

NORTH LANARKSHIRE COUNCIL

AGENDA ITEM NO. **REPORT 6**

TO: HOUSING AND PROPERTY SERVICES COMMITTEE		SUBJECT: MONITORING OF JOINT HOUSING AND SOCIAL WORK PROTOCOLS: HOMELESSNESS: RENT ARREARS: ANTI-SOCIAL: ADAPTATIONS
FROM: DIRECTOR OF HOUSING AND PROPERTY SERVICES		
DATE: 27th March 2000	REF: JFG/MS/	

1. INTRODUCTION

1.1 To formalise the liaison arrangements between the Housing and Property Services Department and Social Work, four "Protocols" have been developed jointly between the two Departments covering:-

- Rent Arrears
- Homelessness
- Tackling Anti-Social Behaviour
- Adaptations

1.2 The purpose of the protocols is to ensure that both Departments recognise the role of the other in providing services to some of the most vulnerable clients. They promote joint working to provide the best response to help clients cope in times of crisis and/or to receive specialist services.

1.3 This report reviews the level of activity which occurred in the first 9 months of monitoring the protocols up to December 1999.

1.4 The report has been prepared in co-operation with the Director of Social Work, and will be submitted to the Social Work Committee for its consideration.

2. MONITORING OF THE STATISTICS

2.1 Table 1 below reveals the number of cases that have been dealt with in the first 9 months within each of the four categories, and also the timescale under which the cases were dealt with.

NUMBER AND CATEGORIES OF CASES RESOLVED				
Timescale	1 - 3 Months	3 - 6 Months	6 + Months	Total
Homelessness	101	19	2	122
Rent Arrears	547	84	17	648
Anti-Social	83	29	9	121
Aids & Adapts	517	62	15	594
Total	1248	194	43	1485

Table 1

- 2.2 Table 2 below is compiled from a sample of cases indicating the decision level at which the cases were resolved.

Decision Level	Percentage
Level 1	44%
Level 2	56%
Level 3	None
Level 4	None

Table 2

3. CONCLUSIONS AND RECOMMENDATIONS

- 3.1 The monitoring process has confirmed that a high number of cases are being discussed between the two Departments. It provides assurance that clients are being supported and provided with appropriate advice and assistance during some of the most traumatic times they face.
- 3.2 The monitoring also confirms that the Council's responsibilities under the Legislation in terms of the Homeless Persons Act and Children's Act are being complied with.
- 3.3 It is recommended that further reports should follow on a regular basis to both Housing and Social Work Committees to enable members to be kept aware of the level of liaison which is taking place, and also to give an indication on the number of difficult or vulnerable clients that are being dealt with jointly by the two Departments. It is further recommended that the report is referred to the Social Work Committee for their interest and consideration.

4. BACKGROUND PAPERS

- 4.1 The background papers are available from the Department.

Gavin Whitefield

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Director of Housing and Property Services