



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



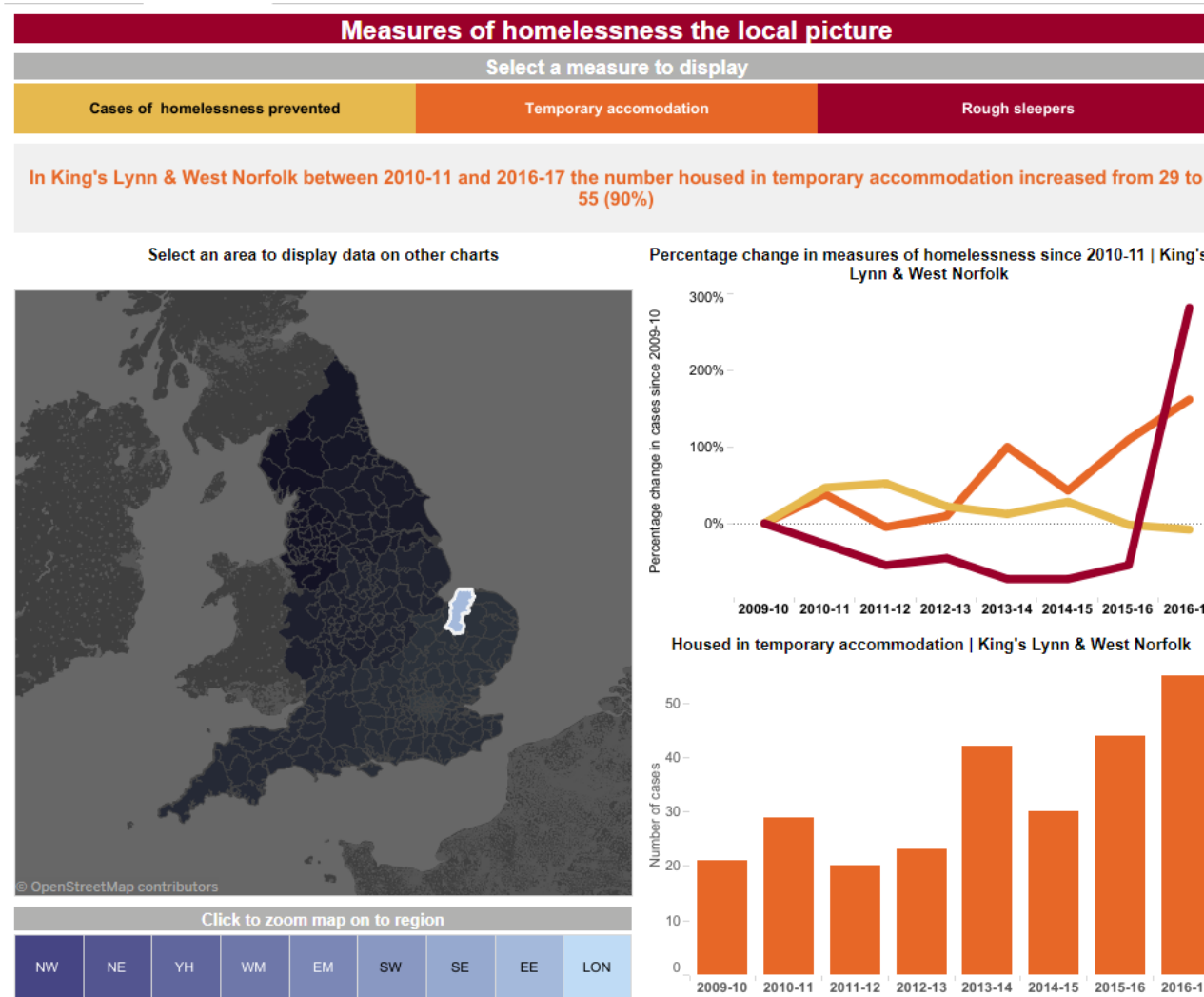
Introduction

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

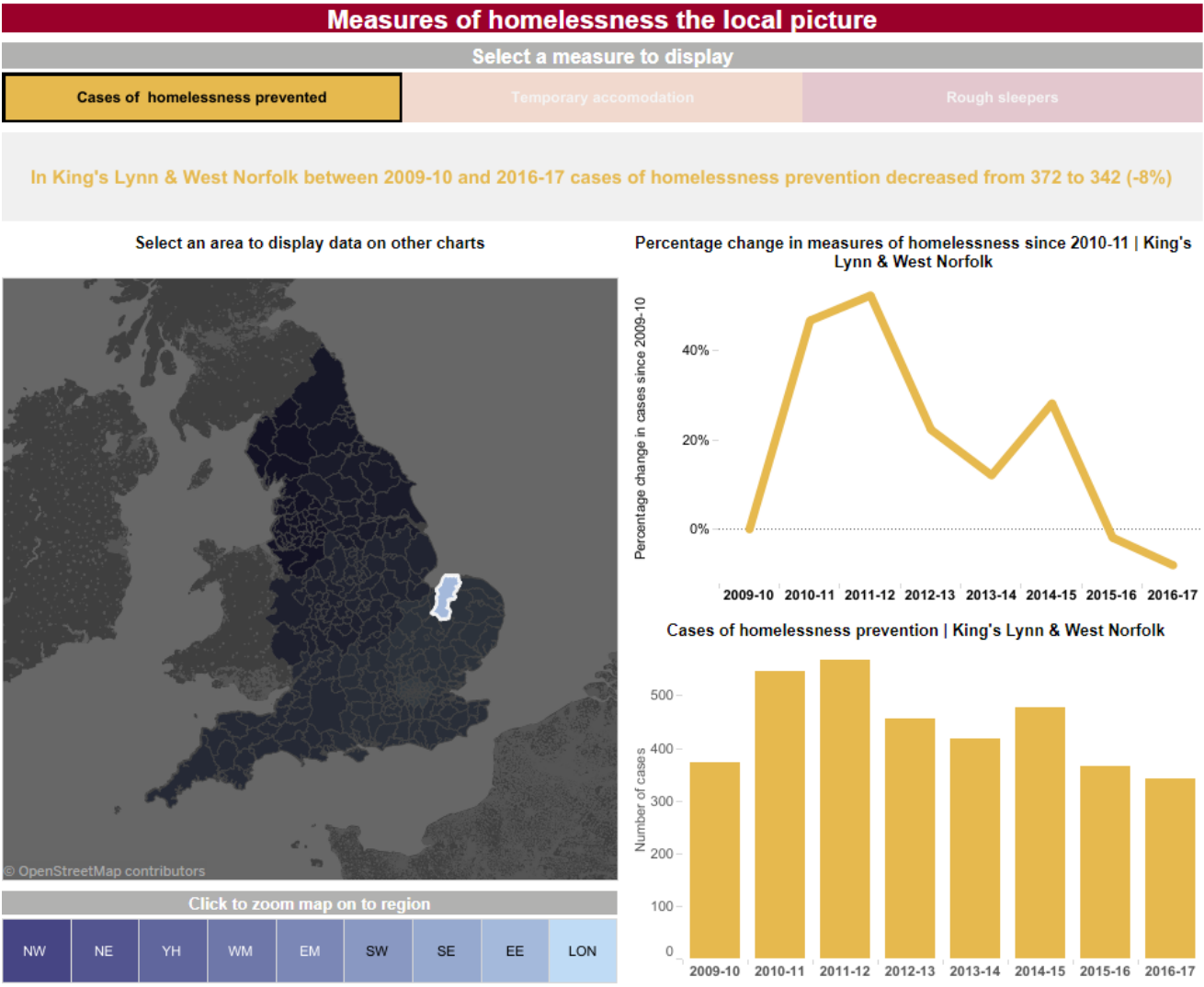
- Changing nature of the problem particularly the issue of rough sleeping.
- The increase in the proportion of people with complex needs, and difficulties associated with assisting them.
- Homelessness Reduction Act 2017 - representing the most significant changes since the original Act 40 years ago.
- 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



Numbers housed in temporary accommodation

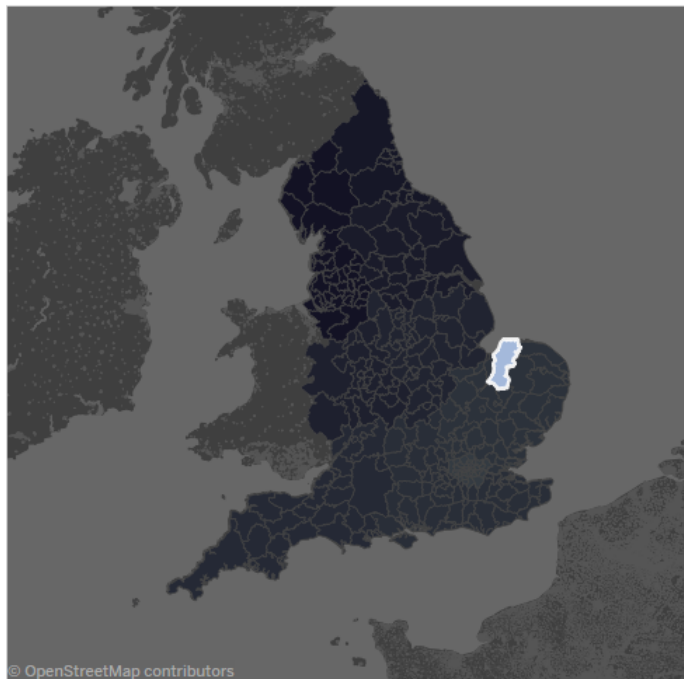
Measures of homelessness the local picture

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%)

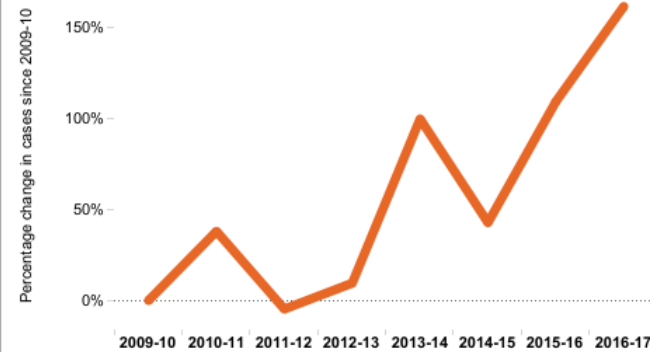
Select an area to display data on other charts



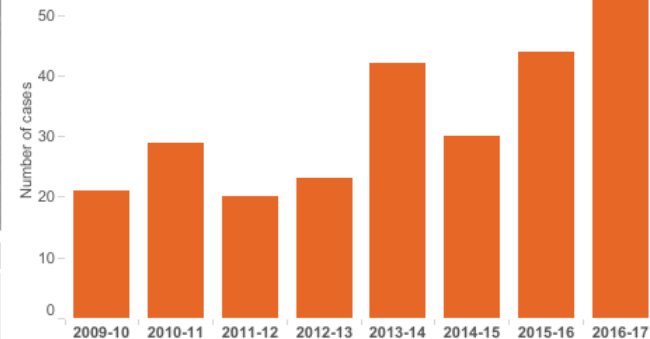
Click to zoom map on to region

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

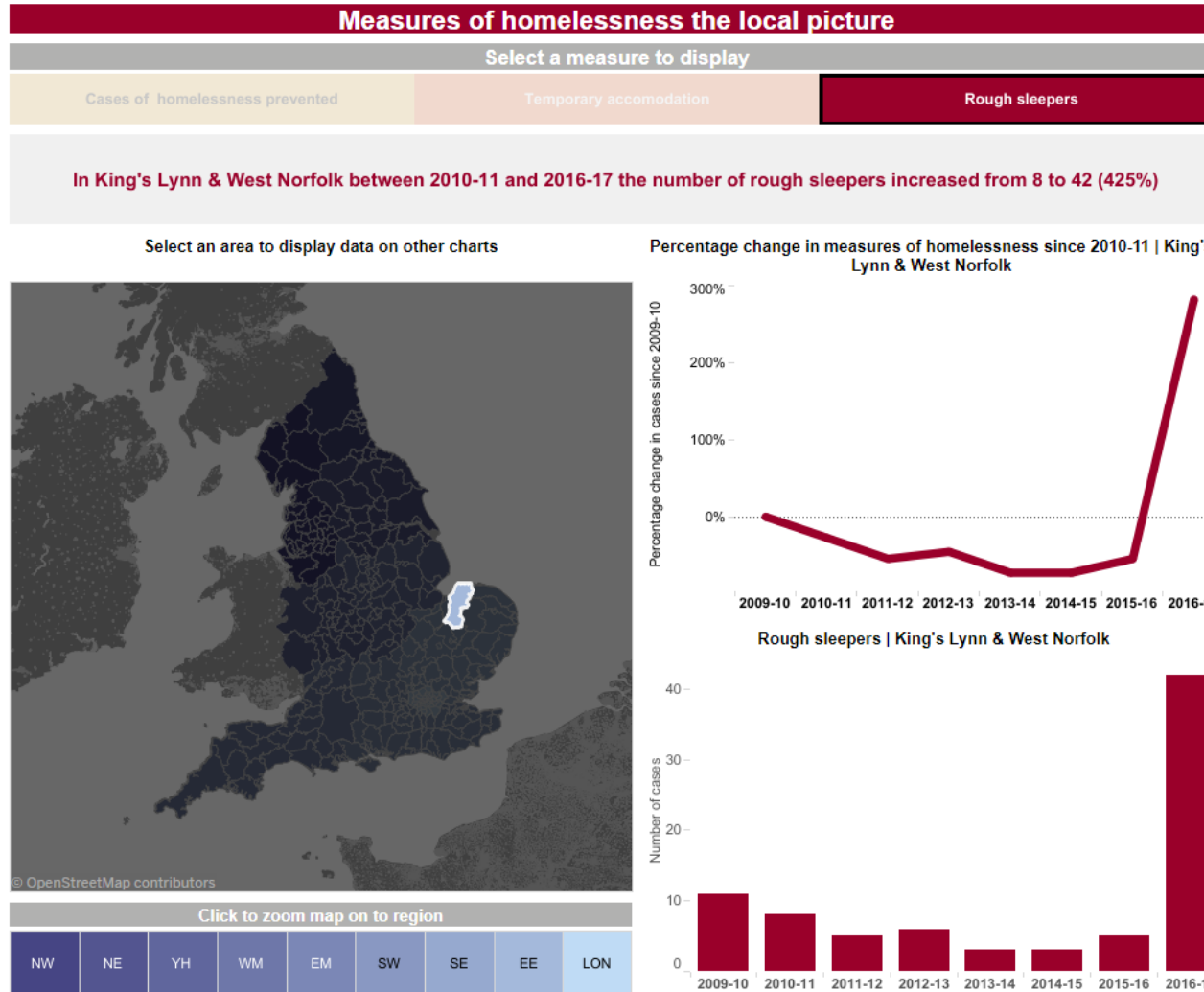
Percentage change in measures of homelessness since 2010-11 | King's Lynn & West Norfolk



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

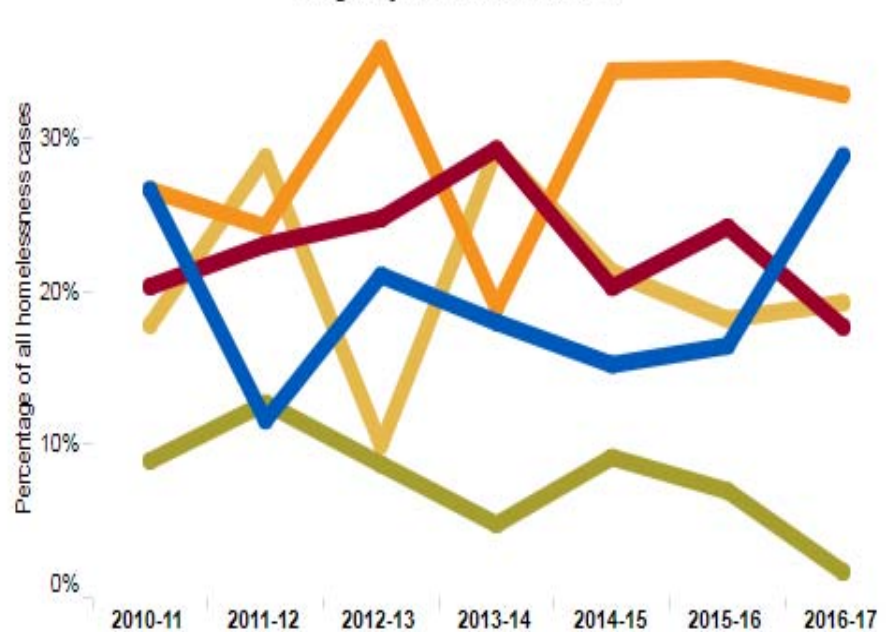
- In 2017/18 1465 approaches were made to Housing Options. This is broadly comparable to the previous 2 years – following a steep increase in the numbers through the door – estimated 1,744 (YTD) for 2018/19
- Full duty to re-house cases plateaued - - expectation it will fall as more prevention and relief 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%



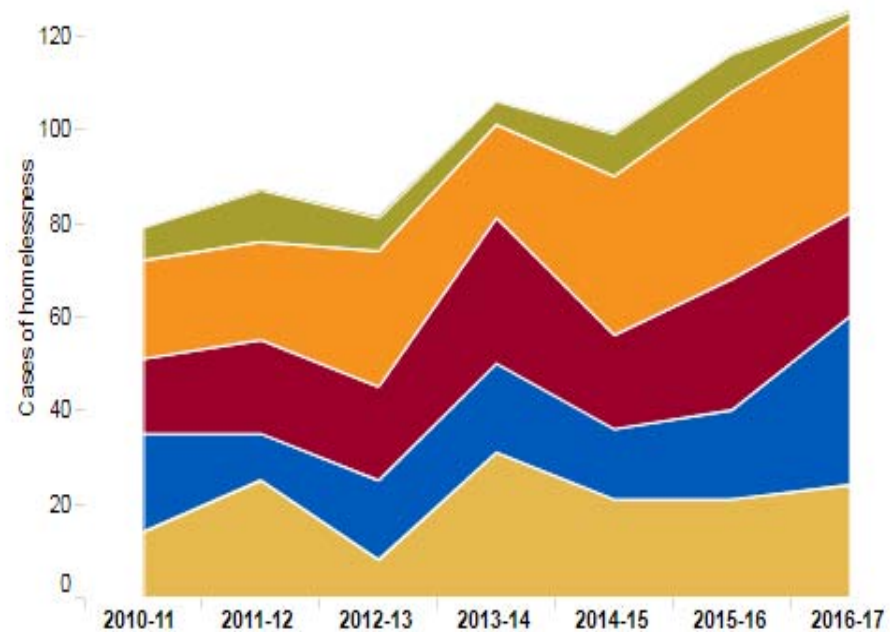
Reasons for homelessness

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



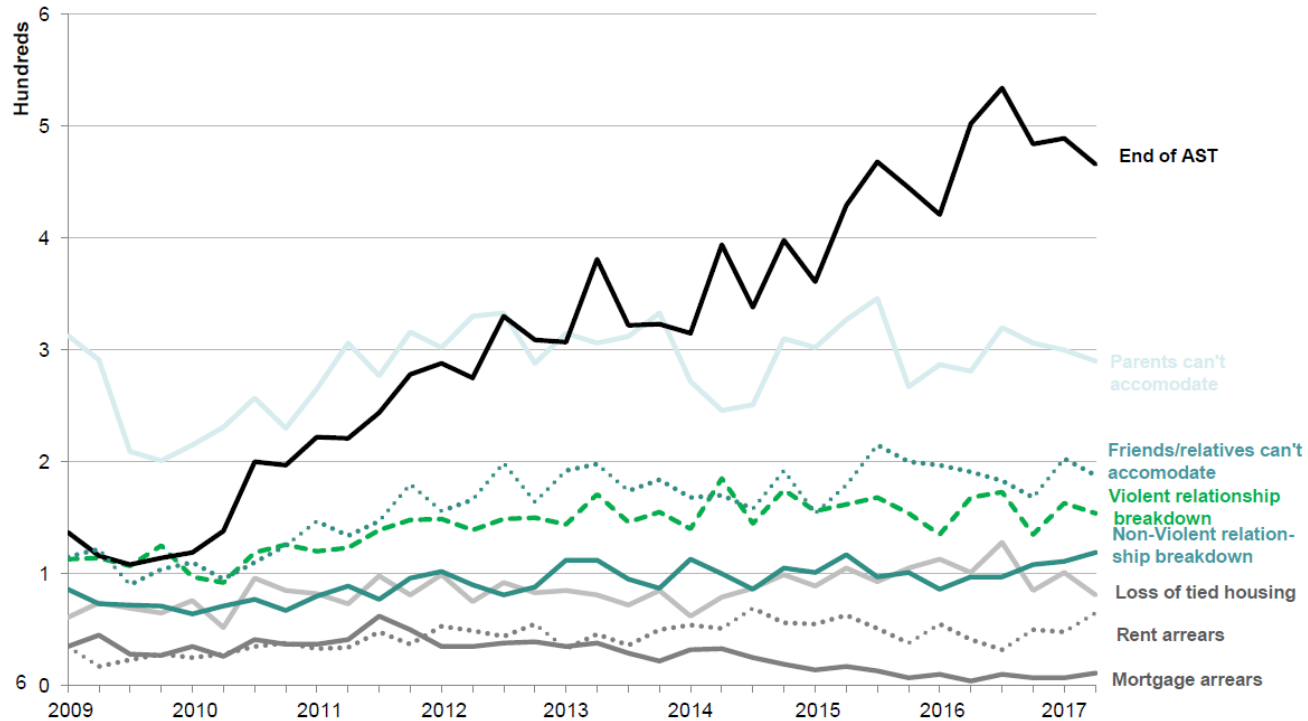
Reasons for homelessness



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

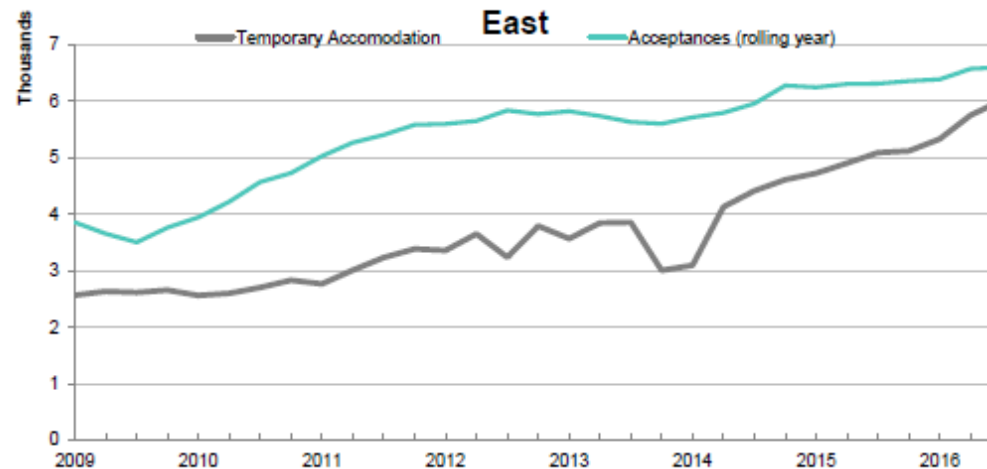


Acceptances and households in temporary accommodation



Ministry of Housing,
Communities &
Local Government

Homelessness – East Region Acceptances and households in temporary accommodation

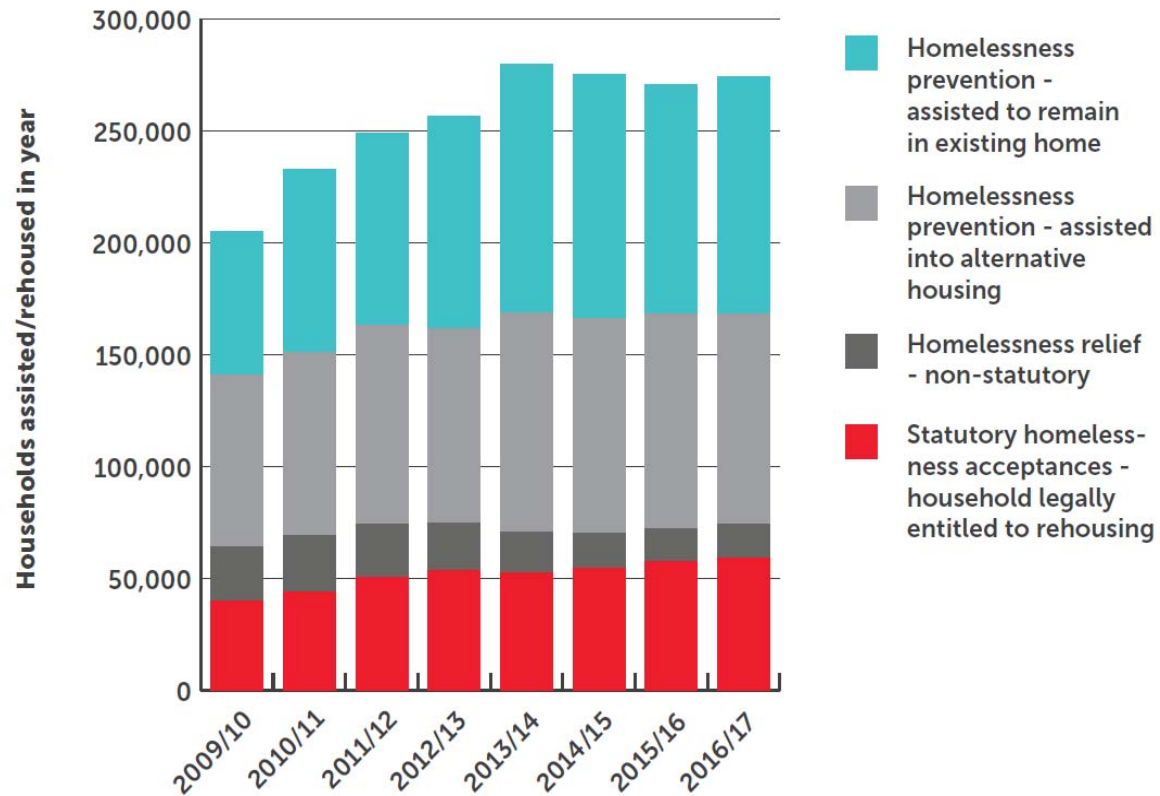


At 31/12/17 local authorities in East of England accommodating 5890 households in TA, up 11% on 31/12/16.
1480 households were accepted under the 'main' duty during quarter 4 2017, down 6% on the same quarter in 2016

4



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



DCLG



Issues and causes

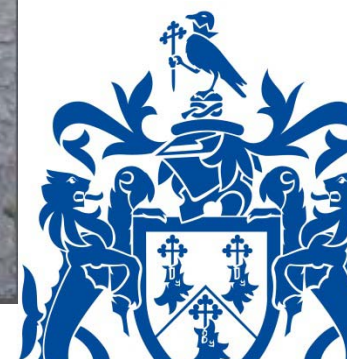
- Rough Sleeping
- In the last 12 months to July 5th
- estimate circa 36 rough sleeper encampments – more than we have ever had over the period . This is a conservative estimate as there are some that leave very quickly that we haven't counted, plus many that we won't be aware of.
- 8 internal protocol 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



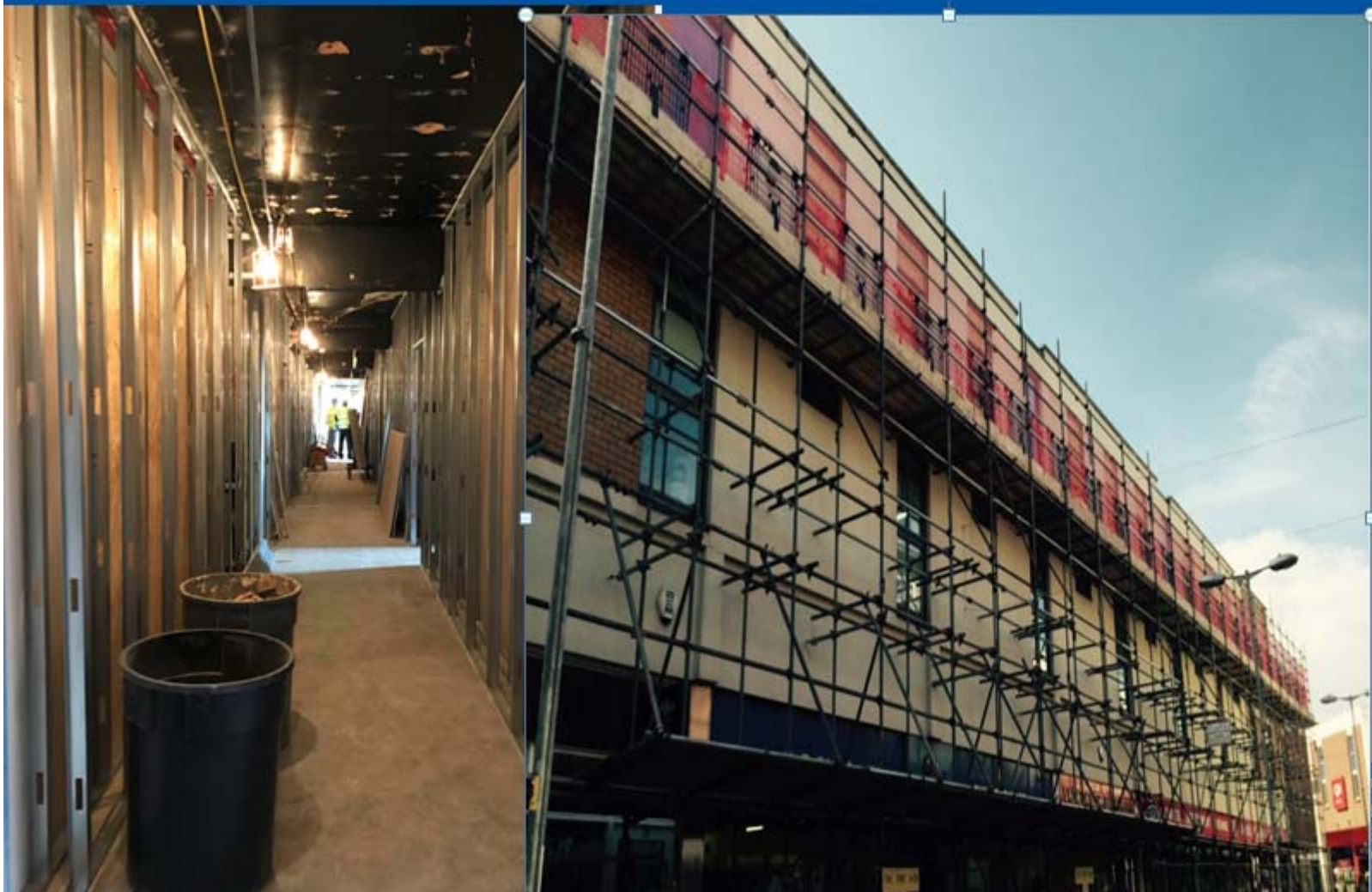
New Homelessness and Rough Sleeping Strategy

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?

