

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK****ENVIRONMENT AND COMMUNITY PANEL**

**Minutes from the Meeting of the Environment and Community Panel held on Tuesday, 24th July, 2018 at 6.00 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn**

**PRESENT:** Councillors C Sampson (Chairman), Miss L Bambridge, Mrs C Bower, A Bubb, Mrs S Collop, Mrs S Fraser, T Parish, Mrs V Spikings (substitute for G Hipperson), M Taylor, Mrs J Westrop and Mrs M Wilkinson

**Portfolio Holders:**

Councillor I Devereux, Portfolio Holder for Environment  
Councillor Mrs E Nockolds, Portfolio Holder for Culture, Heritage and Health

**Officers:**

Ged Greaves, Senior Policy and Performance Officer  
Duncan Hall, Housing Services Manager  
Honor Howell, Assistant Director

**By Invitation:**

Graeme Stewart and Tracey Ellis, Youth West.

**EC13: APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Hipperson, Hopkins and Lawrence.

**EC14: MINUTES**

**RESOLVED:** The Minutes from the previous meeting were agreed as a correct record and signed by the Chairman.

**EC15: DECLARATIONS OF INTEREST**

Councillor Mrs Westrop declared a non-pecuniary interest in EC20: Youth Investment Fund as she was a Trustee of the Swan Project and was involved in the Youth West Partnership.

**EC16: URGENT BUSINESS**

There was none.

**EC17: MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor Pope for all Agenda items.

EC18: **CHAIRMAN'S CORRESPONDENCE**

There was none.

EC19: **CORPORATE PERFORMANCE MONITORING FULL YEAR 2017-2018 (20 MINUTES)**

The Senior Policy and Performance Officer presented the report which monitored progress against agreed performance indicators for the full year 2017/2018. The Panel was informed that thirteen performance indicators were within the remit of the Environment and Community Panel and these were included in the report. The report showed that five targets had not been met, as set out below, and an action plan was in place to address issues:

- CE2: % of Long Term empty homes in the Borough as a percentage of overall dwellings.
- CE7: % of allocated spend of Flexible Homeless Grant.
- CC6: % of Careline alarms installed within ten days from date of enquiry.
- CC7: Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grants.
- CC8: Time taken (in weeks) from first visit to completion of work on Adapt passported cases with a value under £6,000.

The Chairman thanked the Senior Policy and Performance Officer for his report and invited questions and comments from the Panel, as summarised below.

Councillor Pope addressed the Panel under Standing Order 34. He asked for clarification on the figures in the table on page 12 of the Agenda which summarised the Council's current performance levels compared to the previous quarter. The Senior Policy and Performance Officer explained that through the year the figures could increase and decrease so there would be variation.

In response to a question from Councillor Bubb, it was explained that external factors, which the Council had no control over, and could affect performance, were included in the notes and actions section of the performance monitoring report.

**RESOLVED:** The Panel reviewed the Performance Monitoring Report and agreed the actions outlined in the Action Report.

EC20: **YOUTH INVESTMENT FUND (25 MINUTES)**

The Chairman welcomed Graeme Stewart and Tracy Ellis to the meeting who presented the Panel with information on the Youth West

Partnership, as attached. Members' attention was also drawn to the information document which had been circulated with the Agenda.

The Chairman thanked Graeme Stewart and Tracy Ellis for their presentation and invited questions and comments from the Panel as summarised below.

Councillor Mrs Bower asked if anything was planned for Hunstanton. Graeme Stewart explained that the Benjamin Foundation was working in Hunstanton and as the Co-ordinator for the project developed her role she could make contact with Parishes.

Councillor Mrs Fraser asked for more information on how the activities were chosen and asked what plans were in place to ensure that young people were engaged. Graeme Stewart explained that activities included music, dance, drama and other sessions. It was explained that Youth Workers would work with the young people and certain activities would be chosen by them. It was hoped that this would keep young people involved and engaged. The Panel was informed that the Youth West Partnership would be working with the Discovery Centre and in deprived areas in West Norfolk. It was explained that Youth West would also promote projects jointly with their partners where possible.

The amount of funding available for the project was highlighted and Graeme Stewart acknowledged that West Norfolk was rural and diverse and it would unfortunately not be possible to help all areas, but the project had tried to spread out into areas where there was already an active interest, but may have been issues in the ability to provide or sustain a service.

Councillor Mrs Nockolds, Portfolio Holder for Culture, Heritage and Health commented that this project was very good news for young people in the Borough. She explained that the Borough Council already had a Service Level Agreements in place with Freebridge Community Housing relating to the Discovery Centre, Active Norfolk and SWAN. Councillor Mrs Nockolds informed those present that the Council also worked with the Local Cultural Education Partnership and hoped to work with Garage in the near future. Graeme Stewart explained that Active Norfolk was working with the Youth West Partnership regarding the delivery of some activities at the Discovery Centre.

Councillor Mrs Wilkinson informed those present that Fairstead previously had a youth club at the Community Centre, but this was no longer in operation. She asked if there were any plans to re-introduce provision in this area. She also explained that there used to be a mini bus available which could take young people to activities. Graeme Stewart explained that part of the project would include pop up youth clubs, and Fairstead was an area which could be a possibility. The pop up youth clubs would identify if there was a demand in an area and if

more permanent provision would be sustainable. Graeme Stewart reminded the Panel of the budget available and explained that it would focus on 'on the ground' delivery with the help of partners. Year one of the project would be to establish activities and year 2 would look at working with partners, parishes and local communities to look at sustainability and funding options.

The Vice Chairman, Councillor Bambridge commented that the project looked at areas where there was already activity, but what about areas where there was no current activity? She referred to rural and isolated areas where there was no public transport. Graeme Stewart explained that they had looked at isolated communities, and he felt that some may be covered in the hub provision, but referred to the limited funding available. He explained that they could look into options for the future for example access to transport.

Councillor Parish referred to Heacham and explained that they used to have a youth club and all the facilities were still there. Graeme Stewart explained that Youth West had worked with the Benjamin Foundation to identify areas on where to establish provision. He explained that if there was an opportunity, and funding to support it, it was something that could be looked at.

Councillor Mrs Spikings asked if the project was limited to West Norfolk, or if they worked across boundaries. She provided an example of provision which was available close to her Ward, but across the border in Wisbech. Graeme Stewart explained that the funding had been awarded for West Norfolk, but it was something that could be looked into. The Chairman, Councillor Sampson suggested that Councillor Mrs Spikings pass on the relevant information to Graeme Stewart.

In response to a question from Councillor Mrs Collop, Graeme Stewart explained that the amount of young people that could be accommodated at each session was dependant on the amount of Youth Workers and Volunteers available and safeguarding best practice. Councillor Mrs Westrop commented that activities in Downham Market had started in June and there was a waiting list for some activities such as music because they were very popular.

The Portfolio Holder for Culture, Heritage and Health, Councillor Mrs Nockolds asked if Youth West worked with the National Youth Agency regarding training. She also referred to National Youth Week in November and asked if there were any opportunities for Youth West during this Week. Graeme Stewart explained that the Youth Worker training was linked with Momentum and it was hoped to make training courses locally available in King's Lynn.

**RESOLVED:** (i) The report was noted.  
(ii) Representatives from Youth West be invited to provide a further update to the Panel in Year 3 of the Project.

EC21: **HOMELESSNESS AND ROUGH SLEEPING STRATEGY (60 MINUTES)**

The Housing Services Manager gave a presentation on Homelessness and Rough Sleeping, as attached. The Chairman thanked the Housing Services Manager for his presentation and invited questions and comments from the Panel, as summarised below.

Councillor Mrs Spikings referred to information provided that there was not enough housing supply for social housing. She commented that she was aware of some social housing which had been boarded up, or demolished in Welney and asked why this was happening when there was such a demand for social housing. The Chairman, Councillor Sampson commented that Welney was an isolated area and people may have issues with transport. Councillor Mrs Spikings commented that the refurbishment of the housing stock in Welney had fractured the local community.

Councillor Taylor asked for information on how many rough sleepers were local and expressed concern that because King's Lynn had a good process in place for dealing with and supporting homeless people it may attract people from other areas. The Housing Services Manager commented that this was a concern for the night shelters and that it could give validity to a certain type of lifestyle. He explained that the situation would be carefully monitored.

Councillor Mrs Spikings provided information on someone who was sleeping rough near the A47 and agreed to pass on information to the Housing Services Manager.

Councillor Mrs Westrop made reference to the duty to care leavers and she explained that some had complex needs. She asked if there was any flexibility with regards to local connection for care leavers. The Housing Services Manager explained that there was legislation relating to this and that some care leavers did not feel disadvantaged if they were placed outside the County.

Councillor Taylor asked the Housing Services Manager if he felt that the Council had the resources available to deal with monitoring, reporting and delivery of services relating to homelessness and rough sleeping. The Housing Services Manager explained that some new funding had been available from Central Government, as they had recognised this as a priority. He explained that homelessness grants were also available and the Council also worked with Norfolk County Council on provision for the area. Funding had been used to commission new services and retarget resource to where it was needed.

The Vice Chairman, Councillor Bambridge informed those present that she had requested that this update be brought to the Panel following the introduction of the Act. She reiterated comments made regarding Registered Social Landlords having empty properties and that she was concerned about this. She also referred to earlier comments made by Councillor Spikings about empty social housing in villages and how it should be made available if there was a demand.

In response to a question from the Vice Chairman, Councillor Bambridge about if the Council received enough funding, the Housing Services Manager explained that West Norfolk was recognised as a high demand area for private rented homes. He commented that situations could change quickly which could impact the amount of resources available and required. He commented that ways to be bold and work to make a difference to landlords and tenants needed to be looked at.

Councillor Mrs Spikings suggested that a Task Group be established by the Panel to look at funding, issues and how organisations could work together to address homelessness, rough sleeping and the availability of social housing.

The Chairman, Councillor Sampson commented that the presentation provided to the Panel highlighted how complex the process was and the wide range of issues that the Council had to deal with and agreed that the establishment of a Task Group was a good idea.

The Housing Services Manager welcomed the suggestion of a Task Group. He commented that it was important for all organisations to have a joined up approach and work together

The Portfolio Holder for Environment, Councillor Devereux referred to the House of Lords Select Committee on the regeneration of seaside towns which he suggested as useful background reading.

Councillor Mrs Westrop referred to the effect of the roll out of Universal Credit and she felt it would have a big impact on social housing tenancies and the ability for people to pay rent and that resources would need to be put in place to deal with issues.

The Chairman, Councillor Sampson suggested that it may be useful for the Environment and Community Panel to have a look around Broad Street and the Housing Services Manager agreed that this could be arranged. He also suggested that Members could visit the Park Homes.

**RESOLVED:** (i) The Panel noted the report.  
(ii) A tour of Broad Street be arranged for the Environment and Community Panel.  
(iii) A Task Group be established to look at Homelessness, Rough Sleeping and the availability of Social Housing.

(iv) A report be presented to the next ordinary meeting of the Environment and Community Panel to agree the Terms of Reference and operation of the Task Group.

EC22: **WORK PROGRAMME AND FORWARD DECISION LIST**

Members of the Panel were reminded that an eform was available on the Intranet which could be completed and submitted if Members had items which they would like to be considered for addition to the Work Programme.

**RESOLVED:** The Panel's Work Programme was noted.

EC23: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel was a special meeting of the Panel and would take place on Tuesday 14<sup>th</sup> August at 6.00pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

**The meeting closed at 8.10 pm**



**YOUTH-WEST  
PARTNERSHIP**  
LED BY YMCA NORFOLK



**YOUTH-WEST  
PARTNERSHIP**  
LED BY YMCA NORFOLK

**Funded jointly by the Department for Digital,  
Culture, Media and Sport and the Big Lottery Fund**







**YOUTH-WEST  
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Department for  
Digital, Culture  
Media & Sport



**YMCA**

## What is the Youth-West Partnership?

- Seven organisations with extensive experience of delivering youth work activities for young people
- Funded jointly by the Department for Digital, Culture, Media and Sport and the Big Lottery Fund for £448,652 over 2 years and 10 months
- Providing open access activities for young people and creating sustainable delivery across West Norfolk



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**YMCA**

## Three key areas of delivery

1. Establishing a network of open access youth clubs linking to and supporting existing provision
2. Introducing a range of activities for young people with a focus on mental health, the arts and new skills
3. Developing a centralised training and development programme to strengthen local organisations



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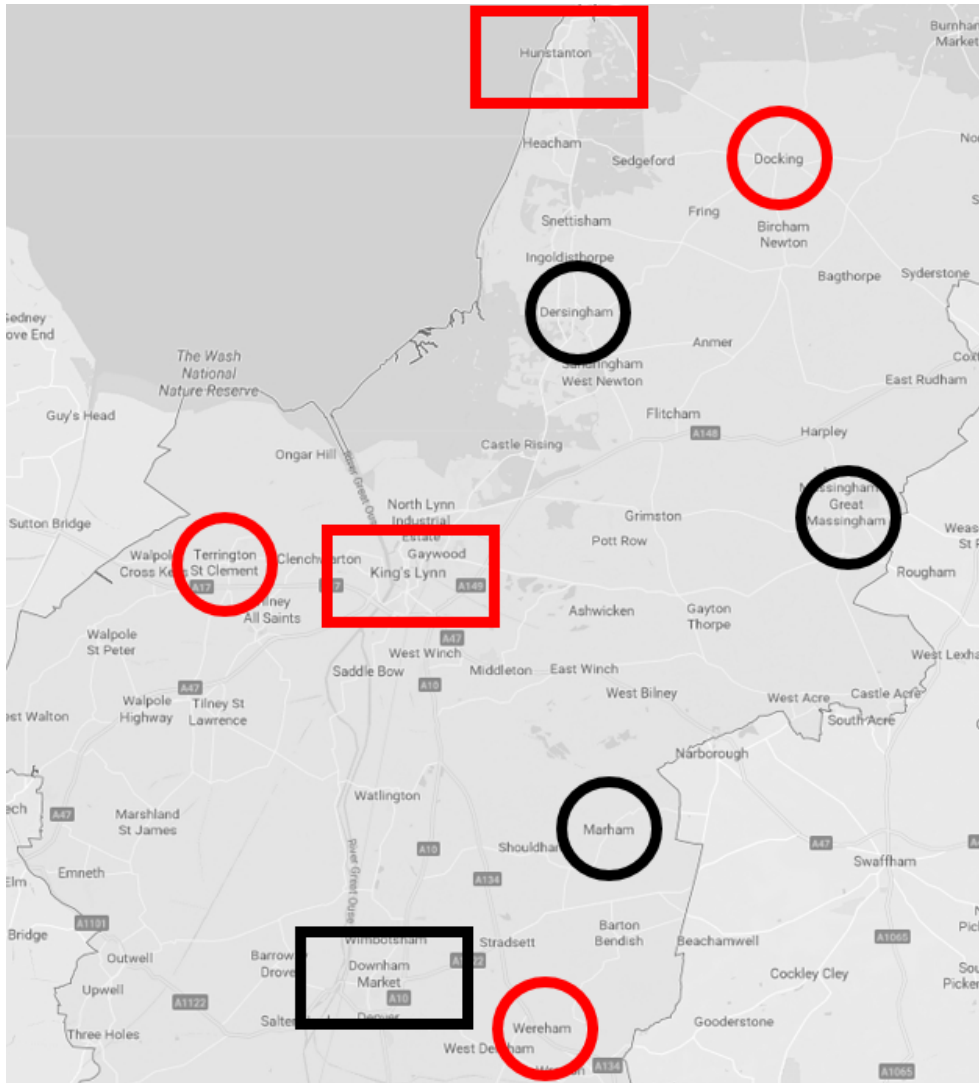
Department for  
Digital, Culture  
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**NATIONAL  
LOTTERY FUNDED**



243



New Hub



Existing Hub



New Satellite



Existing Satellite (proposed)



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## 1. Open Access Provision

- Three Youth Club Hubs in King's Lynn, Downham Market and Hunstanton, 48 weeks per year
- Three new Satellite Youth Clubs in Terrington St Clement, Wereham and Docking, 36 weeks per year
- Offer of support and training for existing youth clubs such as RAF Marham, Great Massingham plus 1 other



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## 1. Open Access Provision

- Holiday activities run by the Garage across the Youth-West Hubs
- Holiday activities run by YMCA Norfolk, SWAN Project and Benjamin Foundation across Hubs and Satellites
- Pop-up youth clubs in rural areas over the summer holidays



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## 2. Carousel of Activities

- Dance, music and theatre activities run by the Garage and the National Youth Theatre
- Mental health and resilience awareness sessions run by YMCA Norfolk and West Norfolk MIND
- Information, guidance and vocational skills taster sessions run by St Edmunds Society



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### 3. Training and Development Programme

- Access to free training for six Level 2 and two Level 3 Youth Work qualifications run by Momentum
- Access to two free Youth Mental Health First Aid 2-Day Courses run by YMCA Norfolk
- Access to six free half-day core youth work training sessions around safeguarding, professional boundaries and first aid run by YMCA Norfolk



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### 3. Training and Development Programme

- Development of a Young People's Steering Group with 10 sessions facilitated by the Youth-West Coordinator
- Provision of 10 youth-led activities for young people to participate in with a budget of £250 per activity
- Coordinator focus on developing networks and funding opportunities across the community to sustain delivery after the end of the three year funding period





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LOTTERY FUNDED**

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## Primary Outcomes

- Young people will have **increased opportunity** through access to more open access activities, participation and training and development
- Young people will have **improved mental health** and wellbeing because of increased awareness and support
- Young people will have **greater aspirations** resulting from increased participation in new opportunities and local taster opportunities



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## **Borough Council Support**

- Identify a primary contact to liaise with Youth-West
- Promote the work of Youth-West to Parish Councils (with whom we will be seeking longer term partnership working)
- Promote Youth-West activities to Council stakeholders (promotional material is in development)
- Identify any potential opportunities for joint working or funding to enhance or sustain delivery



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# Any Questions?



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# Homelessness and Rough Sleeping

Duncan Hall July 2018



## Introduction

- Introduction
- Review of the situation and collection of evidence
- Issues and the causes
- The Homelessness Reduction Act
- New strategy



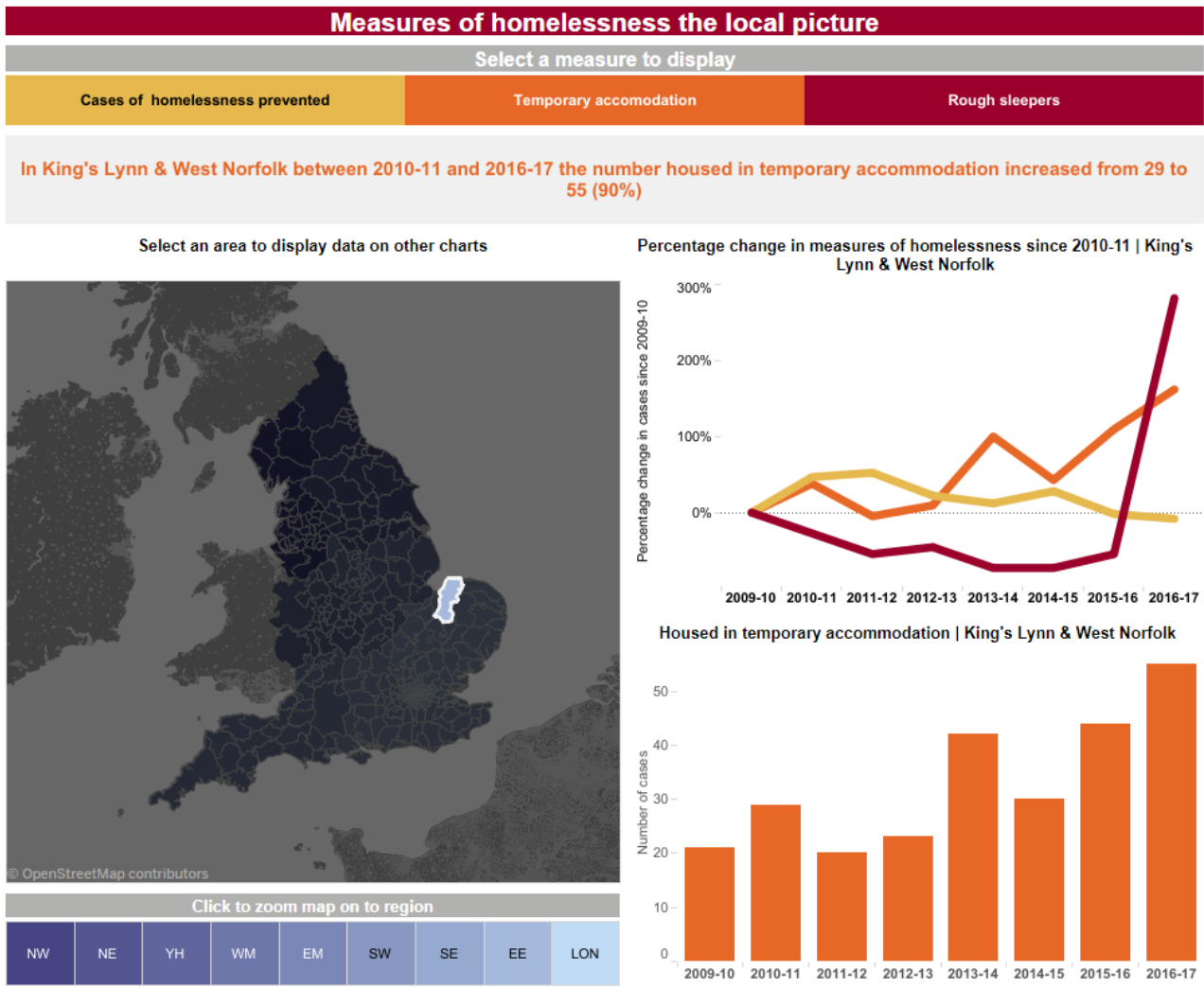
# Introduction

Need to review current Homelessness Strategy (2015-2019) – because of a number of factors:-

- Changing nature of the problem particularly the issue of rough sleeping.
- The increase in the proportion of people with complex needs, and difficulties associated with assisting them.
- Homelessness Reduction Act 2017 - representing the most significant changes since the original Act 40 years ago.
- Changes brought about through significant reductions in housing related support via the local ‘Supporting People’ programme.
- Welfare Reform.
- Homelessness Act 2002 requires local housing authorities to publish a homelessness strategy every 5 years – based on an area wide review



# Review of homelessness and rough sleeping in the area





# Cases of homelessness prevented

## Measures of homelessness the local picture

Select a measure to display

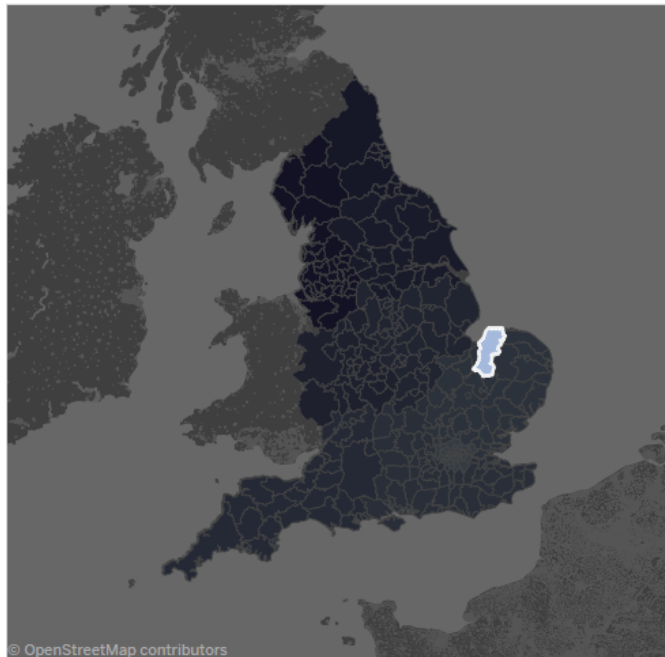
Cases of homelessness prevented

Temporary accomodation

Rough sleepers

In King's Lynn & West Norfolk between 2009-10 and 2016-17 cases of homelessness prevention decreased from 372 to 342 (-8%)

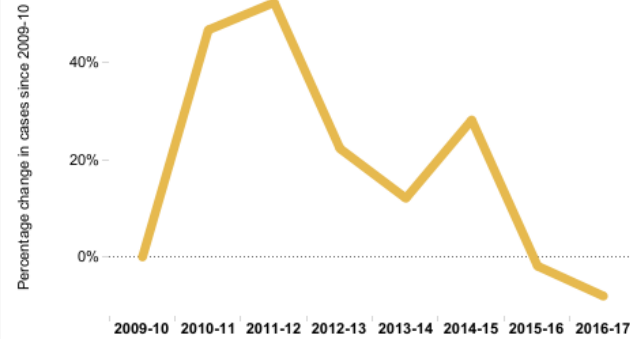
Select an area to display data on other charts



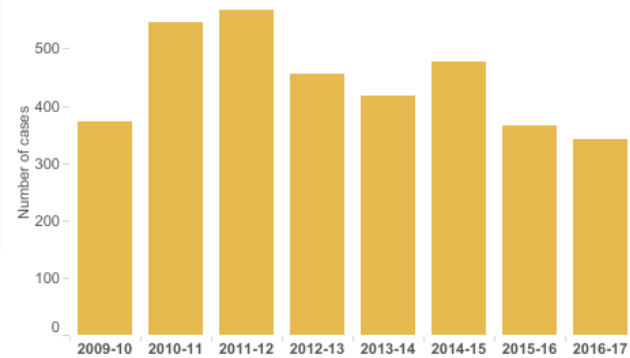
Click to zoom map on to region

- NW
- NE
- YH
- WM
- EM
- SW
- SE
- EE
- LON

Percentage change in measures of homelessness since 2010-11 | King's Lynn & West Norfolk



Cases of homelessness prevention | King's Lynn & West Norfolk



# Numbers housed in temporary accommodation

## Measures of homelessness the local picture

Select a measure to display

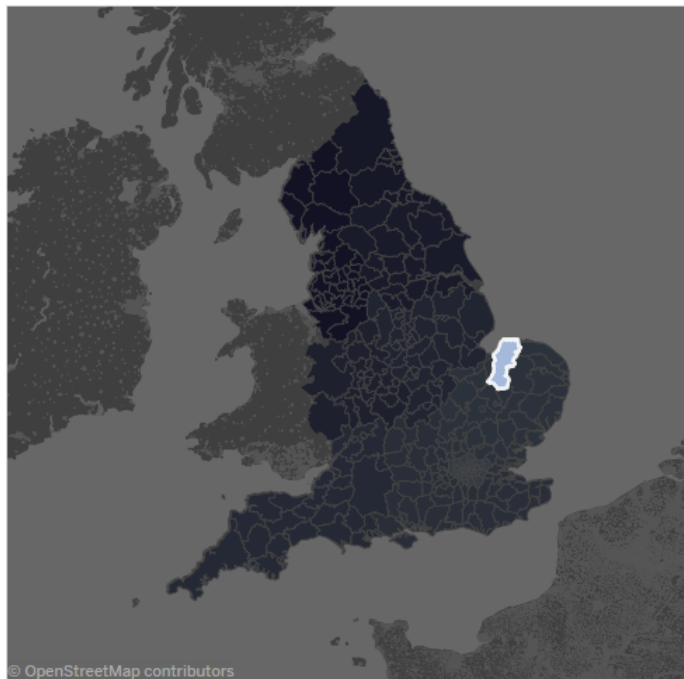
Cases of homelessness prevented

Temporary accommodation

Rough sleepers

In King's Lynn & West Norfolk between 2010-11 and 2016-17 the number housed in temporary accommodation increased from 29 to 55 (90%)

Select an area to display data on other charts



Click to zoom map on to region

NW

NE

YH

WM

EM

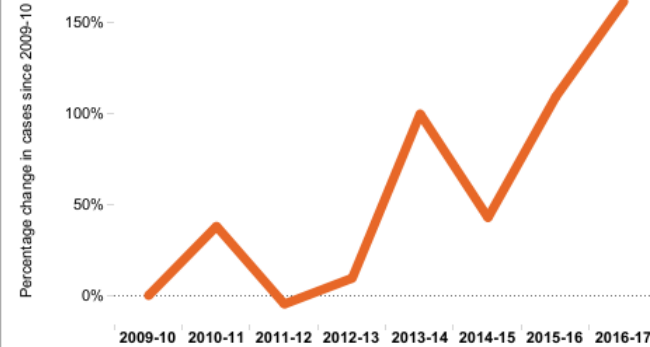
SW

SE

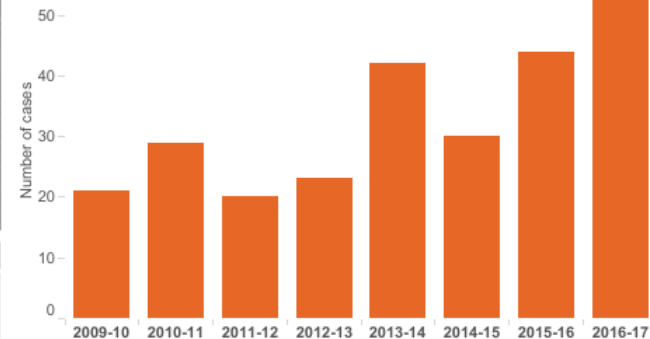
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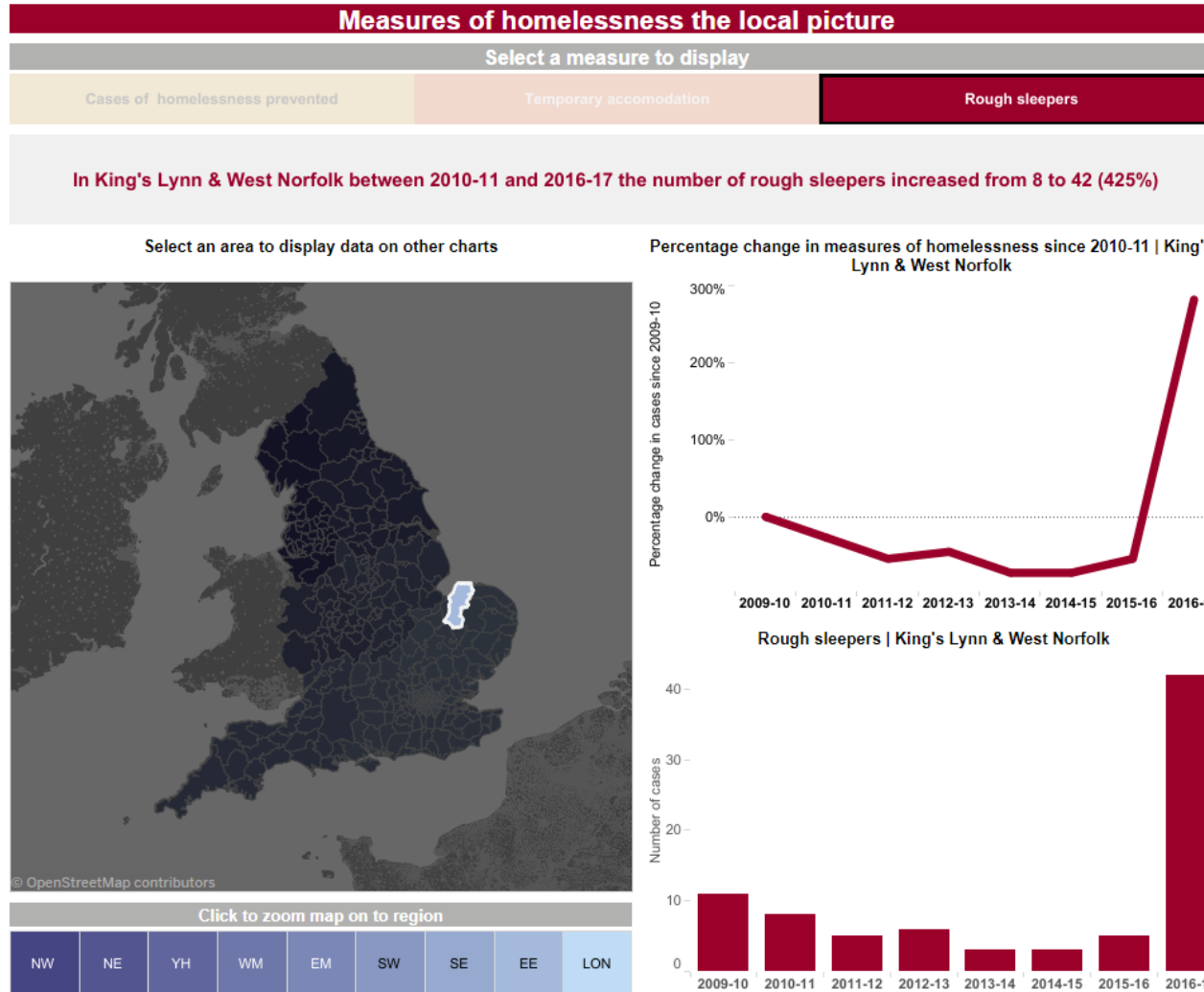
Percentage change in measures of homelessness since 2010-11 | King's Lynn & West Norfolk



Housed in temporary accommodation | King's Lynn & West Norfolk



# Rough sleeping



# Comparing measures of homelessness

	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017/18
Full duty owed	59	56	79	87	81	106	99	116	117	63?
B&B Spend (gross)								£12,794	£40,789	£16,641
B&B Spend (net)								£2,961	£8,839	£2,082
Deposits/RIA provided						65	55	38	28	14
Total approaches to HO team										
Rough Sleepers								5	42	9



## Comparing measures of homelessness

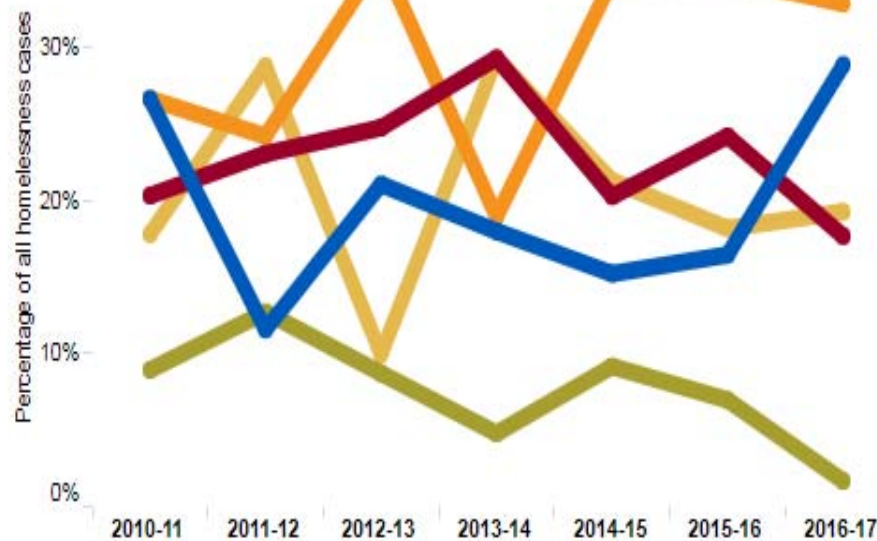
- In 2017/18 1465 approaches were made to Housing Options. This is broadly comparable to the previous 2 years – following a steep increase in the numbers through the door – estimated 1,744 (YTD) for 2018/19
- Full duty to re-house cases plateaued - - expectation it will fall as more prevention and relief activity undertaken
- The total number of homelessness acceptances will increase significantly but the number owed a full duty will fall
- Workload will increase as we are likely to be working with people for longer - government estimate 28%



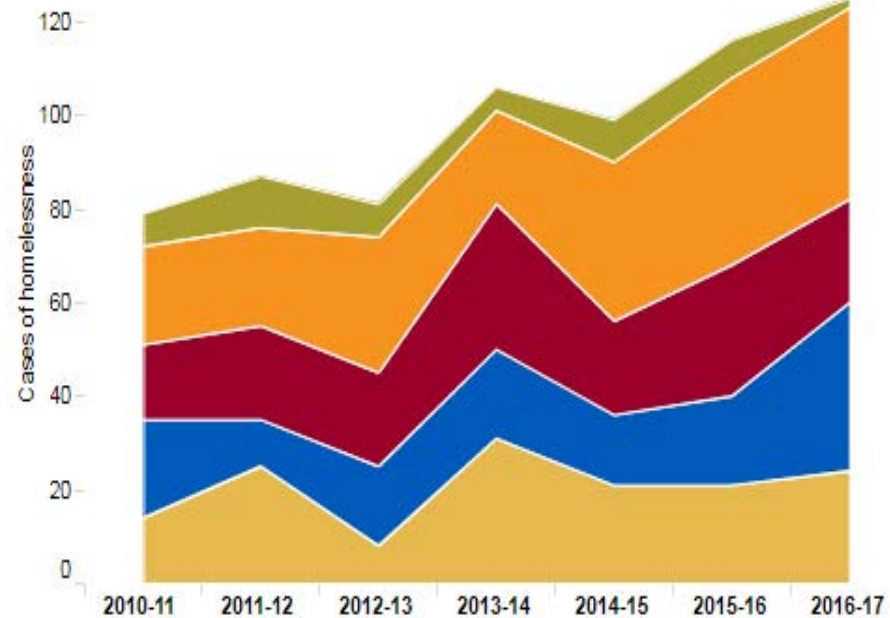
## Reasons for homelessness

In 2017/18 ending an AST has locally in line with the national picture become the main reason, and a rapid increase in parental exclusions

Reasons for homelessness as a proportion of all causes of homelessness | King's Lynn & West Norfolk



Reasons for Homelessness | King's Lynn & West Norfolk



Mortgage or rent arrears

Relationship breakdown with partner

Relatives/friends no longer able or willing to provide accommodation

End of assured shorthold tenancy

All other reasons



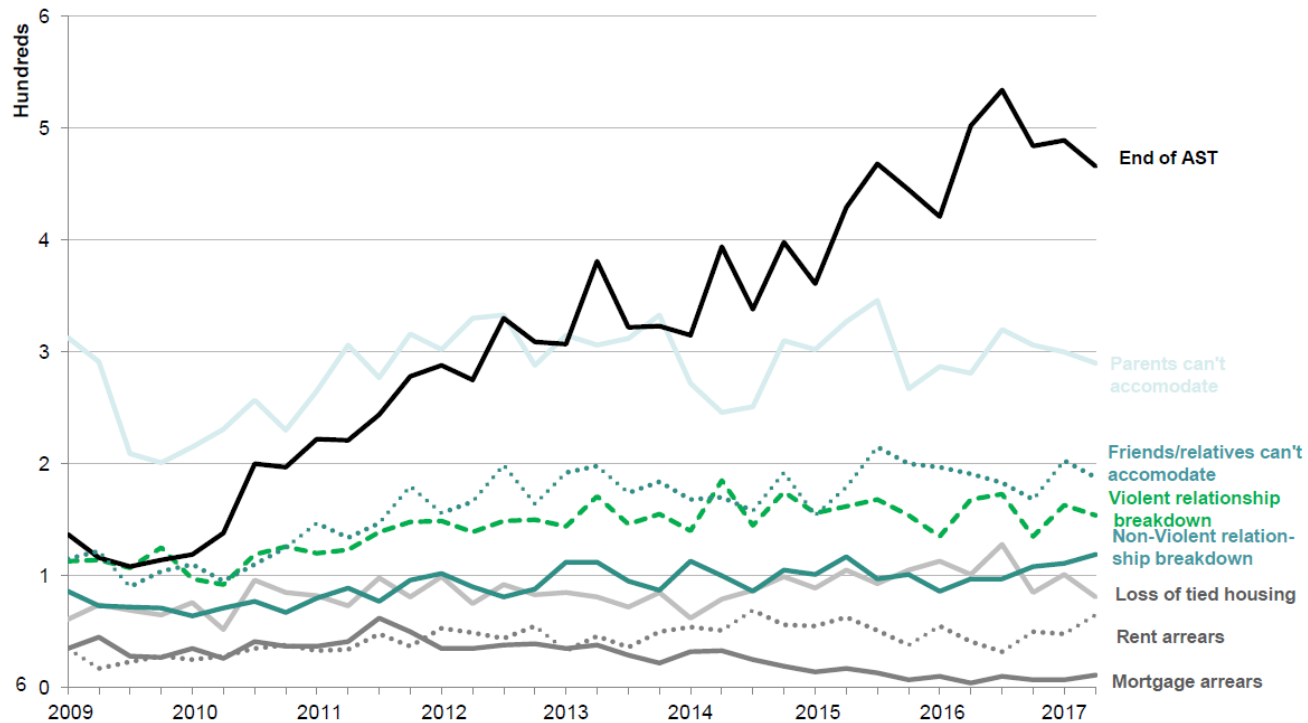
# Reasons for homelessness



Ministry of Housing,  
Communities &  
Local Government

## Homelessness - East Region: Acceptances by reason for loss of last settled home

Acceptances by reason for loss of last home East region

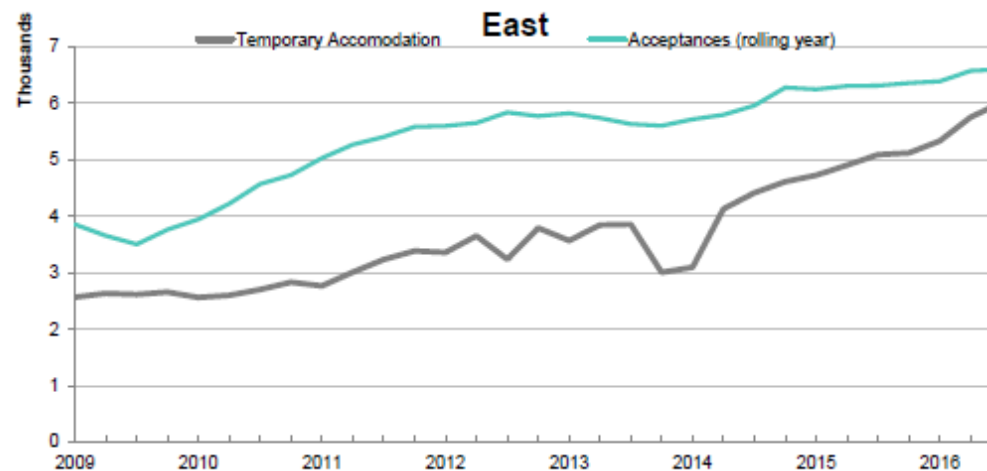


# Acceptances and households in temporary accommodation



Ministry of Housing,  
Communities &  
Local Government

## Homelessness – East Region Acceptances and households in temporary accommodation



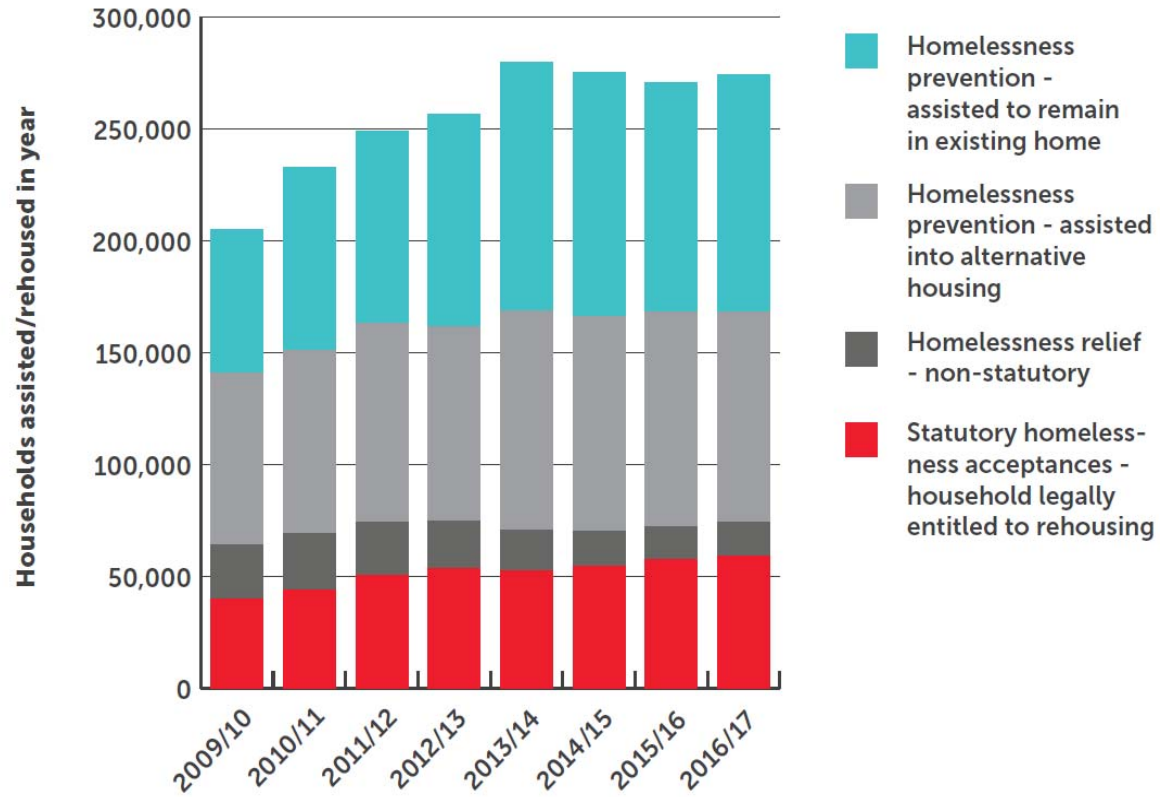
At 31/12/17 local authorities in East of England accommodating 5890 households in TA, up 11% on 31/12/16.  
1480 households were accepted under the 'main' duty during quarter 4 2017, down 6% on the same quarter in 2016

4





**Figure 4.13 Overview of local authority action to assist homeless (and potentially homeless) households, 2009/10-2016/17**



DCLG



## Issues and causes

- Rough Sleeping
- In the last 12 months to July 5th
- estimate circa 36 rough sleeper encampments – more than we have ever had over the period . This is a conservative estimate as there are some that leave very quickly that we haven't counted, plus many that we won't be aware of.
- 8 internal protocol meetings.
- Encampments range from large encampments with multiple occupants (Pullover roundabout) to individuals in tents (elderly lady at Hunstanton Bus Station).
- Nationalities vary but groups generally white British males with complex issues and chaotic lifestyles and eastern European males often unemployed with no recourse to public funds.
- Particularly acute problems with the extended cold weather over winter 2017/18



## Rough Sleeping



## Rough Sleeping



## Rough Sleeping































## On-going record of those rough sleeping, or in danger of rough sleeping

	9 rough sleeping on the night of the 14th November
	23 sofa surfing
	2 Intentionally homeless family that are not rough sleeping and should not have been
	12 not presented or believed to have left the area
	16 In accommodation
	1 x QEH in patient
	2 x in prison
	4 x EDAB's
	2 x housed
	4 x accommodated at Merchants Terrace
	1 x staying with family
	1 x accommodated at Right Tracks
	1 x cohabiting with new partner



# Issues and causes



Newly refurbished rooms for rent - house share directly in the centre of town. Walking distance to the college, bus station, train station, supermarkets and many other key places.

Reasonable sized single rooms (with double beds) under counter fridge also in each room. New fitted kitchen and bathrooms. Shared kitchen with freezer, laundry facilities and own personal cupboard each. New shared bathrooms (only 2 people per bathroom) with showers in both bathrooms. Brand new carpets throughout the house. ALL BILLS AND FAST FIBRE OPTIC WIFI INCLUDED

## House share King's Lynn PE30

£95 pw (single)  
~~£95 pw~~ (NOW LET)  
~~£95 pw~~ (NOW LET)  
~~£105 pw~~ (NOW LET)



### Availability

Available	Now
Minimum term	1 month
Maximum term	None
• Short lets considered	

### Extra cost

Deposit	£0.00
Bills included?	Yes
Fees apply?	No

### Amenities

Furnishings	Furnished
Disabled access	
Living room	No
Broadband included	Yes

### Current household

# housemates	3
Total # rooms	4
Ages	18 to 65
Smoker?	No
Any pets?	No
Language	English
Occupation	Professional
Gender	2 Males, 1 Female



## Issues and causes

Housing shortfall means accessing accommodation is getting harder:-

Cost of shared room = £95  
**short fall =£40**

Employment support allowance (under 25)  
=£57.90

Housing Benefit =£55.00

Left to live on =£17.90



# Issues and causes

The supply of social housing – the numbers below show total lettings: - This includes new supply.

14/15 – 823

15/16 – 641

16/17 – 587

The supply of new social housing has been declining over recent years has declined:-

10/11 – 157

11/12 – 148

12/13 – 109

13/14 – 27

14/15 – 60

15/16 – 73

16/17 – 28

17/18 - 25 (-5 with 30 preserved right to buy sales)



## Issues and causes

- Increasing cases of individuals with complex needs
- Declining performance in accessing Private Renting
- Failing to deliver new affordable housing and low levels of stock turnover
- Notice to leave PRS
- Debt policies of some social landlords
- Universal credit
- Reduction access to support services



# Issues and causes

## Case study 2 – bedroom tax/arrears

Applicant served notice from a partner landlords tenancy due to 'bedroom tax' arrears. This accrued following violent relationship breakdown and partner who was working left her and their child in the tenancy.

Applicant approached Options for assessment. An affordability assessment showed the property was genuinely unaffordable and further arrears could not be prevented. A temporary DHP request was made to reduce the arrears whilst alternative accommodation was sourced. Despite this, and a debt relief order, the landlord advised they still intended to proceed with the eviction

Landlord was asked to consider an internal transfer. After negotiation between Homechoice, Options, support worker and the landlord an internal transfer was agreed and a property identified.

However, having done their own affordability assessment, the landlord refused to proceed advising that their 2 bedroom property was unaffordable. On further investigation by Options and the support worker it showed that the assessment by the landlord was flawed – affordability had been assessed using monthly rather than 4 weekly income. Landlord proceeded with offer, preventing the family's homelessness.



## Issues and causes

### **Case study – arrears/refusal by partner landlord**

Applicant in and out of prison for the last few years with no fixed address in between. Last released in September 2017 and placed into supported accommodation.

Applicant ready to leave supported housing following successfully maintaining his placement and proving lifeskills, and further support in place for any offer of accommodation. Placed in high band in accordance with Homechoice policy and able to bid.

On nomination to a partner landlord they advised he had an historical debt of £380 from 2009 and refused nomination as invalid. Debt had been placed with collection agency and was last chased in 2015. Little hope of finding him due to his prison stays so applicant was unaware of this debt.

Landlord would only consider him for the property if his arrears were cleared in full within 7 days. The council loaned him the money to enable him to proceed with the offer of accommodation and to release his bed in supported accommodation.





## The Homelessness Reduction Act

- **Expanded advice and information duty** to all residents AND advice designed with vulnerable groups in mind: care leavers, former armed forces, people leaving custody, victims of domestic abuse, people leaving hospital and people with mental health issues
- **All applicants who may be homeless or threatened with homelessness must have assessments of housing needs, circumstances and support needs**
- **Prevention duty** owed to all eligible applicants threatened with homelessness in the next 56 days irrespective of 'local connection' 'priority need' or 'intentional homelessness'. Includes tenants served with valid S21 notice which expires within 56 days
- **Relief duty** owed to people who are actually homeless, irrespective of 'priority need' or 'intentional homelessness'; the local authority MAY refer to another LA if the applicant has no local connection to their authority and has a safe local connection elsewhere



## The Homelessness Reduction Act

- Prevention and relief duty each last for up to **56 days** and delivered through a **personalised housing plan (PHP)** agreed with the **applicant**
- PHP sets out the **'reasonable steps'** that the LA and the applicant will take to prevent homelessness and/or help to secure accommodation and must be regularly reviewed
- If an applicant **'deliberately and unreasonably refuses to cooperate'** with their reasonable steps, the LA can serve notice bringing the duty to an end BUT only after issuing a warning
- LAs must provide **temporary accommodation** for homeless applicants they have reason to believe **MAY** have priority need, during the relief stage



## The Homelessness Reduction Act

From October 2018 certain public bodies will have a new '**Duty to Refer**' with consent, their service users who are homeless or threatened with homelessness to a local authority of their choice

**Care leavers aged 18 - 20** have more choice on **local connection**. They will have a connection with the authority which has looked after them and with another area if they have lived there for 2 years, including some time before their 16th birthday. A care leaver looked after by (for example) Essex CC will have a local connection with any local housing authority in the county.



## The Homelessness Reduction Act

- **Renewed focus on effective prevention needed.** Offers of PRS accommodation are not the only solution, particularly in areas with the most challenging housing markets
- **Increase in duties and workload for local authorities** – more applications, decisions , case loads and case management needs: require IT and other system improvements
- **New MHCLG data collection requirements** – the new ‘H-Clic’ system – will gather much more comprehensive data on homelessness, needs, outcomes and actions taken by LAS – these will inform local and national policies on causes and remedies



## The Homelessness Reduction Act

- **Partners must be involved** whether through ‘Duty To Refer’ or because ‘homelessness is everybody’s business’ . Earlier identification and prevention means working better together. Housing departments cannot deliver this alone
- **Reducing rough sleeping is an urgent priority** the Act will require assessments, support, referrals where needed BUT genuine and sustainable solutions must involve contribution from partners- health and social care, employment and training, criminal justice...
- **Changing the culture is essential to improving customer experience** . This is a key challenge for partners and advocates, as well as local authorities



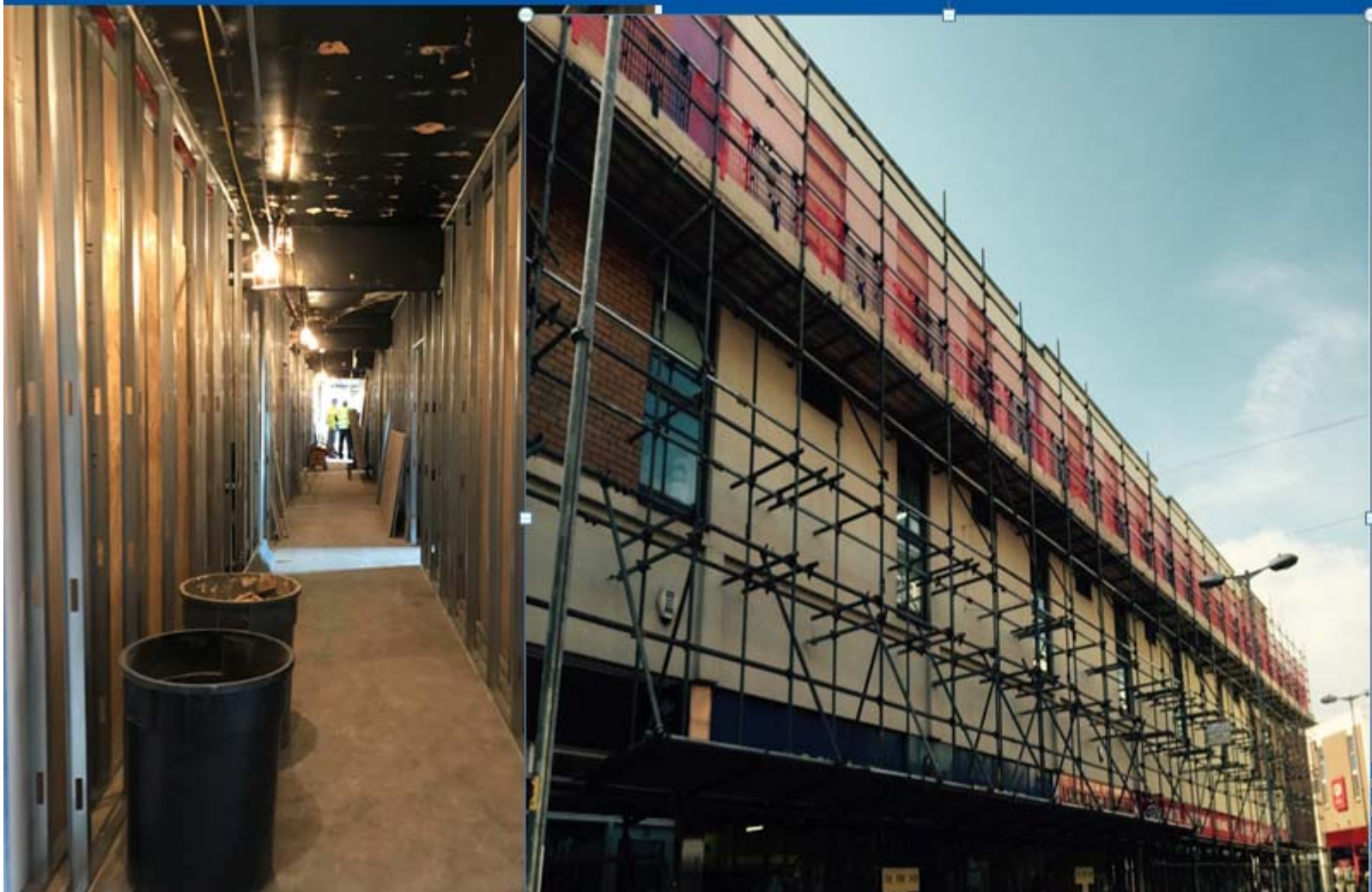
## New Homelessness and Rough Sleeping Strategy

### Key areas:-

- Ensure a hierarchy of different forms of temporary accommodation
- Review Prevention toolkit
- Rough Sleeper Outreach Service
- New housing support outreach service and other new support services
- New homelessness co-ordination role for Council
- Access to social housing
- Access to good quality private rented sector (PRS) housing



## Hierarchy of different forms of temporary accommodation



## Hierarchy of different forms of temporary accommodation





## Review Prevention toolkit

- DHP policy
- Incentivise access to PRS
- Awareness training – what you need to know for tenants and landlords



## Rough sleeper outreach service

- Newly commissioned rough sleeper outreach service – **Genesis** housing
- **2018/19 Night shelter** provision
- Operational task force for Rough Sleepers



## Newly commissioned prevention services

- **Home group** – homelessness prevention floating support – family focus
- **Benjamin Foundation** – Young persons floating support
- **Purfleet Trust** support – Hillington Square



## Co-ordination role

- Duty to refer – need to reach out and work with others more intensively – new / revised protocols, raise awareness
- Co-ordination of new services – to ensure effectiveness – close monitoring and frequent engagement
- Strategy group – involve stakeholders at a local level to ensure new services are promoted and that gaps are identified



## Access to social housing

- Link between housing supply & homelessness
- Current annual target of affordable homes of 225 – against delivery of 30
- Annual homes target of 670 – delivery of 384 (2017/18)
- Underutilisation of grant from Homes England
- RP sector limited appetite for the area
- Opportunity for Council owned RP



# Access to good quality PRS

FinancialYear	Objectively Assessed Need	Completed
2014/15	670	313
2015/16	670	520
2016/17	670	395
2017/18	670	384
Total	2680	1612
Backlog		1,068



## Access to PRS

- Opportunities for the Council to invest in good new PRS build to rent – and raise the bar for quality and management
- Explore opportunities for Private sector Leasing – consider whether it is appropriate to have a ‘hands-on’ management function?



# The End

- Questions, comments?

