="list-style-type: none"> <li>• Complete Health Needs Assessment</li> <li>• Identify young homeless households receiving advice/interventions</li> <li>• Review referral arrangements and reporting mechanisms</li> </ul>	Julie Hunter HS Diane Jordan, NHS / Audrey McGuinness HS
22. Improve standards and accessibility of accommodation for young women fleeing domestic abuse	<ul style="list-style-type: none"> <li>• Contribute to delivery of North Lanarkshire's Violence Against Women Strategy through completing actions in relation to:</li> <li>• Develop information for young people to explain women's rights to housing and protection</li> </ul>	Helen Sneddon NLC / Sandra Lindsay, SACRO / Julie Hunter HS
23. Improve access to mental health care and support for young people who are homeless to ensure more successful outcomes in re-settlement	<ul style="list-style-type: none"> <li>• Continue to Develop Pathway Plans to ensure formal record of needs assessment and plan for a young person is based on evidence</li> <li>• Develop process for involving young people, other significant adults and professionals in the young person's life in developing the Pathway Plan</li> <li>• Strengthen the referral pathways to CAMHS for young people in distress</li> </ul>	Clare Mullan / Lynne Cruikshank, SW /Audrey McGuinness HS

Key Action by Local Partners	Milestones	Lead Officer/Section
24. Improve take-up of welfare rights, income maximisation services and housing advocacy and advice services by younger households	<ul style="list-style-type: none"> <li>• Develop means to identify and profile users of advice and assistance in relation to Welfare Rights and Tenancy Sustainment within each locality</li> <li>• Profile users of CAB Housing Advice Network Service</li> </ul>	<p>John Campbell, SW</p> <p>Lee Valantine, HS</p>
25. Develop participation and engagement opportunities for young people in relation to housing	<ul style="list-style-type: none"> <li>• Tenant Participation Strategy 2015/2020 in place</li> <li>• Young people options paper finalised</li> </ul>	<p>Clare Reynolds / Laura Lindsay, HS</p>
26. Explore local opportunities to further develop referral arrangements to ensure young people access Employability Services	<ul style="list-style-type: none"> <li>• Process to make referrals developed and embedded</li> </ul>	<p>Julie Hunter / Audrey McGuinness, HS</p>
27. Strengthen partnerships with services who support young people suffering from substance misuse	<ul style="list-style-type: none"> <li>• Greater number of young people suffering from substance misuse prevented from becoming homeless</li> <li>• Improved housing outcomes for young people using Integrated Addictions Service</li> <li>• Raised awareness of all available services to ensure referrals made to appropriate services where required</li> </ul>	<p>Julie Hunter / Audrey McGuinness, HS</p>

## Appendix 1: Current Housing and Support for Young People age 16-25 in North Lanarkshire

Current Housing & Support provision	Provider	Resource	Strategic Partnership work
Respite Accommodation	Blue Triangle Housing Association	Aimed at young people 16-25 years, specifically those whose care placement may be at risk of breaking down. 1 Unit (based within Viewpark Project) With additional support: Barnardo's and SW e.g. Community Alternatives, addictions, etc.	Current direct links:- <ul style="list-style-type: none"> <li>• Social Work</li> <li>• Housing</li> <li>• Health</li> <li>• Police</li> <li>• Locality Planning Groups</li> <li>• Barnardo's</li> </ul>
Viewpark Supported Accommodation Service	Blue Triangle Housing Association	Aimed at young people aged 16 to 25 years. 12 units (4 x 3 bed flats)	Services managed via Housing Strategy Team and the External Providers Steering Group and direct links include:- <ul style="list-style-type: none"> <li>• Housing</li> <li>• Social Work</li> <li>• Health</li> <li>• Health &amp; Homeless Team</li> <li>• Police</li> <li>• Locality Planning Groups</li> <li>• Other support agencies e.g. Barnardo's, SCS, SAMH, CAB. Shelter</li> </ul>

Current Housing & Support provision	Provider	Resource	Strategic Partnership work
North Lanarkshire Transitional Accommodation and Housing Support Service	Scottish Association for Mental Health	2 x 8 bed shared units (Black St/Mason St)  2 x 4 individual flats (Bridgework/ Houldsworth Court)  Service to be merged with adult floating support service and re-tendered in 2015 for implementation on 1/4/16.	Services managed via Housing Strategy Team and the External Providers Steering Group and direct links include:- <ul style="list-style-type: none"> <li>• Housing</li> <li>• Social Work</li> <li>• Health</li> <li>• Police</li> <li>• Health &amp; Homeless Team</li> <li>• Locality Planning Groups</li> <li>• Other support agencies e.g. Barnardo's, SCS, BTHA, CAB. Shelter</li> </ul>
North Lanarkshire Youth Housing Support Service	Barnardo's Scotland	Floating Housing Support service for young people aged 16 to 24 years.  Service to be re-tendered in 2015 for implementation on 1/4/16. Exploring opportunities to procure services in conjunction with ADP.	Services managed via Housing Strategy Team and the External Providers Steering Group and direct links include:- <ul style="list-style-type: none"> <li>• Housing</li> <li>• Social Work</li> <li>• Health</li> <li>• Health &amp; Homeless Team</li> <li>• Locality Planning Groups</li> <li>• Other support agencies e.g. SAMH, SCS, BTHA, CAB. Shelter</li> </ul>

Current Housing & Support provision	Provider	Resource	Strategic Partnership work
North Lanarkshire Adult Housing Support Service	Simon Community Scotland	<p>Floating Housing Support service for adults aged 25 years and over.</p> <p>Service to be merged with transitional supported accommodation service and re-tendered in 2015 for implementation on 1/4/16.</p>	<p>Services managed via Housing Strategy Team and the External Providers Steering Group and direct links include:-</p> <ul style="list-style-type: none"> <li>• Housing</li> <li>• Social Work</li> <li>• Health</li> <li>• Health &amp; Homeless Team</li> <li>• Locality Planning Groups</li> <li>• Other support agencies e.g. Barnardo's, SAMH, BTHA, CAB. Shelter</li> </ul>
Substance Misuse	DAP	<p>The Drug and Alcohol Partnership are currently considering opportunities for procurement of a Housing Support Service for Young People</p> <p>Currently NLC Website directs people to:-</p> <ul style="list-style-type: none"> <li>• Family Doctor</li> <li>• Social work department</li> <li>• Community police</li> <li>• Local health board</li> <li>• Family support groups</li> <li>• National helplines</li> <li>• Reporter to children's panel</li> <li>• Specialist agencies</li> </ul>	<p>LHS commitment to investigate and address service gaps in complex need cases and links to Corporate Health and Wellbeing agenda.</p>

Current Housing & Support provision	Provider	Resource	Strategic Partnership work
Health & Homelessness	NHS	Provision of immediate response to health care issues relating to mental health and addictions for homeless households across North Lanarkshire. Issues addressed include alcohol, drug and substance misuse, domestic abuse, adult support & protection and child protection. Signposting and referrals to mainstream services. Aim is to improve outcomes for individuals affected by homelessness.	This service links to LHS commitment to continue to provide access to a health and homelessness service for homeless households and Corporate Priority to improve Health & Wellbeing.
Shelter Advocacy and Advice Service	Shelter	Service works in partnership with NLC to offer information, advice, advocacy and representation on a range of housing matters to individuals who are homeless or threatened with homelessness. Wide range of support covering homelessness, housing options, rent and mortgage arrears, eviction, housing benefit, disrepair and private rented sector.	The service contributes to achieving strategic housing outcome 2 within the LHS by ensuring provision of high quality housing options services.  It should be noted that this service will conclude in NLC from September 2015.
CAB Housing Advice Service	CAB	Improve quality of housing advice across North Lanarkshire for households who are homeless or threatened with homelessness through provision of face to face and telephone support.	The service contributes to achieving strategic housing outcome 2 within the LHS by ensuring provision of high quality housing options and support services.

Current Housing & Support provision	Provider	Resource	Strategic Partnership work
Youth Justice	Youth Bridges Project  Community Alternatives Project  Barnardo's	Assists young people leaving prison by advocating on their behalf to attain accommodation  Provision of support  Provision of intensive support (floating and residential)	The projects contribute to the overall Corporate Plan and achieving the cross cutting priorities for young people within the Youth Justice system, including improved outcomes for all children and young people. This is reflected within the LHS in both Strategic Outcomes 2 and 3, particularly in relation to provision of high quality housing options and support.
Welfare Rights	NLC SWS	Free advice and representation through the social work locality teams on all aspects of the benefit system, welfare rights staff provide a wide range of services to North Lanarkshire residents including: <ul style="list-style-type: none"> <li>• general benefits advice</li> <li>• advice and representation for appeals</li> <li>• redundancy advice</li> <li>• help with housing benefit</li> <li>• help with council tax problems</li> <li>• training</li> <li>• talks and briefings.</li> </ul>	Welfare Reform is a cross cutting theme across all LHS Priorities, particularly in relation to tenancy sustainability and income maximisation.

Current Housing & Support provision	Provider	Resource	Strategic Partnership work
Sustainability	NLC HS	Income Maximisation Services, including Welfare Rights and Tenancy Sustainment Officers within each locality to mitigate against the affects of welfare reform by providing support to tenants, maximising their income and addressing longer term sustainable solutions to deliver positive outcomes.	Supports the Councils Corporate Plan priorities of Health and Wellbeing, Regeneration and the cross-cutting theme of welfare reform by providing effective housing support to prevent/reduce homelessness. The project also contributes to the Council's Service and People First Agenda where strategic priorities include more customer focus and improved performance.
Throughcare - Pathway Planning	NLC SWS	Assessment and Planning for the future beyond a care placement. This carried out with individuals involving partner agencies to plan for young people's needs after they move from care placement to independent living.	Links to LHS action to ensure young people leaving care do not experience homelessness.
Young Carers	Action for Children	Support Service for young people up to 18 years of age who are living with someone that they provide care to.	Links to LHS action to investigate and address service gaps in complex need cases.
Care Leavers/Corporate Parenting	NLC SWS/ Barnardo's	Intervention aimed at improving the independent living skills of young people who have been in care.	Links to Strategic Housing Outcome 2 within the LHS.
Housing Options	NLC HS	Housing Options Guide and Housing Options Interviews	Members of West of Scotland Housing Hub, commitment within LHS to improve housing options advice and information and links to wider Corporate Plan Health and Wellbeing priorities.

Current Housing & Support provision	Provider	Resource	Strategic Partnership work
Homelessness Service	NLC	<p>Housing Services deliver a range of resources to reduce homelessness, these include:</p> <ul style="list-style-type: none"> <li>• Ensuring young people leaving care do not experience homelessness</li> <li>• Housing Support Assessment and Provision</li> <li>• Mediation Service</li> <li>• Temporary Accommodation</li> <li>• Health and Homelessness</li> <li>• Financial Inclusion</li> </ul>	<p>The LHS Strategic Housing Outcome 2 aims to reduce homelessness through the provision of a high quality housing options and support service and this is prioritised within the Health and Wellbeing theme of the current Corporate Plan.</p>
Domestic Abuse	NLC Partners	<p>North Lanarkshire Violence Against Women Working Group (VAWWG) aims to bring together statutory and voluntary organisations which have an important role to play in tackling domestic abuse and other forms of violence against women.</p> <p>Women's Aid provides a free, confidential service and will give information on all the options available to those who are experiencing domestic abuse. The resource provides a safe place for women to talk and provides support to women whether they stay or leave their situation. Information on rights in relation to the law, money and benefits, housing, children etc. are provided to allow women to make informed choices.</p>	<p>The VAWWG aims to deliver the national approach as detailed in "Equally Safe: Scotland's Strategy for Preventing and Eradicating Violence Against Women and Girls" at a local level. This document released in 2014 by the Scottish Government and CoSLA clearly places the root cause of violence against women as gender inequality.</p>

Current Housing & Support provision	Provider	Resource	Strategic Partnership work
Mediation	NLC Anti-Social Behaviour Response Service	Specially trained Mediators offer a safe, confidential service through provision of face to face meetings to enable young people to reach an understanding/ agreement to resolve issues or disputes with family members or neighbours in order to support them to sustain and enjoy their tenancy.	Service contributes to achieving Strategic Housing Outcome 2 (Key Action 30) within the LHS by ensuring provision of high quality housing options and support services. In addition it contributes to Outcome 6 and Action 65 by ensuring people are able to live in good quality neighbourhoods.
Drug and Alcohol Support	Barnardo's/ AXIS	Drug and Alcohol Services for young people aged 16 & 17 experiencing substance misuse.	Links to Strategic Housing Outcome 2 within the LHS.
Providing advice and Information in relation to Training & Employment opportunities through provision of support and referrals to appropriate organisations	NLC	North Lanarkshire's Working, providing range of support and advice to help people move into training or work  North Lanarkshire Activity Agreements	The LHS is committed to providing and improving services that assist people to maximise their income which links to training and employment opportunities. Housing Services can then contribute to Corporate Plan Lifelong Learning priorities of better prospects, better achievement, greater opportunities and stronger communities are delivered.
Participation/Engagement	NLC HS	Commitment to improve methods for engaging with harder to reach groups including young persons, including tailored events	NLC Customer and Tenant Involvement Strategy and Local Housing Strategy
Youth Housing Support Plus	Barnardo's	Big Lottery funded service for welfare benefits advice and sits alongside the Council funded housing support service. Funding ends Sept 2015	Welfare Reform is a cross cutting theme across all LHS Priorities.
NL Family Support Service	Barnardo's	Social Work funded for families affected by disability	The LHS Strategic Housing Outcome 2 aims to reduce homelessness through the provision of a high quality housing options and support service and this is prioritised within the Health and Wellbeing theme of the current Corporate Plan.
Lanarkshire Attachment & Nurture Service	Barnardo's	Barnardo's funded service for early years intervention	Links to Strategic Housing Outcome 2 within the LHS.

## Appendix 2: Strategic Youth Housing Statement Consultation Plan

1. Local Housing Strategy Stakeholder Event  
February 2015 [Young Persons](#)
2. Support Service User Feedback Workshops  
February 2015  
Summary Reports: [Blue Triangle Housing Association](#) & [Barnardo's](#)
3. Citizens Panel Workshops March 2015  
[Report](#)
4. Homelessness Implementation Group  
Presentation April 2015 & Local Housing  
Strategy Steering Group May 2015  
[Presentation](#)
5. Coatbridge Youth Forum May 2015
6. Young Staff LHS Event June 2015

[http://scotland.shelter.org.uk/professional\\_resources/policy\\_library/policy\\_library\\_folder/tenancy\\_sustainment\\_in\\_scotland](http://scotland.shelter.org.uk/professional_resources/policy_library/policy_library_folder/tenancy_sustainment_in_scotland)

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skontaktuj się z nami, żeby przedyskutować Twoją potrzebę.

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North Lanarkshire Council  
Housing and Social Work Services  
Development Section  
4th Floor, Dalziel Building  
7 Scott Street  
Motherwell ML1 1SX  
t. 01698 274139  
f. 01698 403005  
e. [lhs@northlan.gov.uk](mailto:lhs@northlan.gov.uk)

[www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)