



EDI census

We are committed to improving equality, diversity and inclusion in our organisation, throughout our membership and across the housing sector.

In order to do this, we're asking all our members to complete our EDI census so we can capture data and discover what our membership, and in turn, the housing profession looks like across the UK. This will help us identify where the sector may be underrepresented in different areas across the UK.



Scan QR code to complete the census



Equality, Diversity, Inclusion

*“Equality means more than passing laws. The struggle is really won in the hearts
and minds of the community, where it really counts.”*



~ Barbara Gittings

Keep it simple

Keep it personal

Make it RIGHT

Equality, Diversity, Inclusion

- Strategic EDI Group
 - Charter
 - Action Plan
 - Framework
- EDI Sub-Group
 - Deliverables



Thank you

“Diversity is being invited to the party; inclusion is being asked to dance.”



Verna Myers

Paul.Cairnie@caledoniaha.co.uk

Keep it simple

Keep it personal

Make it RIGHT

PATH SCOTLAND

www.pathscotland.org.uk



Statistical madness

8%

8% of

staff/executives/boards identify as disabled compared to 24% for the population)

7%

14% of the population and 7% of our workforce are 16-24 years old,

90%

90% of executives White compared to 81% of staff

45%

45% of executives and 42% of boards are female

Is Your Organization Diverse, or Does It Just Look That Way?



**LEARN TO
IDENTIFY
UNCONSCIOUS
BIAS**

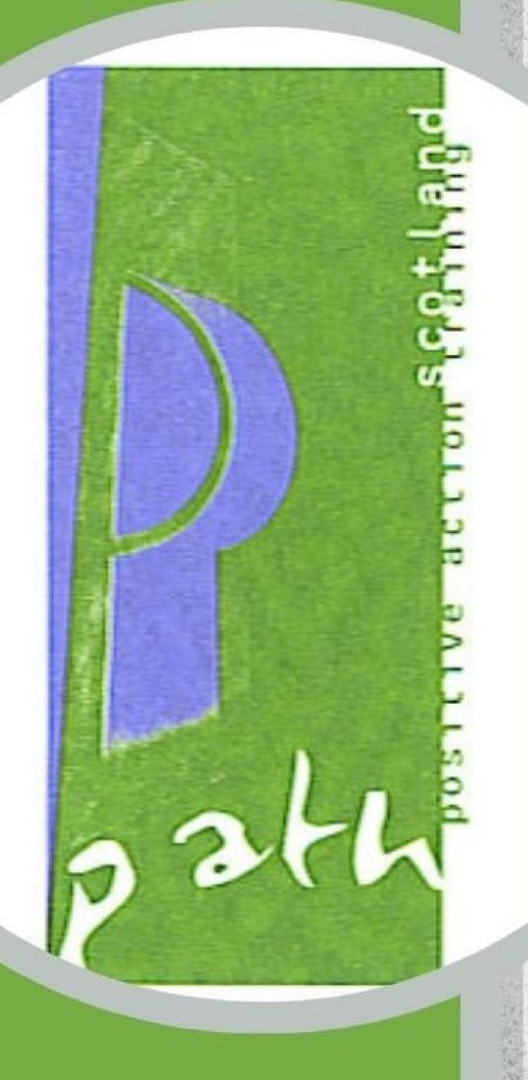
**EVALUATE
WHAT THE
COMPANY IS
ALREADY
DOING**

**DO YOUR
PART TO
PROMOTE
DIVERSITY**

**DIVERSITY IS
JUST GOOD
BUSINESS**

who are we?

- PATH (Scotland) was formed in 1998 with charitable objectives to address the issue of underrepresentation of black and minority ethnic communities in housing and related fields.
- Providing employers with the ability to train employees from under-represented ethnic groups in a particular field.



Programs We Offer

Removing racial, ethnic, and employment barriers

www.pathscotland.org.uk

• **HOUSING TRANEESHIP**

• **LEADERSHIP PROGRAM**

• **POSTIVE MOVES**

• **POSITIVE ACTION**

Achievements

25

Years of working
experience.

Contributed to
the Scottish
Government's
ethnicity strategy

80+

Amazing
Partnerships

Awarded for
championing
equality and
diversity

- Each trainee has a paid work experience placement for 36 months with a housing provider.
- Workplace assignments give trainees operational experience, exposure to leadership and decision-making processes
- Placements are designed around each trainee's learning and support needs.



Traineeship program

Benefits to placement organisations



**hard work of admin
work and 3 year
academic courses is
taken care of.**

**ongoing support and
monitoring
throughout the
traineeship program.**

**Working with Path is
a cost-effective way**

what placement organisations have to say

SOUTHSIDE HOUSING ASSOCIATION

"This is the first time that I have been involved in mentoring a PATH trainee and I have to say that I have found it a rewarding experience. I would therefore encourage other Associations to consider giving a PATH trainee an opportunity within their organisation"

RIVER CLYDE HOMES

"Suzanne has been an asset to River Clyde Homes and through the support of Tracey from PATH this has been an extremely positive experience."

- Examine your company's composition and culture
- Acknowledge the lack of diversity in the first place.
- Evaluate executives' diversity
- Set goals to achieve greater diversity
- Establish programs to grow diversity.
- Make diversity training an available option for managers
- Update workplace policies to be more inclusive
- Focus on retention



How do we diversify ?

**PATH
SCOTLAND**



**Lets Work together to create
diverse and inclusive place
where everyone can thrive**

Let's Connect !

www.pathscotland.org.uk



Chartered
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Scotland



Are we on track to prevent homelessness in Scotland?

Gavin Smith CIHCM

Service Manager, Housing Access and
Homelessness

CIH Scotland Board Chair

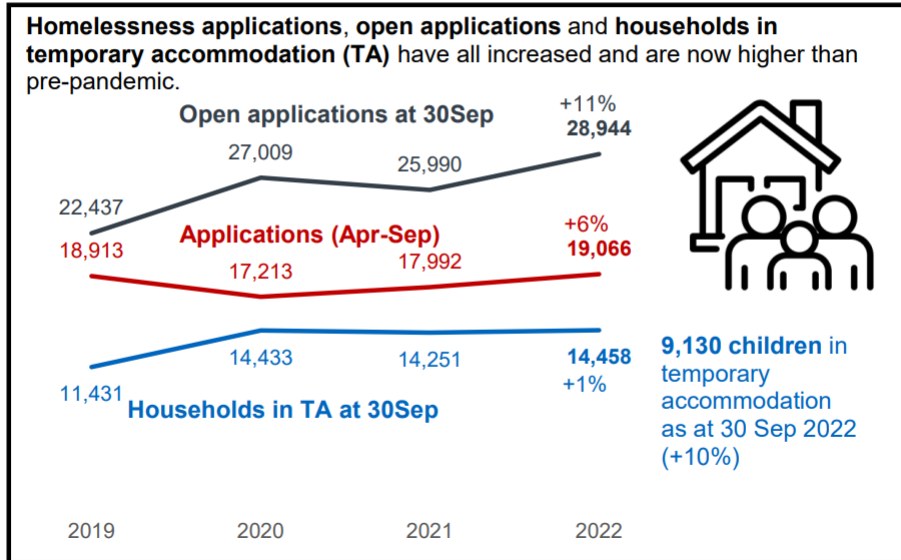
Nationally – there is still work to be done



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Scotland

Main findings: April to September 2022

Comparisons are with the corresponding periods in previous years



..and it is more complex than that...

‘Unprecedented’
‘Overwhelming’
‘Unrelenting’
‘Enduring’

A 'Perfect Storm'?



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Housing
Scotland

- Pandemic Impacts - Interruptions to housing supply - and turnover, void management
- Economic conditions affecting housing options - particularly PRS impacts
- Service demands - homelessness emergency compounded by humanitarian / resettlement work
- Relatively short term funding - impact on planning, recruitment, commissioning and continuity
- Cost of living and wider crisis event - factors driving homelessness are increasing
- Not just a housing crisis / issue

Prevention, early intervention and engagement has never been more important....



RRTP progress



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Scotland

73 % of LAs had to delay or scale back
RRTP work



All LAs report work is progressing

93% of LAs said RRTP had stimulated new
prevention activity



Impact of prevention difficult to quantify

Housing First now offered in 24 LAs



Time to permanent tenancy increasing –
needs resources

Some progress with reducing temp has
been reversed



LAs need to be able to respond to
external pressures

The Scottish Government and Scottish Housing Regulator should support more consistent measuring and reporting of progress with RRTPs demonstrating impact and value for money.

Ongoing challenges



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Scotland

80% of LAs having issues with staff recruitment and retention



Short term, more attractive roles elsewhere, lack of skills

Changing policy and legal context not always helpful



Difficult to keep up with volume of change

Wider housing market and PRS



Housing supply is a real challenge

Inflation and cost of providing services



All LA budgets are under pressure, impacting delivery of RRTPs

The Scottish Government must provide long term certainty over funding for RRTPs beyond the initial five-year period to support commissioning of services, recruitment and retention of staff.

The Scottish Government and skills agencies should support a more strategic approach to workforce development across the housing sector.

Initial RRTPs requested £102.9m



SG allocations = £44.5m

Under 1/3 LAs say funding has been sufficient



Some have been working to the available budget rather than need

Most have benefited from being able to carry forward delayed spend



Significant concerns about long term viability

2/3 LAs receive funding from other sources



This is welcome but sums can be small and aren't guaranteed

SG should provide dedicated RRTP funding for a further five years to support the continuation of RRTP work and mainstreaming of service changes.

SG should work with local authorities to agree a fair model of distribution for RRTP funding. Awards should be made initially for a minimum of two years with indicative assumptions provided annually.

SG should work with CoSLA and LA Finance Directors to ensure funding is fully utilised to support the development of homelessness services and the intended purpose, not distributed to other areas of spend

Partnership working



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40% of LAs say their IJB gives enough priority to the R RTP



Contributions inconsistent / lacking leadership

There are good examples



One LA uses Co-production and Partner Contribution Statements

Prevention duty has potential



Needs resources for implementation

Promoting R RTP work



More to be done to demonstrate value

The Scottish Government should set clear expectations for the contribution of partners towards both preventing homelessness and supporting those who do become homeless.

The Scottish Government must make adequate resources available to implement the new prevention duty, including staff training and development.

Future of RRTPs



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Wealth of research showing benefits of homelessness services



Contributions are inconsistent / lack leadership

SG cannot end homelessness without RRTPs



Also National Outcomes, child poverty targets and Fairer Scotland

No LAs reported they will have achieved all goals



57% said would have achieved most RRTP goals

Risk of losing progress to date



LAs still working to mainstream changes

The Scottish Government should work with the HPSG RRTP Sub Group to revise RRTP guidance, ensuring that it is equalities proofed, fit for purpose and supports greater partnership working. While acknowledging and aligning with the prevention duty, clear roles, responsibilities and boundaries must be established.

A Fife Perspective



- Temporary Accommodation has doubled – it's not enough...
- Frontline Staff Redesign – moving into Temporary and Supported Accommodation
- Recommissioned £7-8m of services – up-scaling HF to 115 live tenancies
- Increase in presentations – relatively recent (6-7%) more families
- PRS in a state of change – market pressures and interventions
- Humanitarian / Resettlement Need: 400 families in communities, more in hotels
- Kirkcaldy Sheriff Court Judgement – 600 converted tenancies and replacements
- Decommissioning, Reprovisioning and Tests of Change...
- Housing Pathways – Building on Domestic Abuse approach
- Digital pathways and self service

Final Thoughts...



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Scotland

- On Track or on a Journey....
- Progress is being made but it will take time to mature
- Ability to twin-track will place significant financial and resourcing pressures
- Need to increase housing supply - and engage wider partners
- Housing and homeless services are resilient and will drive improvement but need more engagement





**Homes
For Good**

**Are we on track to prevent homelessness in Scotland?
Our approach to tenancy sustainment**

What's the problem & why are we here?

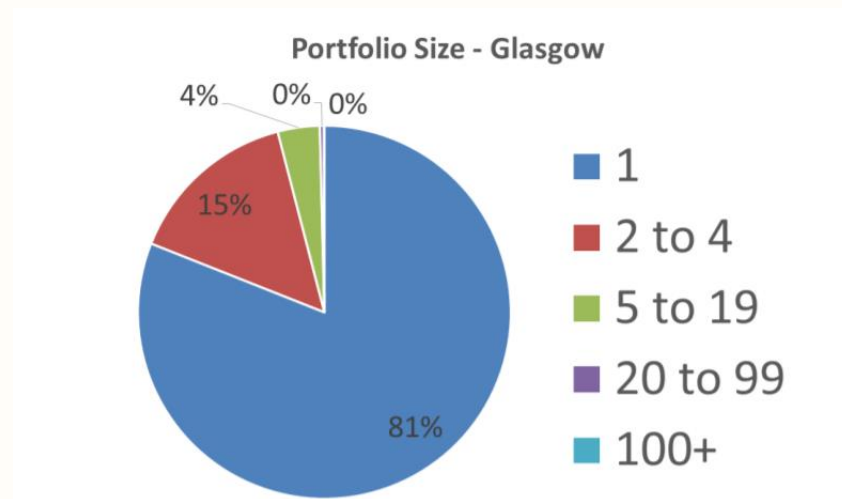
Landlord Concerns (Office of Fair Trading, 2013)

- Not meeting the terms of their contracts
- Not passing on rents collected/ making late payments
- Unexpected costs/ repairs
- A lack of trust/ transparency/ communication

Tenant Concerns (Shelter Scotland)

- Unexpected/ unnecessary charges
- Deposit management/ deductions
- Misleading adverts
- Issues with repairs

Who owns Glasgow's PRS Properties?



Our Aims

To raise standards in the quality of management and property in the private rented sector

To lead by example and inspire change

To increase access for people on lower incomes to quality homes

To support our tenants to live well in our homes

To create a sustainable and profitable business

Our Values

Kindness: We always treat people well & without judgement.

Friendly: We are approachable, and easily accessible to our customers.

Integrity & Fairness: We always strive to do the right thing.

Quality: Our services are of a high quality which we maintain consistently.

Expertise: We have excellent expertise in property management.

Our typical properties

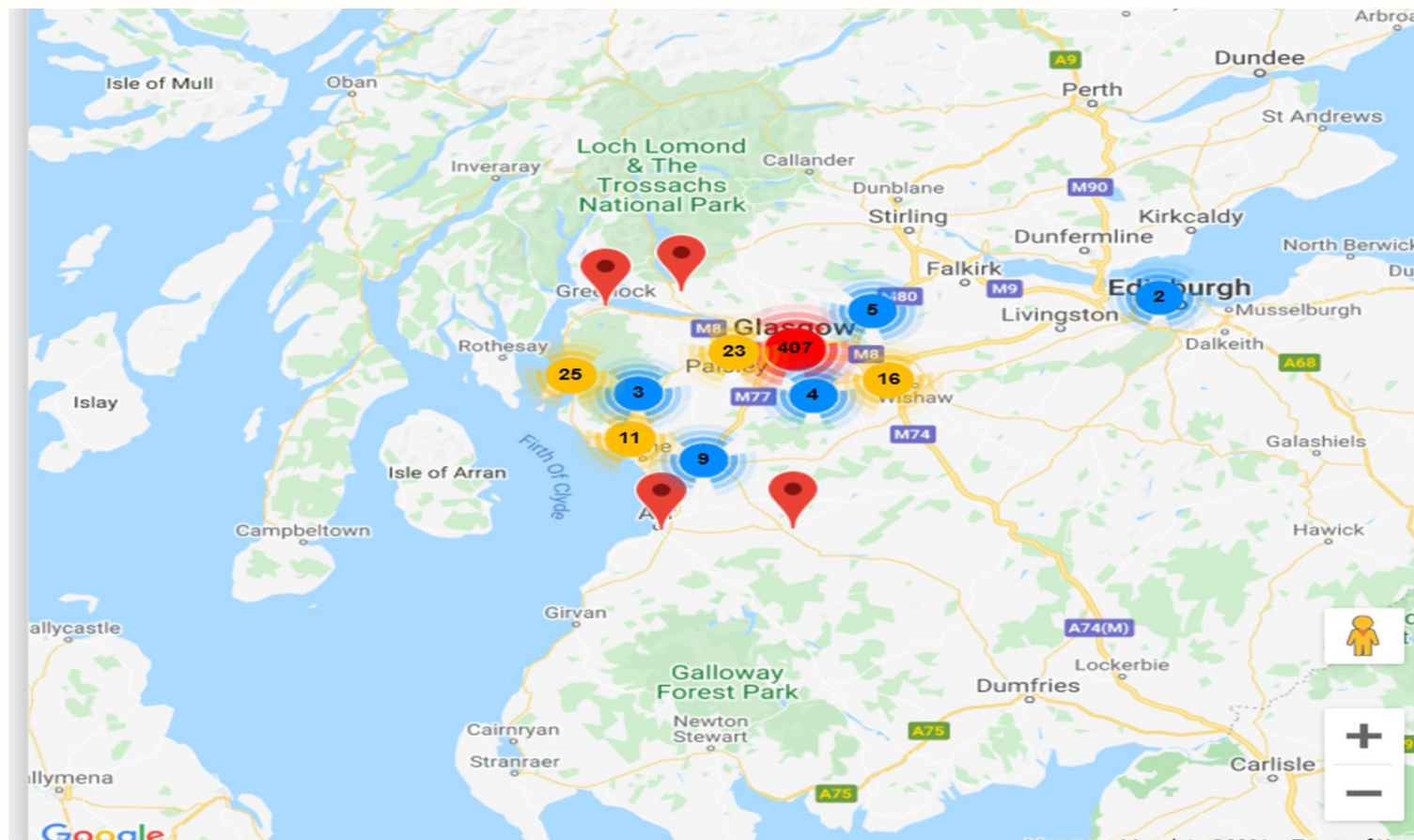


Where are we now?

555 properties under management

- 310 owned by HFG
- 245 managed on behalf of 131 landlords
- £20m investment raised





Who are our tenants?

- 53% unemployed / economically inactive
- 13% students
- 26% working on low income
- 8% earning more than the Glasgow Living wage 2019 (£18k pa)

53% households receive support from housing benefit / universal credit

85% of all adult tenants have had prior housing need

12% tenants in situ at the point of purchase

Do you take DSS?



What does Tenancy Support do at HFG?

1. A letting agency – we create relationships with our landlords, keeping them up to date while we look after their properties
2. We find the right tenants, and then provide person centre support for the people who live in our homes
3. We work with partner organisations to support people with complex needs
4. We are actively building a portfolio of our own homes
5. We report and assess repairs whilst managing expectations of our tenants and landlords

Working with our tenants

- Starts at the point of application
- Values driven approach
- Flexible – responsive to person
- Low, medium and intensive support offered
- Level of support varies depending on need
- Relationship and trust is centre of our work

Specialist Support

Fuel efficiency/energy advice

Universal Credit/Benefits support

Tenant talents and engagement
programme

Facebook HFG Community Group

Partnerships – e.g. Govan Law Centre

Crisis intervention

Mental health support

Advocacy

Friendship

This needs non-prescriptive funding

PRS Tenant Spectrum



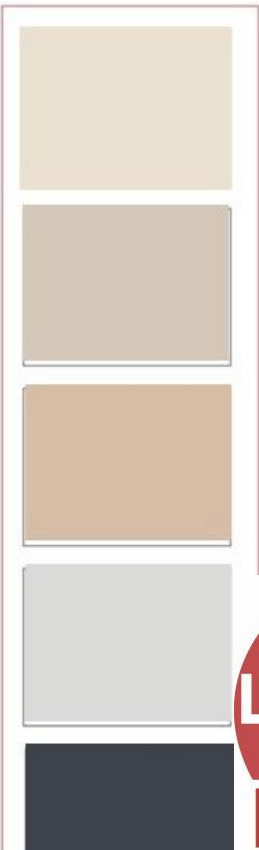
Person Center Approach

- A single point of contact from viewing until you move out
- Adaptability
- Tailored communication and use of language
- Proactive approach with an acceptance of diversity
- Accessibility by phone/text
- Shaping expectations and forward planning
- Sense of ownership and gratitude
- Positive outlook and building self confidence
- Motivational mentoring
- No barriers- a make it happen attitude
- Going the extra mile

Team of companionate people

- Great communicators with lots of empathy
- Focus on the quality of the outcome, not quantity
- Understanding the values and debt of feelings
- Action - reaction concept
- Diverse background and experience
- Portfolios of 30 to 70 tenants
- Problem solvers - strategic thinking and forward planning (UC and HB)





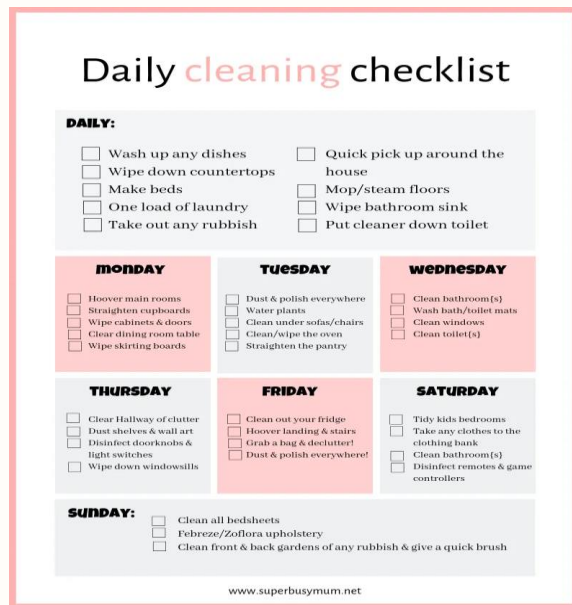
Love Home Before & After



Cleaning your home

When you clean your home, you feel better.

Check out Instagram cleaning sensation Mrs. Hinch for her latest tips on spring cleaning your home and her must have cleaning products.



“We get to know our tenants and we flow around them”

Joey Lawrie, Head of Tenancy Support and Partnerships

What we hope we are demonstrating

- The PRS can be a suitable long-term route out of homelessness
- Tenant on low incomes or accessing welfare can be great & long-term tenants
- With person centered support, tenants can flourish
- We need to break old patterns of support provision
- Working with partners gives the best chance for tenancy success
- Some financial safeguards for landlords are needed if they are to provide homes considered as 'high risk' tenancies

Prevention of Homelessness Duties

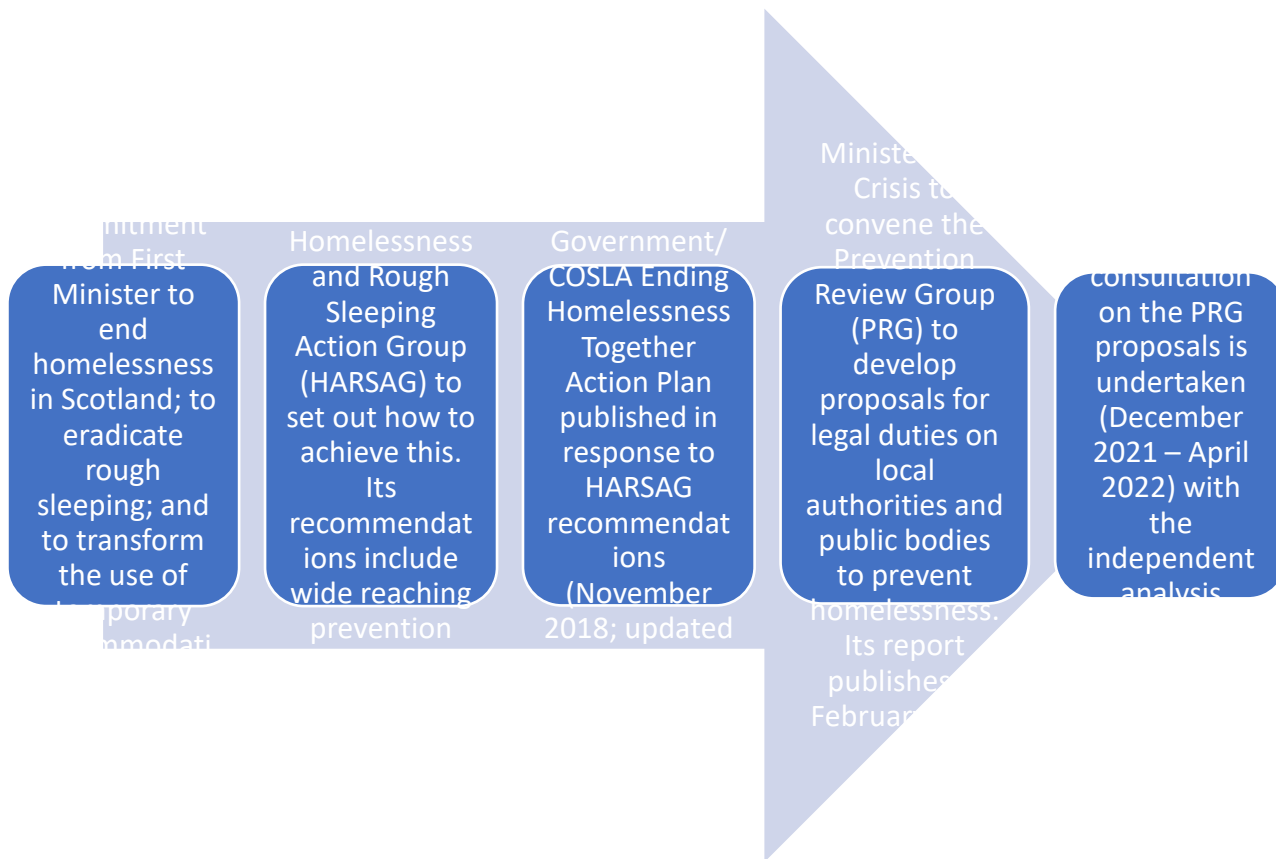
Pamela McBride

Homelessness Prevention Team

Scottish Government



The journey so far



The guiding principles

Shared Responsibility

- **Responsibility to prevent homelessness should be a shared public responsibility** and not rely solely or primarily on the homelessness service

Early intervention

- **Intervention to prevent homelessness should start as early as possible.** In many cases this should be before issues have escalated to a point where homelessness appears imminent

Improved choice and control

- **People facing homelessness should have choice** in where they live and access to the same range of housing outcomes as members of the general public, with appropriate protections to mitigate further risk of homelessness

The PRG Recommendations

Part 1: Duties on wider public bodies and landlords

- Ask and Act
- Health and Social Care, complex needs, children and young people, social landlords, criminal justice, courts and police
- Need for local authorities to take action upon receipt of a referral
- Strategic planning
- Measures to tackle domestic abuse as a cause of homelessness

Part 2: Reform the homelessness system to incentivise prevention

- Local authorities assisting earlier (6 months rather than the current 2)
- Build on Housing Options through reasonable steps
- Personal Housing Plans and meeting the needs of specific groups including people leaving institutions
- Maximising housing options
- Right to review and appeal
- Regulation
- Strategic housing needs assessment

The Consultation

The consultation showed widespread support for the package of proposals, which were described as comprehensive, well balanced, transformational and welcome

84%

- Overall, 84% of respondents agreed that the PRG's proposals are the right package of reforms to meet the principles of early intervention and the prevention of homelessness. 25% strongly agreed

90%

- Across the 36 questions on individual proposals, an average 90% of respondents agreed with the proposal. 40% strongly agreed

96%

- agree that public bodies should be required to 'Ask and Act'

90%

- agreed with the proposal to take reasonable steps

88%

- agree a local authority should accept a referral from a public body to prevent homelessness

87%

- agreed with extending the prevention duty from 2 months to 6 months

98%

- The questions on domestic abuse received some of the highest agreement rates with 98% of respondents to the closed questions agreeing that the PRG measures on domestic abuse were complementary and consideration should be given to implementing them in full

Prevention of Homelessness Duties

Intended for inclusion in primary legislation

- The need for public bodies to 'Ask and Act'. The public bodies will be listed
- Local authorities required to provide support 6 months before homelessness rather than the current 2 months
- Strengthening of the prevention assessment – and adding in the need for homelessness assessment/threatened with homelessness assessment to 'convert' to the other should people's circumstances change without them having to start over
- For referrals from public bodies to be treated as an application for assistance to allow transparency for the referring body around the fact that action will be taken
- The need for local authorities to take reasonable steps to prevent homelessness
- Assessment of housing support needs to be included in Local Housing Strategy
- Changes to the definition of domestic abuse and the need for social landlords to have a domestic abuse policy, building on the changes already being taken forward as a result of Part 2 of the Domestic Abuse (Protection) (Scotland) Act 2021 which marks a critical shift in preventing women's homelessness by giving social landlords greater control to transfer tenancies to a victim/survivor

Intended for inclusion in secondary legislation

- Commencement

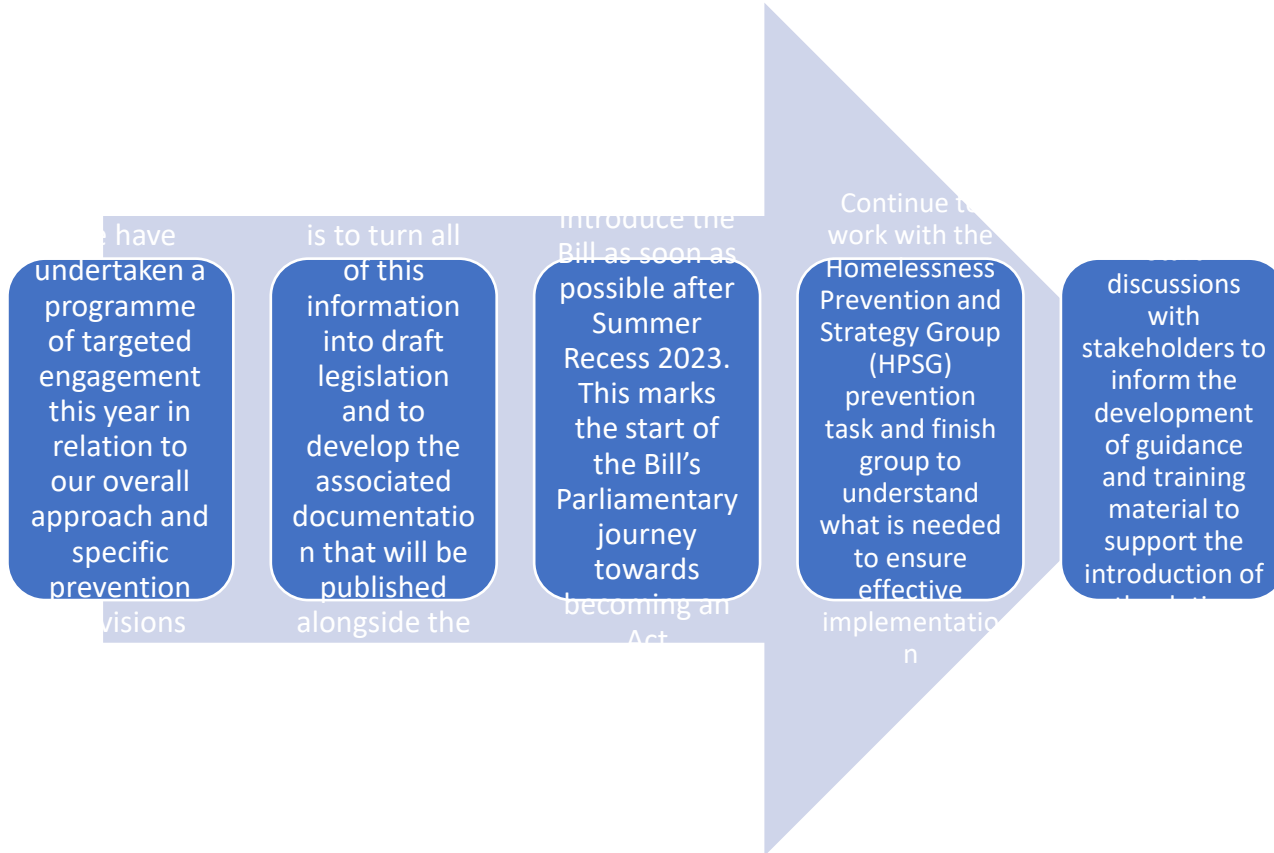
Not being progressed at this time

- GPs should refer to local authorities where there is a risk of homelessness. 22% of consultation respondents disagreed with this proposal, one of the highest levels. Many who agreed caveated their responses with concerns. These were echoed in consultation events and discussion
- Appeals to the Housing and Property Chamber of the First Tier Tribunal. Concerns were raised around the resource and workload implications for local authorities and tribunals and the impact on speed of decisions. A very small number of respondents supported the right to appeal on points of law but questioned whether the tribunal is the appropriate forum when the statutory duty sits with a local authority
- Social work to take a lead role for 16/17 year olds. 98% of consultation respondents suggested this would have significant and negative unintended consequences

A number of outstanding questions...

- Implications of the NCS
- Commencement of the duties
- Training
- Guidance
- Financial resources
- Monitoring and measurement
- Reviewing the duties – did they achieve what we intended?

What happens next?



For more information:

We asked; You said; We did: [Prevention of Homelessness Duties - A Joint Scottish Government and COSLA Consultation - Scottish Government - Citizen Space](#)

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Scottish Government
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