For the monitoring of households placed in temporary accommodation as part of local authorities' duties under the homeless person's legislation.

Version 4

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Housing Access and Support Welfare Fund Statistics

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1. Introduction

The HL3 Return provides placement level monitoring of temporary accommodation and associated offers.

The HL3 Data specification is available at: http://www.gov.scot/Topics/Statistics/15257/1529/HL3/HL3DataSpecification

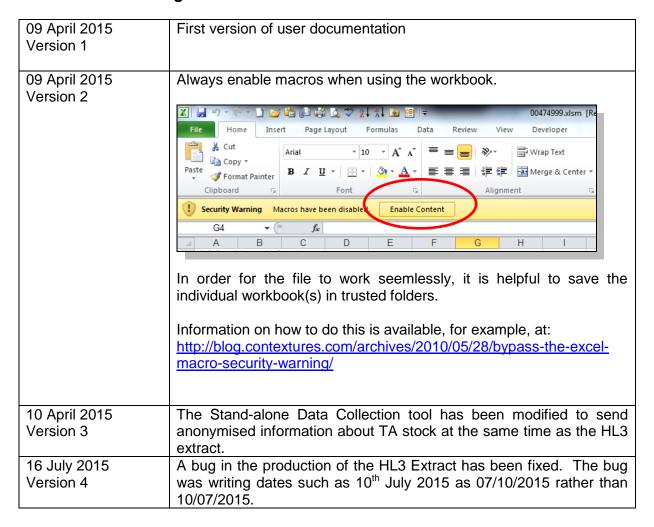
General Information and guidance on how to fill in the HL3 Return can be found at: http://www.scotland.gov.uk/Topics/Statistics/15257/1529/HL3

The Stand-alone system is available for download at: http://www.gov.scot/Topics/Statistics/15257/1529/HL3/HL3Standalone

This document contains user instructions on how to use the stand-alone HL3 data collection system. The stand-alone system is intended to help local authorities to systematically record offers of temporary accommodation and also to generate the HL3 Return.

This document is intended to be a working document and will be updated periodically as required. The revisions log below provides the record of the nature and timing of these updates.

2. Revisions Log



3. When to use the stand-alone system

Where possible local authorities should seek to develop their own integrated IT solutions to produce the HL3 Return. This should minimise officers having to enter the same data into two different systems.

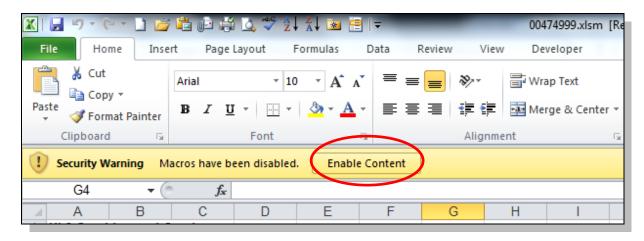
Where a local, integrated IT solution is not possible, then the stand-alone system can be used as an alternative.

The stand-alone system can be used in two ways:

- 1. Local Authority Mode: All temporary accommodation offers are recorded for an entire local authority area. The HL3 Return is then sent directly to the Scottish Government.
- 2. **Area Office Mode**: Each area office records its temporary accommodation offers separately. HL3 Returns are then sent to a central collection point before being sent to the Scottish Government.

4. Initialising the Stand-alone System

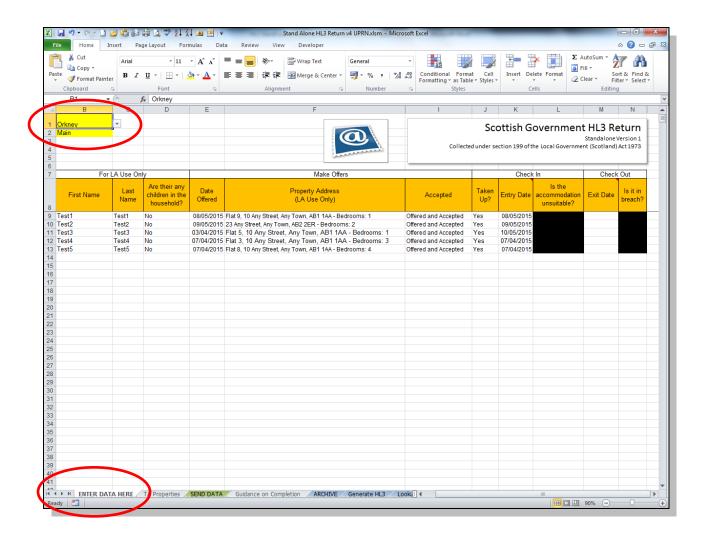
If you see this message, always enable macros whenever using the system.



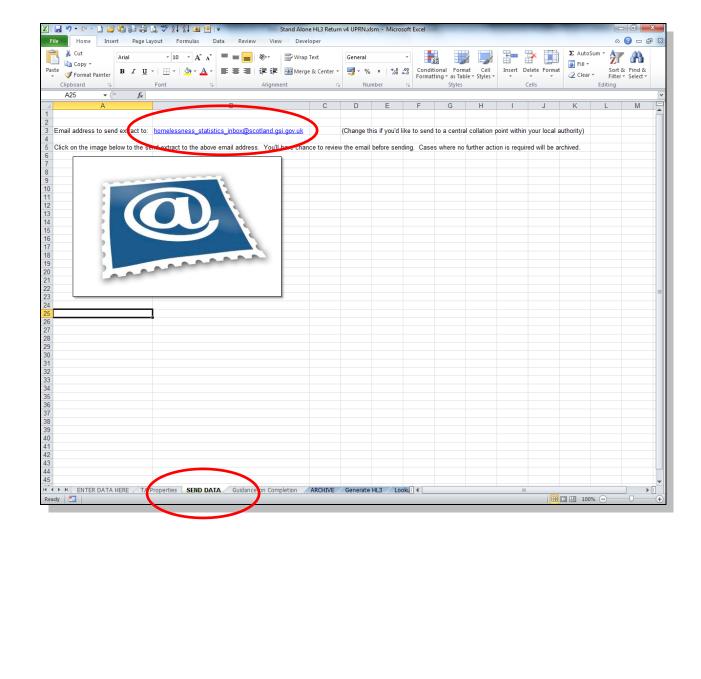
You'll need to decide how to use the HL3 stand-alone system. Do you want to have a single system covering the whole local authority? If so, use the system in Local Authority Mode. If you want copies of the system for each area office, use Area Office Mode.

The steps to set up the system are as follows:

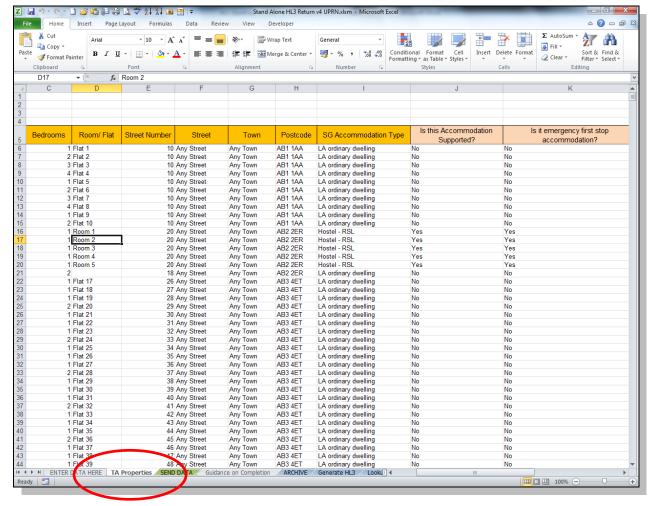
Step	Local Authority Mode	Area Office Mode
1. Enter your local authority	Go to the worksheet ENTER DATA HERE and select the local authority in cell B1.	Go to the worksheet ENTER DATA HERE and select the local authority in cell B1.
		Enter the name of the local office in cell B2. At the moment Save a separate copy of the workbook (with different names), one for each area office.



Step	Local Authority Mode	Area Office Mode
2. Enter the email to send HL3 returns to.	No action is required. On the worksheet SEND DATA, the email address is already set to the homelessness statistics inbox.	DATA, set the email address to be the person who will
		address is best, for secure data transmission.



Step	Local Authority Mode	Area Office Mode
3. Enter the supply of temporary accommodation.	Go to the worksheet TA Properties and begin filling in the data from row 6.	Go to the worksheet TA Properties and begin filling in the data from row 6. Each Area Office must have its own distinct supply of temporary accommodation with no overlaps between area office.



Notes:

- If using area office mode, the list of stock available to an area office must be distinct from the other area offices. There must be no overlaps of properties between the different area offices.
- A separate row must be completed for each unit of temporary accommodation. For example, a unit of temporary accommodation can either be a self contained property, or individual rooms inside a bed and breakfast.
- The following fields must be completed for each unit of temporary accommodation:
 - a. The number of bedrooms the property has. If it's a bedsit or a room in a bed and breakfast, this can be set to 1. (Column C)
 - b. The room or flat number. This is used to identify different units of temporary accommodation within the same building. (Column D)

- c. The street number. (Column E)
- d. The street. (Column F)
- e. The town. (Column G)
- f. The postcode. (Column H)
- g. The Scottish Government Temporary Accommodation category (Column I). Guidance on these categories is available at: http://www.gov.scot/Topics/Statistics/15257/1529/HL3/SGTemporaryAcommodationCategories
- h. Date Added (Column N). This is the date that the property first became availabel for use as temporary accommodation. This can be set to the current date for convenience.
- i. Date Deleted (Column O). This field is used if a property becomes no longer part of the supply of temporary accommodation. To remove a property, simply enter the date of deletion here.
- j. Availability (Column Q). At the point the properties are entered, this flag is set to either 1 to indicate that the property is unocuppied and available, or zero to indicate it is currently occupied.

Why this information is a required?

- This information is gathered solely to help local authority officers identify which
 properties are free at the point of allocation. A drop down list of available properties
 is automatically created, sorted by postcode and bedroom size.
- A unique property reference number is generated automatically using the flat/ room number, the street number and postcode. If bed and breakasft accommodation is used, each separate room should be given a room number so that the UPRN is unquie. This combination is then hashed securely to ensure that no property can be identified. This is particularly important so that the local of Refuges remain confidential. The unquie property reference numbers generated by the stand-alone system look like 24BC8AAA 0198AA6E 0CF087CE D29E39D8 E4763435. This is a one-way hash which preserves the uniqueness of the property but keeps its anonymity.
- The Scottish Government temporary accommodation category is required in order to generate the data needed for the Scottish Housing Regulator's Annual Return on the Charter: Indicators 25, 26 and 27.

Optional Information

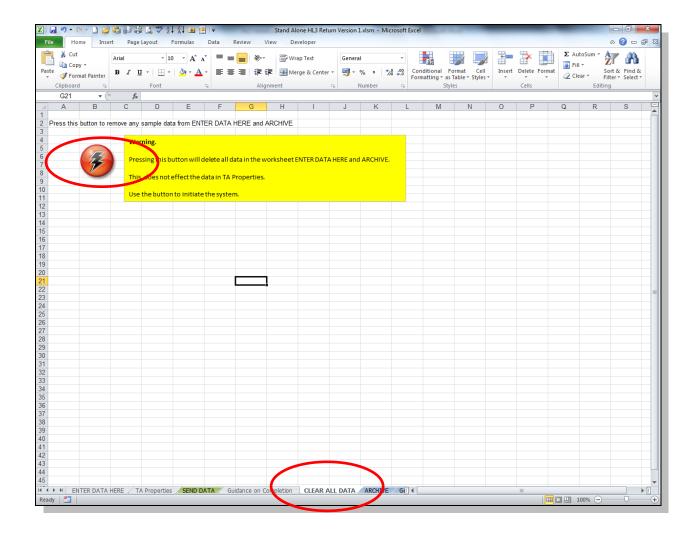
In order to monitor the impact of welfare reform changes on temporary accommodation, it would be helpful to also record the following information. This information is not necessary for the operation of the stand-alone system but may be requested at a future date.

- Is the accommodation supported? (Column J). Supported accommodation means that it is used by a service registered with the Care Inspectorate.
- Is it emergency first stop accommodation? (Column K). This is direct access accommodation which is available to clients 24/7. It is typically used as a first placement for short periods of time, rather than as a longer term form of temporary accommodation.
- Who the landlord is? This is defined as the organisation to whom the rent is paid.
 There is a choice of Local Authority, Registered Social Landlord, Voluntary Organisation or Private Landlord.
- The Housing Benefit Type. This details whether or not the accommodation has been classified as specified accommodation under the The <u>Housing Benefit and Universal</u> <u>Credit (Supported Accommodation) (Amendment) Regulations 2014</u>. This

information will need to be gathered from the part of your local authority which deals with Housing Benefit.

Once the system has gone live, there is no need to enter the supply of temporary accommodation again.

Step	Local Authority Mode	Area Office Mode
4. Remove any test data	Go to the worksheet	Go to the worksheet CLEAR ALL
from the workbook.	CLEAR ALL DATA and	DATA and press the icon.
	press the icon.	
	This will wipe all data in the worksheets ENTER DATA HERE and	This will wipe all data in the worksheets ENTER DATA HERE and ARCHIVE.
	ARCHIVE.	This worksheet will then become hidden.
	This worksheet will then become hidden.	



Step	Local Authority Mode	Area Office Mode
5. Make the worksheet available for data entry.	Save a copy of the workbook.	Send a copy out to each area office to begin data entry. Make sure: • each copy is saved with a separate name; • the area office name has been entered on the first sheet, and; • the stock available to allocate is distinct for each office. • The send data email address has been set correctly.

The stand-alone data collection system uses macros. In order for the file to work seemlessly, it is helpful to save the individual workbook(s) in trusted folders.

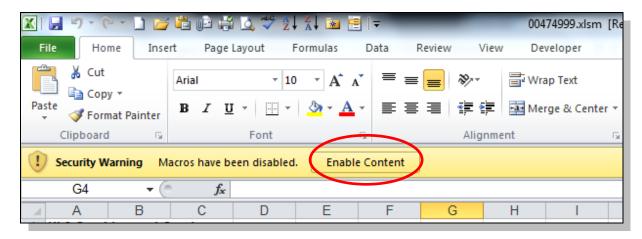
Information on how to do this is available, for example, at: http://blog.contextures.com/archives/2010/05/28/bypass-the-excel-macro-security-warning/

5. Data Entry – Instructions for Users

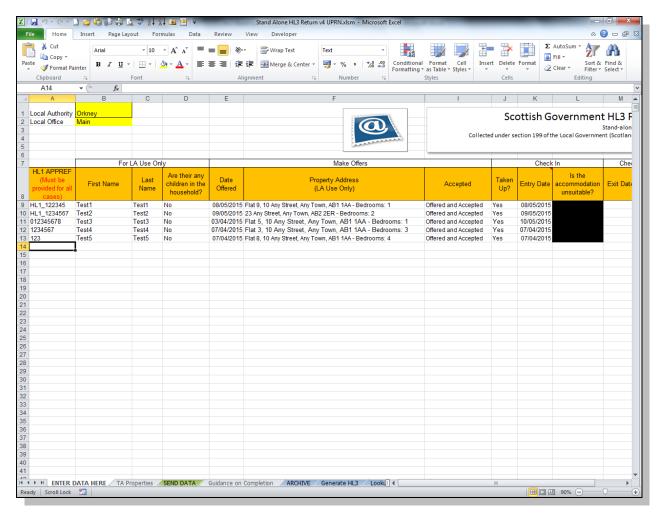
Whenever the workbook opens it automatically activates the worksheet **ENTER DATA HERE**.

If a macro security warning pops up, always **allow** macros for this workbook. At all times macros must be enable in the workbook. This allows for the available property list and shading to work.

If you see this message, always enable macros whenever using the system.



The ENTER DATA HERE worksheet looks like this.



Each row represents an offer of temporary accommodation. A new row should be completed for each offer made. The colums headings are as follows but not all columns need to be completed in all cases. Cells are shaded red if a response is required and black if no information is needed.

- The HL1 Application Reference. Each offer of tempoaray accommodation is made
 under the homeless persons legislation. Therefore, each offer must have a
 corresponding HL1 application reference. If the HL1 application reference isn't
 known at the time an offer is made, one can be created at a later date. However, the
 HL3 Return won't allow submission unless a HL1 application reference is provided.
- The main applicant's first name and last name. This is collected solely for use by local authority officers and is not sent to the Scottish Government. It is collected so that a HL1 application reference can be retrieved at a later date.
- Are their any children in the household, is any household member pregnant? This question is used solely to determine whether or not questions on unsuitable accommodation need to be answered.
- The date temporary accommodation was offered. This should be recorded in dd/mm/yyyy format. So the 6th April 2015 is written as 06/04/2015.
- The property which was offered. This is a drop list list of all available properties. If no temporary accommodation is offered, then the option "No temporary accommodation offered" can be selected from the top of the list. Available properties are sorted by postcode and number of bedrooms.
- Whether the offer of accommodation was accepted.
- Whether the accommodation was taken up.

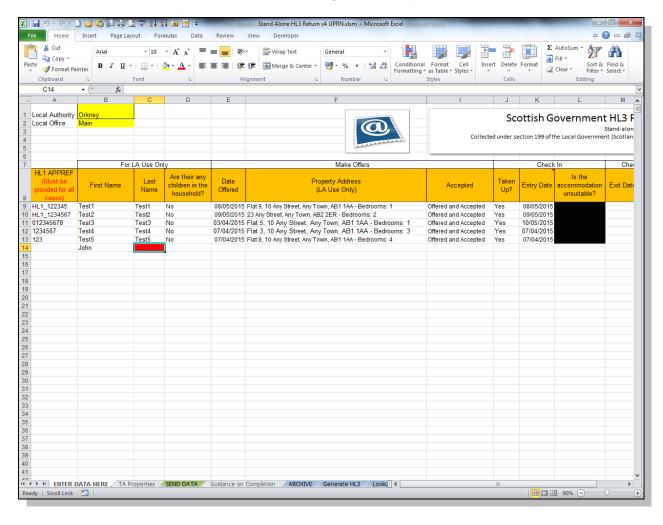
- The date the accommodation was entered in dd/mm/yyyy format.
- Whether the accommodation is unsuitable as defined by the <u>Homeless Persons</u> (<u>Unsuitable Accommodation</u>) (<u>Scotland</u>) <u>Order 2014</u>? This question is answered only if the household contains children or if a household member is pregnant.

The following information is completed only once the household moves out of temporary accommodation.

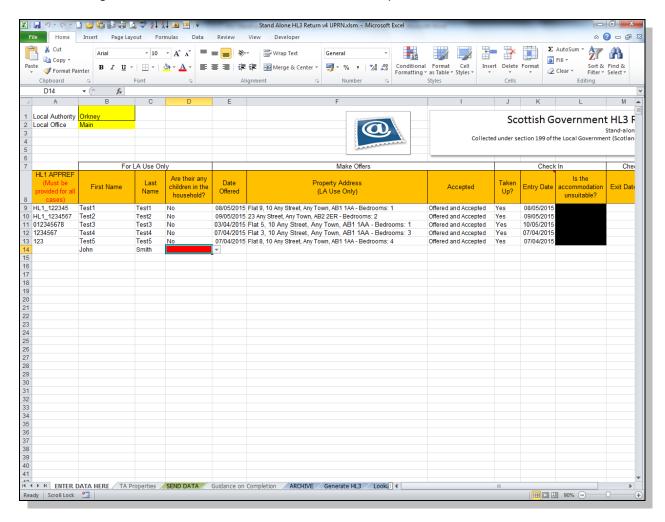
- The date the accommodation was exited.
- Whether the accommodation was in breach of the <u>Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014?</u>

<u>Example – Offering Temporary Accommodation</u>

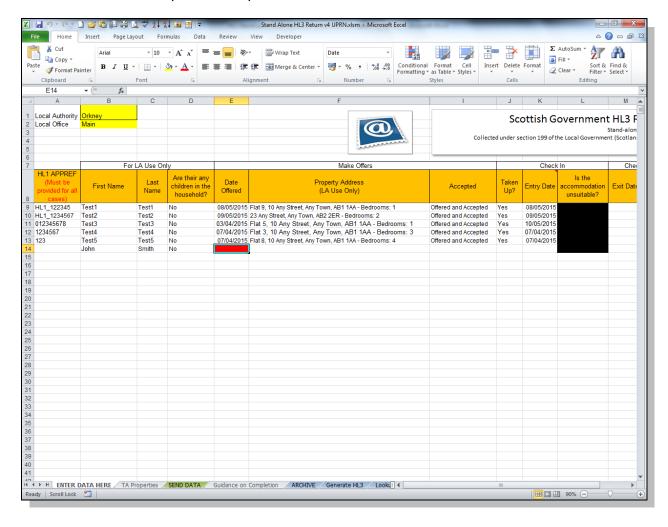
A household headed by John Smith requires temporary accommodation. On entering the word John under first name, the next cell needing to be completed shades red.



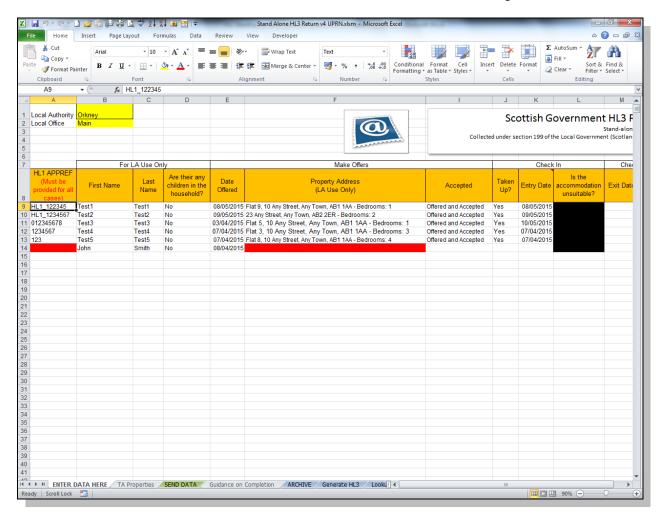
After entering Smith in the Last Name field, the children question shades red.



This household contains no children and no member of the household is pregant, so No is selected from the list. This then prompts the date offered to be highlighted. Note also that the cells for this row in columns L and N for unsuitable accommodation have been shaded black to indicate no response is required.



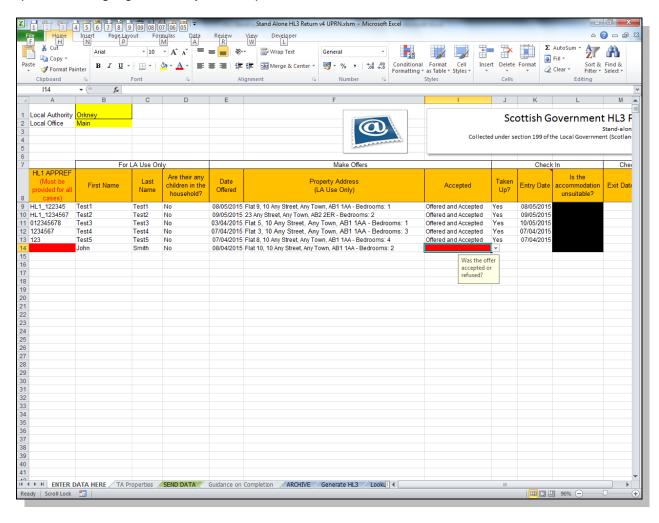
Both property and the HL1 application reference are now shaded red. If the HL1 application reference isn't known this can be left for the moment – it's red as it's missing.



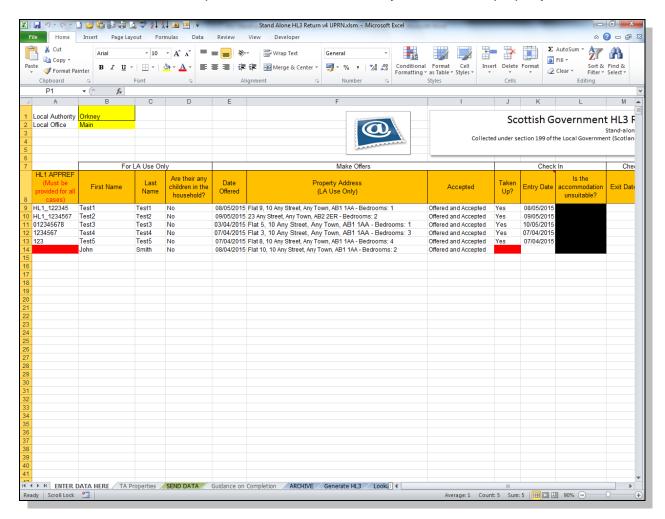
Next choose the desired property to offer from the drop down list. "No temporary accommodation offered" is always available at the top of the list. Available properties are sorted by postcode and the number of bedrooms available. Select the property offered.

	Make Offers					
	Property Address (LA Use Only)	Accepted	Taken Up?			
15	Flat 9, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 1	Offered and Accepted	Yes			
15	23 Any Street, Any Town, AB2 2ER - Bedrooms: 2	Offered and Accepted	Yes			
15	Flat 5, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 1	Offered and Accepted	Yes			
15	Flat 3, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 3	Offered and Accepted	Yes			
15	Flat 8, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 4	Offered and Accepted	Yes			
15		▼				
	No temporary accommodation offered Flat 6, 10 Any Street, Any Town, AB11AA - Bedrooms: 2 Flat 10, 10 Any Street, Any Town, AB11AA - Bedrooms: 2 Flat 7, 10 Any Street, Any Town, AB11AA - Bedrooms: 3 Flat 4, 10 Any Street, Any Town, AB11AA - Bedrooms: 4 22 Any Street, Any Town, AB2 2ER - Bedrooms: 1 20 Any Street, Any Town, AB2 2ER - Bedrooms: 3 24 Any Street, Any Town, AB2 2ER - Bedrooms: 3					

The next question asks if the offer of temporary accommodation accepted. The accepted question is highlighted ready for completion.

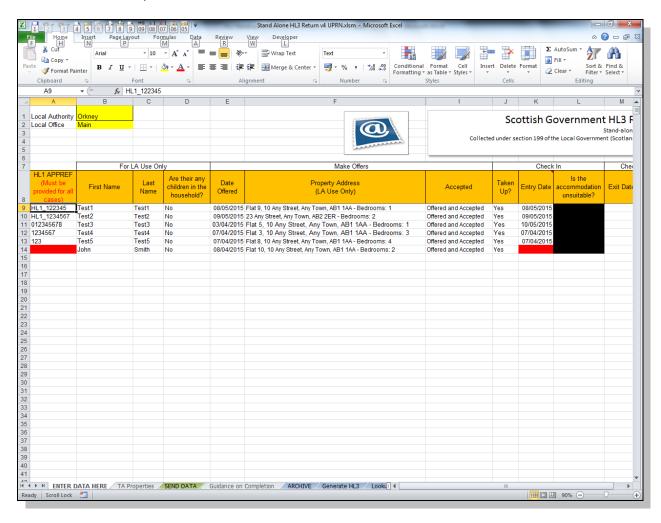


If the accommodation is accepted, the next question to complete asks whether the accommodation was taken up. Did the household actually move into the property?

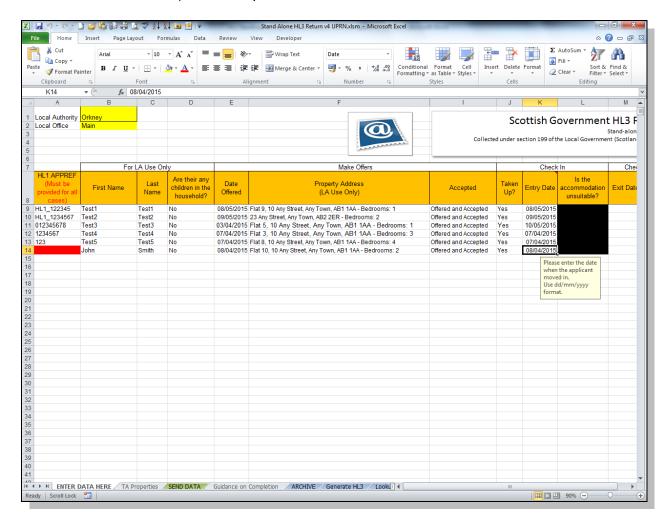


Note: If the acommodation is refused and another property is offered instead, a new row of data should be used to record the new offer.

If accommodation is taken up, an entry date is required. This is entered in dd/mm/yyyy format. So the 8^{th} April 2015 is entered as 08/04/2015.

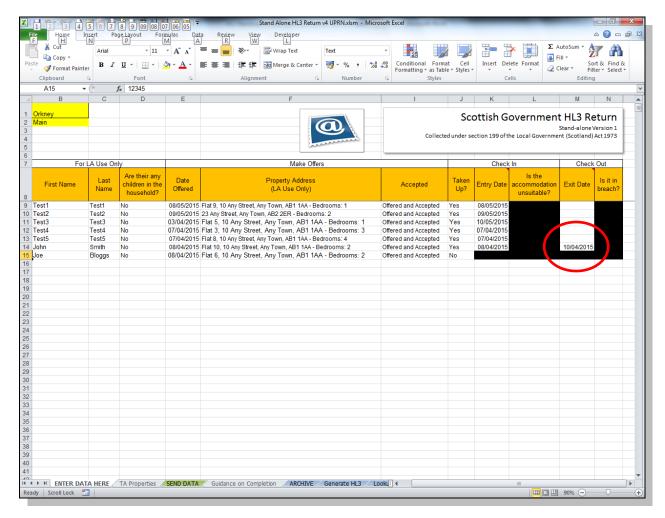


Once the entry date has been completed, the Check In stage has been completed. The only information required now is the HL1 application reference, which can be supplied at a later date. Once the person checks out of temporary accommodation, the exit date (and possibly information on breaches) is then required.



Example – Checking Out of Temporary Accommodation

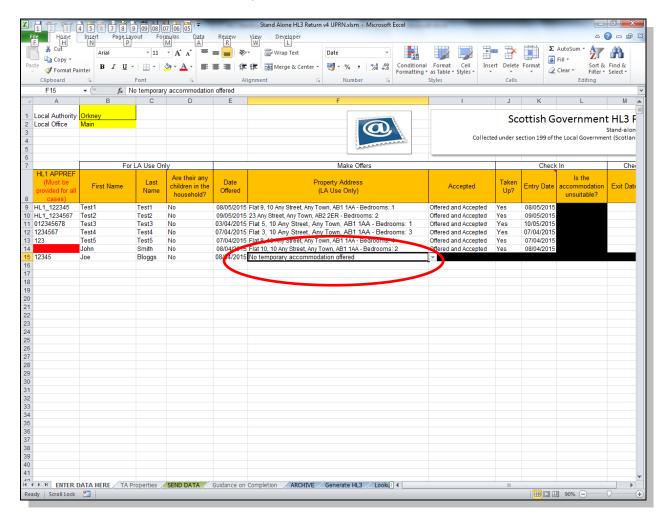
On the 10th April 2015, John Smith checks out of this Flat 10, 10 Any Street. This is recorded by entering 10/04/2015 in column M. As there are no children or pregnant women in the household, the breach question is shaded black and does not need to be answered.



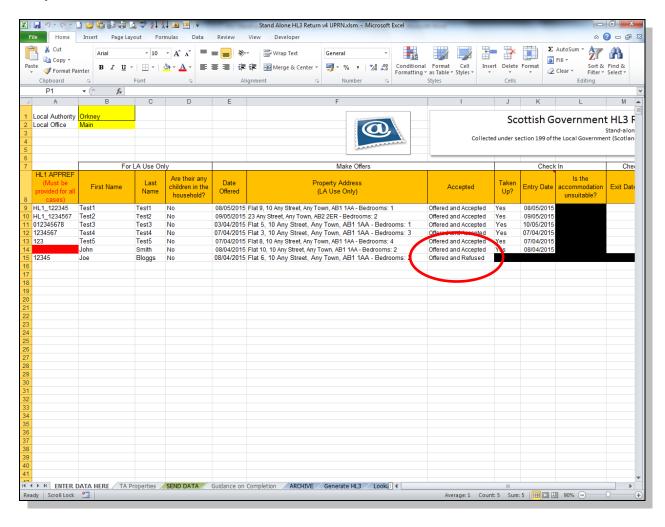
The breach question only needs to be answered if there are children in the households <u>and</u> the accommodation occupied is unsuitable. This question will shade red if a response is needed.

6. Further Information: Questions shade black if they are not required.

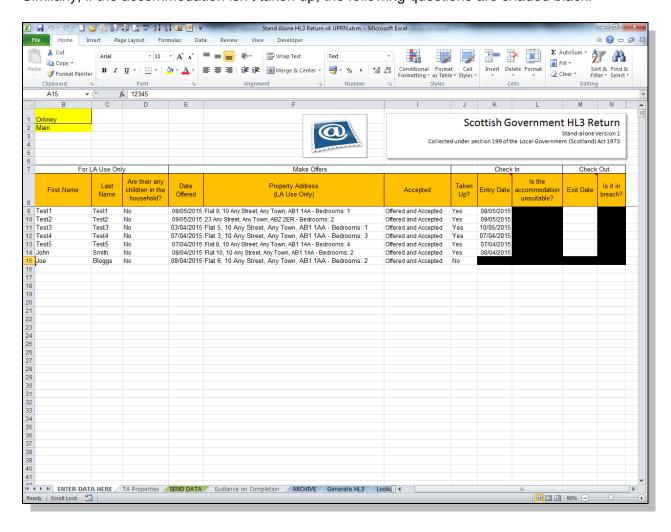
For example, if temporary accommodation is not offered, no further information is needed in the fields Accepted, Taken Up, Entry Date, etc...



If the offer of accommodation is refused, none of the subsequent questions are required. They are shaded black.



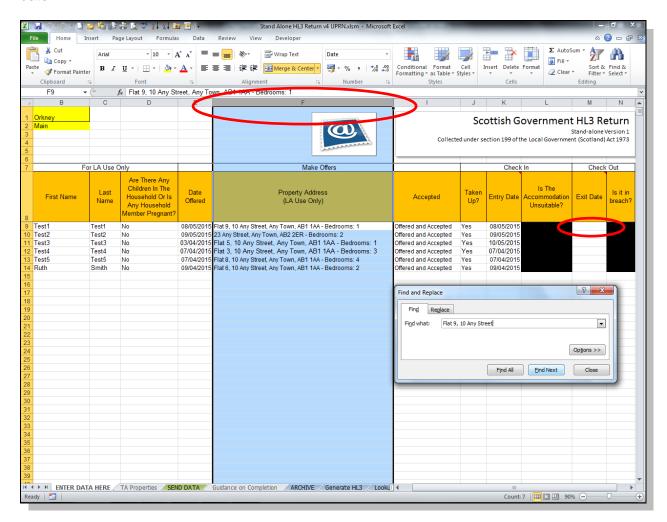
Similarly, if the accommodation isn't taken up, the following questions are shaded black.



7. After the stand-alone system has gone live, how do I add properties to the pool of temporary accommodation?

First, check that the property isn't already on the system. It might be unavailable on the system as a household is currently occupying it or a household hasn't been checked out of it.

If the property is already on the system but isn't showing as available, find the record where the property is currently occupied – i.e. it has an entry date but no exit date. For example, suppose we know that Flat 9, 10 Any Street is available but not showing on the system. Select column F and press CTRL+F to find this property. Find the row where it has no exit date.

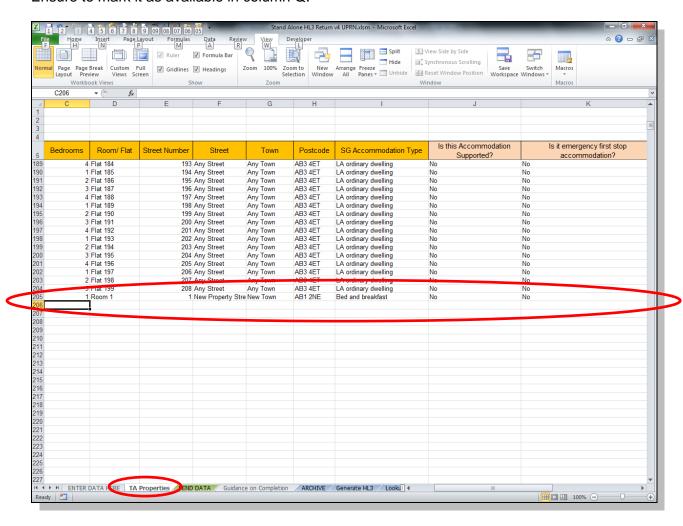


Enter the exit date for this record so that the household is checked out of the property.

Flat 9, 10 Any Street now becomes available in the drop down list.

_	Make Offers			Chaol	, la	Check	Out
L	Make Offers			Check In			Out
	Property Address (LA Use Only)	Accepted	Taken Up?	Entry Date	Is The Accommodation Unsuitable?	Exit Date	ls it i breac
15	Flat 9, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 1	Offered and Accepted	Yes	08/05/2015		09/05/2015	
15	23 Any Street, Any Town, AB2 2ER - Bedrooms: 2	Offered and Accepted	Yes	09/05/2015			
15	Flat 5, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 1	Offered and Accepted	Yes	10/05/2015			
15	Flat 3, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 3	Offered and Accepted	Yes	07/04/2015			
15	Flat 8, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 4	Offered and Accepted	Yes	07/04/2015			
15	Flat 6, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 2	Offered and Accepted	Yes	09/04/2015			
		₩					
	No temporary accommodation offered	A					
\leq	Flat ID, ID Any Street, Any Town, AB11AA - Bedrooms: 1 Flat ID, ID Any Street, Any Town, AB11AA - Bedrooms: 2						
	Flat 7, 10 Any Street, Any Town, AB11AA - Bedrooms: 3 Flat 4, 10 Any Street, Any Town, AB11AA - Bedrooms: 4 22 Any Street, Any Town, AB2 2ER - Bedrooms: 1 20 Any Street, Any Town, AB2 2ER - Bedrooms: 3 24 Any Street, Any Town, AB2 2ER - Bedrooms: 3	7					

If an entirely new property is added to the stock of temporary accommodation, add it to the bottom of the worksheet **TA Properties**. In this case a new B&B property has been added. Ensure to mark it as available in column Q.

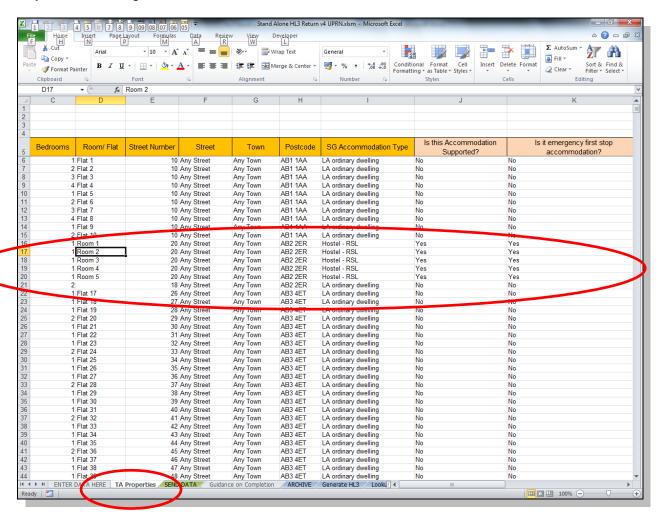


The next time an offer is made on the ENTER DATA HERE worksheet, the available property list will refresh once an offer date is entered. The new property now shows in the drop down list.

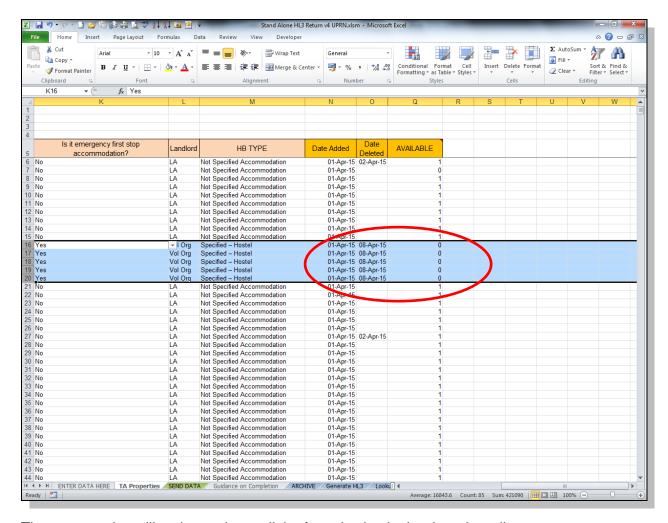
Date Offered	Property Address (LA Use Only)	
08/05/2015	Flat 9, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 1	Offered a
09/05/2015	23 Any Street, Any Town, AB2 2ER - Bedrooms: 2	Offered a
03/04/2015	Flat 5, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 1	Offered a
07/04/2015	Flat 3, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 3	Offered a
07/04/2015	15 Flat 8, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 4	
09/04/2015	Flat 6, 10 Any Street, Any Town, AB1 1AA - Bedrooms: 2	Offered a
08/04/2015		₩
	No temporary accommodation offered Flat 9, 10 Any Street, Any Town, AB11AA - Bedrooms: 1 Flat 10, 10 Any Street, Any Town, AB11AA - Bedrooms: 2 Flat 7, 10 Any Street, Any Town, AB11AA - Bedrooms: 3 Flat 4, 10 Any Street, Any Town, AB11AA - Bedrooms: 4 Room 1, 1 New Property Street, New Town, AB12NE - Bedrooms: 1 22 Any Street, Any Town, AB22ER - Bedrooms: 3	*

8. After the stand-alone system has gone live, how do I remove properties from the pool of temporary accommodation?

Go to the worksheet **TA Properties** and find the property which has been removed from the pool of temporary accommodation stock. In this example, let's suppose that the hostel on 20 Any Street is being closed.



In column O set the date deleted to be today's date (in this case the 8th April 2015) and set available in column Q to be 0.



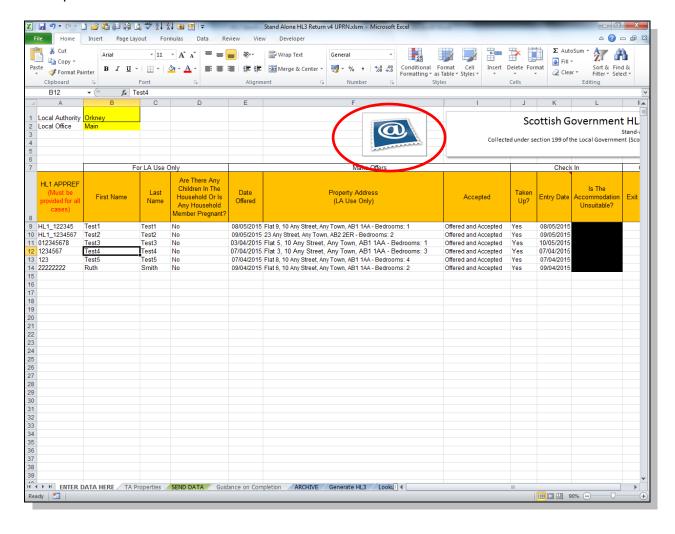
These properties will no longer be available for selection in the drop down list.

9. Why are some worksheet tabs shaded blue?

These worksheets are for the operation of the workbook and should be unaltered. These sheets are protected and cannot be edited.

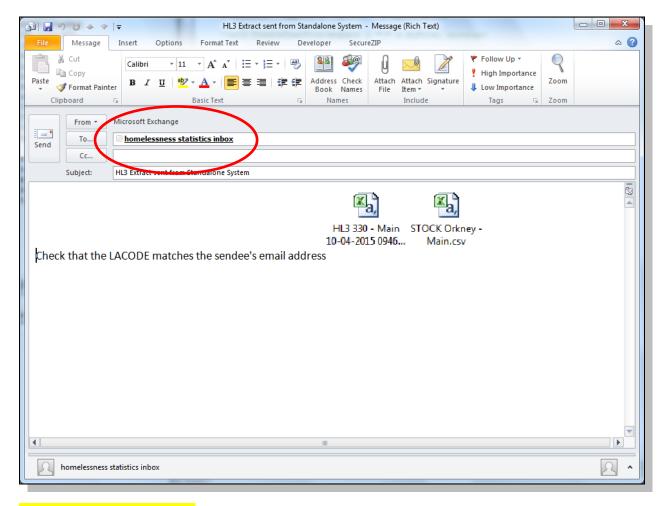
10. Sending Data to the Scottish Government

Data should be sent to the Scottish Government quarterly. To do this simply click on the email picture.



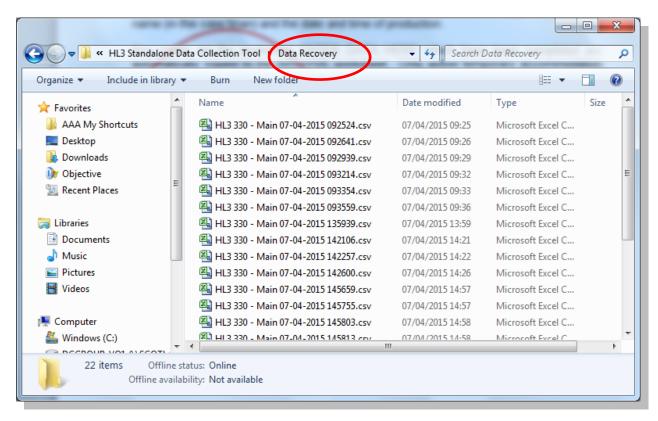
Local Authority Mode

This will automatically generate an email which is ready to send. If the system is being used for the entire local authority, the email will be sent to the homelessness statistics inbox (homelessness statistics inbox@scotland.gsi.gov.uk). If the system is being used in area office mode, the data will go to the central point where the extracts are collated.



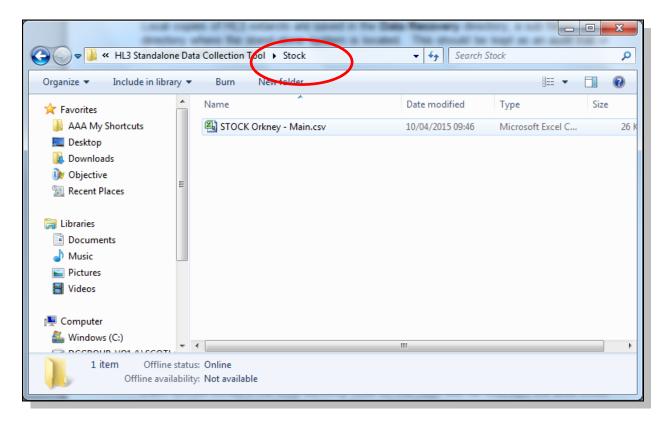
Remember to click send.

Local copies of HL3 extarcts are saved in the **Data Recovery** directory, a sub folder of the directory where the stand-alone system is located. This should be kept as an audit trail or for future data recovery.



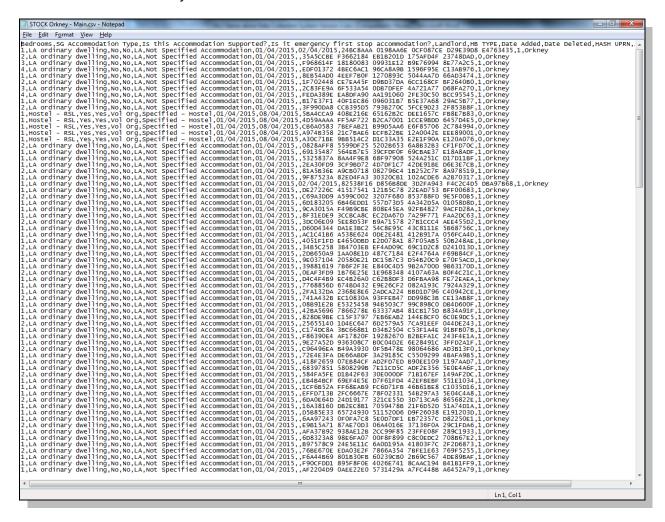
Each extract contains the local authority code (in this case 330 for Orkney), the area office name (in this case Main) and the date and time of production.

A local copy of the anonymised temporary accommodation stock file is saved in the **Stock** sub folder.



The anonymised stock information looks like this and contains information on:

- The number of bedrooms;
- The SG Accommodation Type;
- Whether the accommodation is supported;
- Whether it's emergency accommodation;
- Who the landlord is, the HB Type;
- · The UPRN;
- The date it was added or deleted from use;
- Whether it is currently available, and;
- The local authority name.



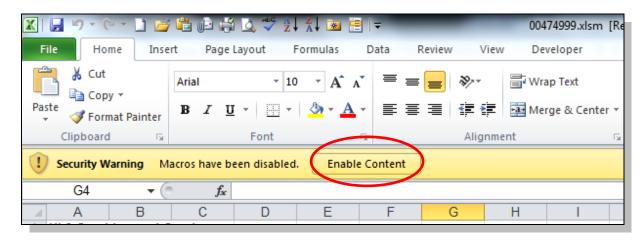
Any cases on the worksheet ENTER DATA HERE which have been completed are automatically copied to the ARCHIVE worksheet. Only active temporary accommodation placements remain on the worksheet ENTER DATA HERE.

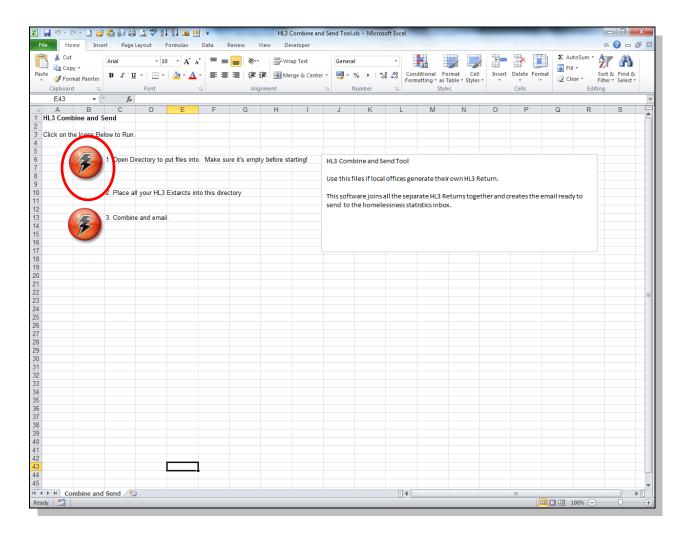
Area Office Mode

If the stand-alone system is being used in Area Office Mode, then emails will be sent to a central person for collation.

This person needs to use the **HL3 combine and send tool** which is available for download at: http://www.gov.scot/Topics/Statistics/15257/1529/HL3/HL3Standalone

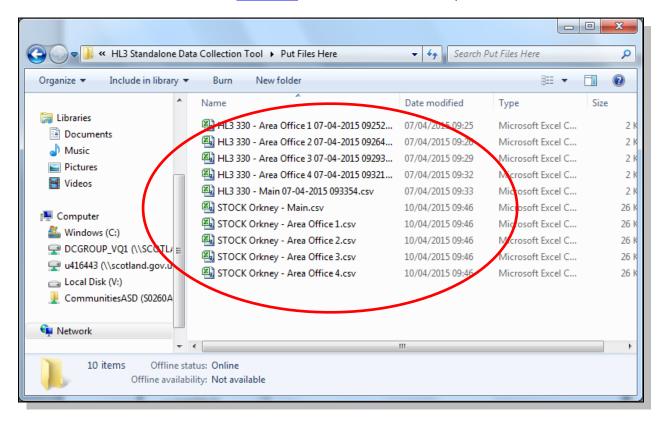
To use the tool, open up the above Excel workbook and enable macros. If you see this message, click on enable content.



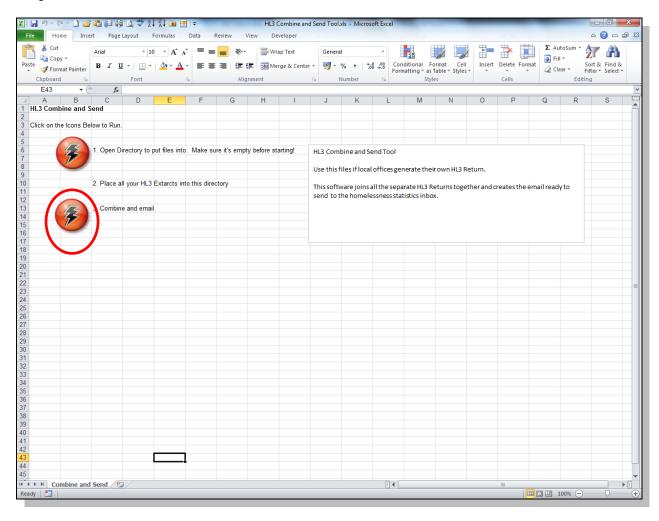


Press the first icon. This will open up a folder in which to place all area office extracts. If there are already existing extracts in this folder then make sure it is empty.

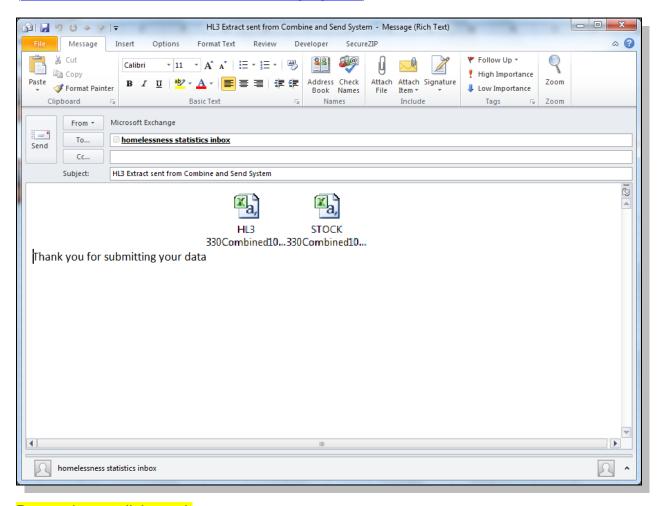
Add **all** area office HL3 data extracts **and** Stock files to the folder. Each area office should have its name in the extract title. Section 4 details how to set this up.



To generate the extract to send click on the second icon.



This then creates an email containing a single HL3 extract and a single Stock file ready to send to the Scottish Government's homelessness statistics inbox (homelessness_statistics_inbox@scotland.gsi.gov.uk).



Remember to click send.

Local copies of combined HL3 extarcts and combined Stock files are saved in the same directory as the combine and send tool.

11. Support for the Stand-alone System

Please contact homelessness_statistics_inbox@scotland.gsi.gov.uk if you are experiencing any issues with the stand-alone system.

Whilst the stand-alone system is not supported we will endeavour to help with any issues where possible.