Homelessness Strategy
2018-2020

This Strategy sets out our approach for tackling homelessness in the Borough.

The Strategy aims to prevent homelessness and ensure that accommodation and support is available for people who become homeless within the Borough.

In line with our values, I believe this Strategy sets out key objectives and provides the framework to enable us to deal with homelessness, clearly setting out the Council’s approach and commitment to tackling this issue over the next 2 years.

The Strategy will concentrate on 5 key objectives:

- Strong and effective partnership working
- Early targeted advice and intervention to prevent the loss of accommodation
- Effective action to relieve homelessness
- Support to sustain tenancies and prevent repeat homelessness
- Protect and increase local housing options.

Councillor Paul Mercer
Lead Member for Housing
Introduction 3
Successes 2013-2018 4
National Context 6
Local Context 9
Strategic Objectives 12
Objective 1: Strong and Effective Partnership Working 13
Objective 2: Early Targeted Advice and Intervention to Prevent the Loss of Accommodation 14
Objective 3: Effective Action to Relieve Homelessness 15
Objective 4: Support to Sustain Tenancies and Prevent Repeat Homelessness 16
Objective 5: Protect and Increase Local Housing Options 17
Monitoring 18
Appendix 1: Action Plan 2013-2018 19
Appendix 2: Action Plan 2018-2020 23
introduction

The Homelessness Strategy for 2018-2020 sets out how the Council aims to prevent homelessness and ensure that accommodation and support is available for people who become homeless within the Borough.

The Strategy is consistent with the Council’s current Housing Strategy 2015-2020 and the Housing Allocation’s Policy 2018 and contributes to the Council’s Corporate Plan 2016-2020 and achievement of the Council’s 3 key aims to make Charnwood:

- A safer, more secure and caring environment.
- A Borough with a strong, diverse economy.
- A place served by a Council which puts customers at the heart of everything it does.

The Strategy has been developed in consultation with key partners following a review of homelessness in Charnwood and takes into account recent developments in housing legislation.
successes 2013-2018

Through the previous Homelessness Strategy and Action Plan 2013-2018 the Council and its partners have achieved a number of successful outcomes and improvements to services for homeless persons in Charnwood

Gold Standard

In September 2016 a Peer Review was completed by North West Leicestershire District Council and Tamworth Borough Council. The Council successfully passed this review in November 2016.

Our top 3 areas of Good Practice were:

- Partnership Working
- Website Review
- Temporary Accommodation.

In September 2017 the Council successfully passed the first Gold Standard challenge by demonstrating a Corporate Commitment to the Prevention of Homelessness and were awarded the Bronze Standard for Homelessness by the National Practitioner Support Service.

Housing Allocations Policy

The Council’s Cabinet have approved a new Housing Allocations Policy, which is due to be implemented in 2018. The aim of the Policy is to provide a framework for assessing housing need and prioritising applications, and determining who will be allocated social housing.

Housing Options Team

The Council approved the use of funding for 2 additional Housing Options Officers for a period of 18 months to ensure there are sufficient resources to deal with anticipated increases in caseloads from April 2018.

Social Lettings Coordinator

The Council approved the use of funding to appoint a new Social Lettings Coordinator to develop partnerships to support our customers to access suitable accommodation within the private rented sector.
Empty Homes Strategy
In 2017, the Council's Cabinet approved a new Empty Homes Strategy for 2017-2022. In 2016-2107 46 Empty Homes were brought back into use and 28 Empty Homes have been brought back into use to date in 2017-2018.

Rough Sleepers Project
A £400,000 grant was secured to offer more help to rough sleepers in Leicester, Leicestershire and Rutland.

The bid was coordinated and written by Charnwood Borough Council and The Bridge and secured on behalf of the Leicestershire Housing Services Partnership which includes Councils in Leicester, Leicestershire and Rutland, the Voluntary Sector and other agencies.

The funding has been used to provide extra emergency bed spaces for rough sleepers and additional outreach services to help people who have been living on the streets to move into longer-term accommodation and to increase support to people who are leaving hospital or prison and are at risk of rough sleeping.

Prison Release Protocol
A Prison Release Protocol that provides a pathway to housing and prevents homelessness has been developed and piloted within Charnwood.

Prevention Trailblazer
Leicestershire Housing Services Partnership secured funding to deliver a Homelessness Prevention Trailblazer Service. The funding is being used to develop a homelessness prevention application coaching service for residents of Leicester City, Leicestershire and Rutland.

Financial Inclusion
The Council have developed and supported a Financial Inclusion Service with our Partners to provide households with money and debt advice and enable them to access financial services such as banking, affordable credit and insurance.

Debt and Money Advice
Charnwood Citizens Advice Bureau has secured positive outcomes for 322 households between 2015-2017, through providing debt and money advice.

Temporary Accommodation
A 5 bed space temporary accommodation scheme for single persons has been set-up in Loughborough, with round the clock staff presence provided by our partner agency Falcon Support Services.
Since the implementation of the previous Homelessness Strategy, there have been significant changes in Housing Policy at a national level.

**The Housing and Planning Act 2016**
There are several measures contained within this Act that have the potential to reduce affordable housing options for low income households:

- Extension of the Right-to-Buy to Registered Providers, reducing the number of existing affordable and social rent homes.
- Mandatory sale of higher value vacant Local Authority homes, reducing the number of existing social-rent homes.
- The introduction of Starter Homes as a new affordable home ownership product, widening the definition of affordable housing and leading to the distribution of housing grant funding to home ownership products.
- Mandatory use of fixed term tenancies for Local Authority homes, reducing the security of tenure for many low income households.
- A Pledge to ban Letting Agent Fees.

**The Welfare Reform and Work Act 2016**
The Government has introduced a range of welfare reforms as part of its austerity plan. This Act introduces measures that are likely to have an impact upon low income households:

- The maximum amount that a non-working, non-disabled household can receive in state benefits will reduce to £20,000 a year (£13,400 a year for a single adult) outside London, which may impact on the ability of households to pay their rent.
- A reduction in social housing rents of 1% per year over four years from April 2016 means that the Council and Registered Providers operating in Charnwood may have less funding to invest in their services, including the building of new affordable homes.
Housing White Paper – ‘Fixing our broken housing market’

The main objectives of the Government’s Housing White Paper are to boost housing supply and create a more efficient housing market that leads to outcomes more closely aligned with the needs and aspirations of all households, whilst supporting wider economic prosperity. The paper proposes some significant changes which are likely to change the way Local Authorities meet housing need in the future. These changes include:

- Encouraging Registered Providers and Local Authorities to build more homes
- Widening the definition of affordable housing to include starter homes, intermediate rent, discounted housing and rent-to-buy
- A greater focus for Local Authorities to do more to prevent homelessness
- Making renting in the private sector fairer for households.

The Deregulation Act 2015

Some of the measures introduced under the Deregulation Act 2015 were designed to increase the rights of Council and Private Tenants:

- Reduction in the minimum length of time before a Council Tenant acquires the Right to Buy their home from 5 to 3 years
- Requirement for Private Sector Landlords to provide all new tenants with prescribed information about their rights and responsibilities, Energy Performance and Gas Safety certificates and requirement to protect all tenancy deposits in a Government approved redress scheme
- Banning of retaliatory evictions by Private Sector Landlords, meaning that a Section 21 notice cannot be served in response to complaints made by a tenant about disrepair, health and safety or energy performance in a property.
The Homelessness Reduction Act 2017

The Homelessness Reduction Act, due to be implemented on the 3rd April 2018, introduces significant changes to the existing homelessness legislation.

Housing Authorities have a Statutory Duty under the Housing Act 1996 (as amended) to provide advice and assistance to all eligible homeless applicants and to secure that suitable accommodation becomes available for eligible applicants who are unintentionally homeless and have a priority need for accommodation.

In response to national increases in rough sleeping, the charity Crisis conducted an independent review of the homelessness legislation and recommended reform to ensure more meaningful assistance for single homeless persons and a focus on early intervention and prevention.

The Homelessness Reduction Act was subsequently introduced to strengthen and increase the duties owed to all eligible homeless applicants, including those who do not have a priority need for accommodation or who may be intentionally homeless.

The following new duties are being introduced under the Act:

- Duty to assess the housing circumstances, housing needs and support needs of all eligible applicants who are homeless or at risk of becoming homeless within 56 days and agree the steps that need to be taken by the applicant or the authority to ensure that they can remain in their current accommodation or can secure and sustain suitable alternative accommodation

- Duty to assist all eligible applicants who are at risk of becoming homeless within the next 56 days to remain in their current accommodation or secure and sustain suitable alternative accommodation for a period of at least 6 months

- Duty to assist all eligible homeless persons to secure and sustain suitable accommodation for a period of at least 6 months

- Duty on specified public bodies to refer households who are homeless or threatened with homelessness to a housing authority.
A review of homelessness within Charnwood was carried out to inform this Strategy. The main findings are detailed below.

**Homeless Applications**
The Housing Options Team introduced a Prevention Service model in 2013. Homeless applications reduced by 14% in 2013-2014 and by 53% in 2014-2015. However the number of homeless applications increased by 40% in 2015-2016 and by 34% in 2016-2017. Homeless acceptances increased slightly by 5% in 2013-14 and decreased by 58% in 2014-15 but increased by 50% in 2015-2016 and by 17% in 2016-2017.

**Ethnicity of Applicants**
The majority of accepted homeless applicants in 2016-2017 were White British (82%), which reflects the proportion recorded within the overall population of Charnwood in the 2011 Census. However, the proportion of accepted applicants from Asian groups (5%) was lower than that within the overall population of Charnwood and the proportions from Black (5%), Mixed (4%) or other (2%) groups were all higher than those within the overall population of Charnwood.

**Age of Applicants**
The majority of accepted homeless applicants in 2016-2017 were between the ages of 25 and 44 (61%) and a high proportion were between the ages of 16 and 24 (30%).

**Household Types**
79% of the accepted homeless applications in 2016-2017 were from households containing dependent children or pregnant women. 54% were female lone parent families. Of the households containing dependent children, 39% included 1 child, 39% had 2 children and 22% had three or more children. There were almost twice as many single male applicants (11%) as single female applicants (6%).

**Priority Need Categories**
The most common priority need categories amongst the accepted homeless applicants in 2016-2017 were households containing dependent children or pregnant women (79%), vulnerability as a result of mental health problems (9%) and care leavers under the age of 21 years (5%).

**Causes of Homelessness**
The most frequent causes of homelessness for the accepted homeless applicants in 2016-2017 were the loss of assured shorthold tenancy (40%), breakdown of relationship with parents, relatives or friends (40%), relatives or friends (18%) and domestic violence (11%).
### Rough Sleepers

In 2016 and 2017 the Council carried out an annual Rough Sleeper Count. 1 rough sleeper was identified in 2016 and 0 rough sleepers were identified in 2017. However during these periods the Council received multiple reports of potential rough sleepers within Charnwood.

Between 1st January 2017 and 31st December 2017 the Rough Sleeper Project supported 64 individuals who were identified as rough sleeping within Charnwood, 33 of whom were successfully assisted to access accommodation.

Falcon Support Services have provided a festive shelter for rough sleepers since 2015-2016 in which they have accommodated at least 10 individuals in each of the last 3 years.

### Temporary Accommodation

The total number of homeless household who were residing in temporary accommodation on 31st March 2017 was 37, 118% higher than the figure on 31st March 2016 (17). A large proportion of these applicants were temporarily residing within the Council’s housing stock.

Applicants who require accommodation in an emergency often need to be placed in Bed and Breakfast accommodation. The total number of homeless applicants who were placed into bed and breakfast accommodation by the Council during 2016-2017 (144) was 148% higher than the number during 2015-2016 (58). The majority of these placements were out of area due to limited availability within suitable and affordable bed and breakfast providers within Charnwood who are able to accept referrals from the Council.

The Council’s overall expenditure on temporary accommodation during 2016-2017 was 256% higher than during 2015-2016 and there was a 290% increase in expenditure on Bed and Breakfast accommodation.
Successful Preventions
The Council and key partners prevented increasing numbers of applicants from becoming homeless between 2013-2014 and 2015-2016. However the number of successful preventions reduced by 23% from 2015-2016 to 2016-2017.

The most common activities through which households were assisted to remain within their existing accommodation in 2016-2017 were the provision of support to resolve housing benefit issues (23%), support to resolve rent or service charge arrears (22%) and debt advice (19%).

Of the households who were assisted to secure alternative accommodation, the highest proportions were assisted to secure social housing (48%), hostels or houses in multiple occupation (29%) and supported accommodation (11%). The number of cases in 2016-2017 where homelessness was prevented through the provision of private sector accommodation was low (18 cases) in comparison with the number of applicants who became homeless due to loss of an assured shorthold tenancy (50 cases).

Social Housing
Demand for Social Housing in Charnwood is high, and the number of applicants on the Council’s Housing Register increased from 1,411 on 1st April 2014 to 2,290 on 1st April 2017 (an increase of 62%).

On 31st March 2017 the Council had a total of 5,645 social rental properties and a number of Registered Providers collectively managed 8,989 affordable rental properties within Charnwood.


Summary
The results of this review indicate that homelessness within Charnwood is increasing and it is becoming more difficult to successfully prevent homelessness.

Recent increases in Bed and Breakfast placements and spend suggest an increase in emergency homeless presentations and a shortage of temporary accommodation within Charnwood.

There are difficulties accessing and sustaining accommodation in the Private Rental Sector and concerns over future reductions in the amount of supported and social rented housing available within Charnwood.
The main objectives for the Homelessness Strategy are:

1. **Strong and effective partnership working**
   Partnership working has been key to the successful prevention of homelessness in Charnwood. Strong relationships, referral routes and jointly delivered services will continue to lead to better outcomes for the homeless.

2. **Early targeted intervention and advice to prevent the loss of accommodation**
   Early identification of problems and the provision of high quality advice and assistance will ensure people have the best chance of staying in their home. Some groups are more likely than others to experience homelessness within Charnwood so require advice and assistance that is tailored to meet their needs.

3. **Effective action to relieve homelessness**
   Strong and effective pathways ensure that suitable accommodation can be secured as soon as possible. Suitable local temporary accommodation can minimise the negative effects of homelessness.

4. **Support to sustain tenancies and prevent repeat homelessness**
   Many homeless applicants need support to sustain independent accommodation in the long-term. Access to supported housing, transitional, longer-term and crisis support services can reduce the risk of repeat homelessness.

5. **Protect and increase local housing options**
   Demand for the limited amounts of social and supported housing within Charnwood is high and some households have difficulty accessing the private rental sector. The Council aims to work with partners to make the best use of existing resources, improve access to available options, increase supply and identify and address gaps in provision.
objective 1

Strong and effective partnership working

Partnership working has been key to the successful prevention of homelessness in Charnwood. Strong relationships, referral routes and jointly delivered services will continue to lead to better outcomes for the homeless.

Challenges

Many services are seeing increases in demand and pressures, coupled with reductions in funding. This often leads to changes in eligibility criteria and increased thresholds for access to services, resulting in some groups of people “falling through the gaps” and being unable to access services.

There are multiple support and supported accommodation schemes within Charnwood. It can sometimes be difficult for vulnerable people (and the agencies who support them) to navigate between these, leading to an individual being passed between multiple services before they receive meaningful assistance.

The public body referral duty that is being introduced under the Homelessness Reduction Act means that a larger number of agencies, some of whom may have limited knowledge of the issues affecting homeless persons or the nature of available services, will be required to assist homeless households to access advice and assistance.

ACTION

<table>
<thead>
<tr>
<th>Objective 1: Strong and effective partnership working</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Work with partners to develop and deliver effective advice, prevention and homelessness services within Charnwood</td>
</tr>
<tr>
<td>• Work with partners to ensure efficient referral mechanisms are in place</td>
</tr>
<tr>
<td>• Explore options for the joint delivery of homelessness prevention services within Charnwood</td>
</tr>
<tr>
<td>• Explore options for joint working between Housing Authorities and Partners across Leicester, Leicestershire and Rutland</td>
</tr>
</tbody>
</table>
Early targeted advice and intervention to prevent the loss of accommodation

Early identification of problems and the provision of high quality advice and assistance will ensure people have the best chance of staying in their home. Some groups are more likely than others to experience homelessness within Charnwood so require advice and assistance that is tailored to meet their needs.

Challenges

Lack of awareness of housing advice and prevention services within Charnwood can mean that households do not access assistance until after they have lost their home.

Vulnerable groups may have additional needs and require more specialist advice and prevention services, or more support and encouragement to access or engage with services.

Households may have difficulty adjusting to changes to the benefit system, such as direct payments under Universal Credit, and may suffer financial hardship and homelessness as a result.

Loss of rental income has a major impact on both Social and Private Sector Landlords, who will often need to commence possession action in the event of persistent rent arrears.

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objective 2: Early targeted advice and intervention to prevent the loss of accommodation</strong></td>
</tr>
</tbody>
</table>

- Ensure effective homelessness prevention advice is available for all households within Charnwood
- Ensure targeted homelessness advice and prevention pathways are in place and accessible for groups who are particularly at risk of homelessness in Charnwood
- Ensure all eligible households who are at risk of homelessness within 56 days are referred to the Council’s Housing Options Team to make a homeless application
- Ensure the housing and support needs of all applicants who are at risk of becoming homeless within 56 days are assessed and effective Personalised Housing Plans are developed
- Mitigate the negative impacts of Welfare Reform and ensure sufficient welfare, debt and budgeting advice is available
- Ensure effective Eviction Prevention Protocols are in place
- Ensure that groups who are particularly at risk of homelessness and have a housing need can be identified and supported to secure accommodation in a planned way, before a crisis situation arises
objective 3

Effective action to relieve homelessness

Strong and efficient pathways ensure that accommodation can be secured as soon as possible. Suitable local temporary accommodation can minimise the negative effects of homelessness.

Challenges

Low income households often lack funds or references to secure accommodation in the Private Rental Sector within Charnwood.

Bed and Breakfast accommodation is not suitable for applicants who are aged 16/17 years of age, pregnant women or households containing dependent children. However, there are limited temporary accommodation options within Charnwood for households who require accommodation in an emergency. As a result households often need to be accommodated within Bed and Breakfasts that are located outside of the Charnwood area, away from their existing networks. There is a need for more suitable temporary accommodation options within Charnwood, particularly those that can be accessed outside of normal office opening hours.

There has been an increase in reports of rough sleeping within Charnwood, and some individuals who are reluctant to work with the Council in order to resolve their situation.

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective 3: Effective action to relieve homelessness</td>
</tr>
</tbody>
</table>

- Ensure homeless households are assisted to access long-term affordable housing in the social or private sectors
- Ensure vulnerable single homeless applicants are referred to suitable supported accommodation schemes at the earliest possible opportunity
- Ensure a sufficient supply of suitable temporary accommodation within Charnwood
- Work with Housing Authorities and Partners in Leicester, Leicestershire and Rutland to deliver the Rough Sleeper Project
Support to sustain tenancies and prevent repeat homelessness

Many homeless applicants need support to sustain independent accommodation in the long-term. Access to supported housing, transitional, longer-term and crisis support services can reduce the risk of repeat homelessness.

Challenges
Vulnerable people can experience difficulties at multiple times during an independent tenancy, which can lead to financial difficulties and tenancy failure.

Some tenancies fail because vulnerable people have moved into independent accommodation before they have the acquired the necessary skills for independent living.

There are a small number of households within Charnwood who repeatedly experience tenancy failure and homelessness.

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objective 4:</strong> Support to sustain tenancies and prevent repeat homelessness</td>
</tr>
<tr>
<td>• Ensure there is sufficient availability of tenancy support services for vulnerable households within Charnwood</td>
</tr>
<tr>
<td>• Ensure vulnerable households who may have difficulty sustaining independent accommodation can be identified and referred to appropriate support services at the earliest possible opportunity</td>
</tr>
<tr>
<td>• Ensure vulnerable households who reside in supported accommodation schemes within Charnwood ‘move-on’ into suitable independent accommodation when ready to do so, and have access to effective transitional support services</td>
</tr>
<tr>
<td>• Explore options for developing ‘housing-first’ schemes within Charnwood</td>
</tr>
<tr>
<td>• Prevent incidents of repeat homelessness within Charnwood</td>
</tr>
</tbody>
</table>
Objective 5

Protect and increase local housing options

Demand for the limited amounts of social and supported housing within Charnwood is high and some households have difficulty accessing the private rental sector.

The Council aims to work with partners to make the best use of existing resources, improve access to available options, increase supply and identify and address gaps in provision.

Challenges

Some Private Sector Landlords and lettings agents are reluctant to accept tenants who are on low incomes or who claim welfare benefits.

With reduced funding for new affordable housing for rent, it will be more difficult to meet the housing needs of households who are unable to access home ownership or accommodation in the private rented sector.

There is demand for more supported accommodation within Charnwood, particularly for those who have complex support needs. The Government is currently undertaking a review of supported accommodation funding, which could lead to a reduction in overall funding levels for existing supported schemes within Charnwood.

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective 5: Protect and increase local housing options</td>
</tr>
<tr>
<td>- Work with partners to ensure there are sufficient supported accommodation units to meet demand and to meet the needs of groups who are particularly at risk of homelessness in Charnwood</td>
</tr>
<tr>
<td>- Increase the supply of affordable social housing within Charnwood, particularly accommodation that is let at social rent levels</td>
</tr>
<tr>
<td>- Make the best use of existing Council housing stock within Charnwood</td>
</tr>
<tr>
<td>- Work with Private Sector Landlords and Lettings Agents to increase the availability of long-term affordable rental accommodation for homeless households within Charnwood</td>
</tr>
</tbody>
</table>
The Homelessness Strategy Objectives and Action Plan will be monitored by the multi-agency Homelessness Strategy Steering Group and the Council’s Performance Scrutiny Group.

The Action Plan will be reviewed and updated every 6 months to ensure it reflects changes or developments in National or Local Policy or service provision.

The current National homelessness reporting requirements (known as P1E data) are focused on accepted homeless cases and therefore do not give an accurate picture of homelessness within Charnwood.

From April 2018, all Housing Authorities will be required to collect and submit detailed case-level performance information relating to all homeless applications (this will be known as H-Clic data).

The Council will regularly review this performance information to develop a clearer understanding of the local causes of homelessness, the support and housing needs of local homeless households and to assess the effectiveness of local services and identify any gaps in provision.

8 performance indicators will be used to assess the effectiveness of the Homelessness Strategy.

<table>
<thead>
<tr>
<th>Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
</tbody>
</table>
## Homelessness Strategy Progress 2015-2017

<table>
<thead>
<tr>
<th>ACTION</th>
<th>PROGRESS UPDATE &amp; OUTCOMES</th>
<th>COMPLETED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Preparing for the Gold Standard Peer Review</td>
<td>In September 2016 the Peer Review was completed with North West Leicestershire District Council and Tamworth Borough Council undertaking the Review, receiving our feedback in November.</td>
<td></td>
</tr>
</tbody>
</table>

The overall score for the Peer Review was 69%.

The top 3 areas of Good Practice were:

- **Partnership Working**
  - Good working relationships with partners, The Bridge, Job Centre, Police
  - SVPRS – Coordinator for the County and Rutland

- **Website Review**
  - Suite of documents provided is comprehensive and are easily accessible
  - Links to other agencies

- **Temporary Accommodation**
  - Good range of accommodation and support services provided in the Borough

In September 2017 successfully passed the first Gold Standard challenge by demonstrating a Corporate Commitment to the Prevention of Homelessness and awarded the Bronze Standard by the National Practitioner Support Service.
### A Housing Options Service, including written advice

Introduce Employment, Education and Training (EET) advice in housing advice appointments where appropriate

### CBC Pilot introduced in November 2017 to provide Personalised Housing Plans in line with the requirements of the new Homelessness Reduction Act in April 2018

Two bids were successful for Moneywise Plus and YES

Publicity materials for Moneywise Plus and the YES programme have been distributed to all partners

---

### 2. Gold Standard Challenge 5

To have housing pathways agreed or in development with each key partner and client group that include appropriate accommodation and support

Pathways mapped for:
- Prisoners
- Older People
- Rough Sleepers
- Domestic Violence
- Young People

Prison Protocol under review to meet the requirements of the HRAct to be implemented on the 3rd April 2018

Older Persons Pathway The Bridge are working with Big Society Capital to explore the viability of a social investment model - to be completed by April 2018

Young People No Eviction Protocol has been agreed and is being implemented

---

### 3. Gold Standard Challenge 4

To adopt a No Second Night Out model or an affective local alternative

A £400,000 grant has been secured to offer more help to rough sleepers in Leicester, Leicestershire and Rutland.

The bid was coordinated and written by Charnwood Borough Council and The Bridge and secured on behalf of the Leicestershire Housing Services Partnership which includes councils in Leicester, Leicestershire and Rutland, the voluntary sector and other agencies.
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td><strong>Gold Standard Challenge 8</strong>&lt;br&gt;<strong>To have a Homelessness Strategy which sets out a proactive approach to preventing homelessness, reviewed annually to be responsive to emerging need</strong></td>
<td>The funding will be used to provide extra bed spaces for rough sleepers and additional outreach services to help people stay off the streets and move into more permanent accommodation and increase support to people who are leaving hospital or prison and are likely to end up sleeping rough. Severe Weather Emergency Provision Protocol will be reviewed and completed by March 2018</td>
</tr>
<tr>
<td>5.</td>
<td><strong>Ensure a timely annual review of the Homelessness Strategy Action Plan</strong></td>
<td>The Homelessness Strategy has been reviewed and a new draft Homelessness Strategy presented to the Policy Scrutiny Group in February 2018 before going to Cabinet for approval in March 2018 and the implementation from the 3rd April 2018</td>
</tr>
</tbody>
</table>
| 6. | **Cross Cutting Issues**<br>**Increase available accommodation** | The Action Plan has been reviewed and is being presented to the HSSG in January 2018 and Policy Scrutiny in February 2018
28 Empty Homes have been brought back into use to date in 2017-2018
212 affordable homes (including 2 homes acquired by the Council using Right to Buy receipts) have completed to date in 2017-2018 |
<table>
<thead>
<tr>
<th>Ensure Temporary Accommodation is appropriate to meet need</th>
<th>Temporary Accommodation is under review to meet the requirements of the new Homelessness Reduction Act in April 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make best use of limited resources</td>
<td>A Homelessness Reduction Act Working Group has been established across the County to consider opportunities for joint working</td>
</tr>
<tr>
<td>Ensure Services are developed to meet users’ needs</td>
<td>Pathways as detailed above have been progressed to develop services to meet residents needs</td>
</tr>
</tbody>
</table>
### Objective 1: Strong and effective partnership working

1. **Work with Partners to develop and deliver effective advice, prevention and homelessness services within Charnwood**

   - Membership of the Homelessness Strategy Steering Group reviewed and all Partners who deliver relevant services within Charnwood are invited to join the group.
   - Partners work together to identify challenges or gaps in services and potential solutions.

2. **Work with Partners to ensure efficient referral mechanisms are in place**

   - Partners are provided with sufficient information to ensure an understanding of the roles and criteria of different services.
   - Increased awareness of Housing Options Service, duties and referral routes amongst local agencies.
   - Partners have access to effective and efficient referral routes for the Housing Options Service, including an online referral form.
   - Build on the work of Charnwood Connect to explore options for developing a shared referral form for supported accommodation schemes within Charnwood, in order to speed up referral processes.

3. **Explore options for the joint development and delivery of prevention services within**

   - Joint service provision opportunities identified and explored.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Charnwood</th>
<th>Joint funding opportunities identified and explored</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Joint training opportunities identified and explored</td>
<td></td>
</tr>
<tr>
<td>1.4</td>
<td>Explore options for joint working between Housing Authorities and partners across Leicester, Leicestershire and Rutland</td>
<td>Joint service provision opportunities identified and explored</td>
</tr>
<tr>
<td></td>
<td>Joint funding opportunities identified and explored</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Joint training opportunities identified and explored</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Objective 2: Early targeted advice and intervention to prevent the loss of accommodation</td>
<td></td>
</tr>
<tr>
<td>2.1</td>
<td>Ensure effective homelessness prevention advice is available for all households within Charnwood</td>
<td>Written Housing Options advice available</td>
</tr>
<tr>
<td></td>
<td>Housing Options advice is available online</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Housing Options Service is accessible for all types of households</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Increased awareness of local advice and prevention services amongst households who may be at risk of homelessness</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Homelessness Preventions Trailblazer project Application developed and in use, delivering positive outcomes</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Ensure targeted homelessness advice and prevention pathways are in place and accessible for groups who are particularly at risk of homelessness in Charnwood:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 16 / 17 year olds</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Care leavers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Former Armed Forces members</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Persons being released from prison / youth detention centres</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Victims of domestic abuse</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tailored Housing Options advice leaflets available for these groups</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Information and advice distributed / available in locations and services likely to be accessed by these groups</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Existing advice and prevention pathways reviewed to ensure they meet the requirements of the Homelessness Reduction Act and remain effective</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New advice and prevention pathways that meet the</td>
<td></td>
</tr>
</tbody>
</table>
| 2.3 | Ensure all eligible households who are at risk of homelessness within 56 days are referred to the Council’s Housing Options Team to make a homeless application | Homeless applications taken at earliest opportunity to maximise likelihood of successful prevention
Increase in successful preventions
Decrease in “crisis” homelessness presentations and temporary accommodation placements
Data relating to homeless applications gives an accurate picture of homelessness within Charnwood, data can be used to assess trends and identify any gaps in service |
|---|---|---|
| 2.4 | Ensure the housing and support needs of all applicants who are at risk of becoming homeless within 56 days are assessed and effective Personalised Housing Plans are developed | Personalised Housing Plans are developed for all housing applicants and successfully lead to the prevention of homelessness
Effectiveness of Personalised Housing Plans reviewed to identify successful activities and any potential gaps in services |
| 2.5 | Mitigate the negative impacts of Welfare Reform and ensure sufficient welfare, debt and budgeting advice is available | Households who are / are likely to be affected by welfare reform identified and signposted or referred to advice services
Sufficient welfare, debt and budgeting advice services available to meet demand within Charnwood |
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| **2.6** | Ensure effective Eviction Prevention Protocols are in place | Existing Eviction Prevention Protocols reviewed to ensure they remain effective  
New Eviction Prevention Protocols in place with other accommodation providers |
| **2.7** | Ensure that groups who are particularly at risk of homelessness and have a housing need can be identified and supported to secure accommodation in a planned way, before a crisis situation arises | Prevention trailblazer application and coaching Service set-up and in use, delivering positive outcomes  
Groups who are particularly at risk of homelessness within Charnwood are identified and tailored advice and prevention leaflets / pathways identified |
| **3.** | **Objective 3: Effective action to relieve homelessness** |   |
| **3.1** | Ensure homeless households are supported to access long-term affordable housing in the social or private sectors | Housing Allocations Policy is fit for purpose and supports the prevention and relief of homelessness  
Use of Discretionary Housing Payments maximised for rent in advance / deposits for Private Sector Tenancies  
Financial assistance available for low income households who are not eligible for Discretionary Housing Payments |
| **3.2** | Ensure vulnerable single homeless applicants are referred to supported accommodation schemes as appropriate, at the earliest possible opportunity | Need and eligibility for available schemes identified and referrals made at early opportunity  
Referral routes are effective |
| **3.3** | Ensure there is a sufficient supply of suitable temporary accommodation within Charnwood that meets the | Sufficient availability of bed and breakfast accommodation within Charnwood to meet demand from households who |
needs of homeless applicants | become homeless in an emergency
| Suitable alternative to bed and breakfast accommodation is available for 16/17 year olds who become homeless in an emergency
| Sufficient availability of supported temporary accommodation within Charnwood for single priority need homeless persons
| Sufficient availability of self-contained temporary accommodation within Charnwood for homeless households that contain dependent children or pregnant women

| 3.4 | Work in partnership with Housing Authorities and Partners in Leicester, Leicestershire and Rutland to deliver the Rough Sleeper Project | Homelessness Transitions Service and No Second Night Out Provision for rough sleepers within Charnwood meeting demand and delivering positive outcomes
| Rough Sleeper tracking system developed and in use, improved intelligence about rough sleepers
| No First Night Out options explored and considered

| 4. **Objective 4: Support to sustain tenancies and prevent repeat homelessness** | Review of services completed and gaps in provision identified, options for increasing provision explored

| 4.1 Ensure sufficient availability of tenancy support services within Charnwood for vulnerable households | Review of services completed and gaps in provision identified, options for increasing provision explored

| 4.2 Ensure vulnerable household who may have difficulty sustaining independent accommodation are identified and referred to support services at the earliest possible opportunity | Vulnerable households who reside in independent accommodation within Charnwood are identified and have access to effective support services to ensure they are able to sustain their accommodation

| 4.3 Ensure vulnerable households who reside in supported | Move-on agreements for supported accommodation
accommodation schemes within Charnwood are supported to develop independent living skills and have access to effective transitional support services when they are moving into independent accommodation

| 4.4 | Explore options for delivering ‘housing-first’ schemes within Charnwood | Potential accommodation, support and funding options explored |
| 4.5 | Reduce incidents of repeat homelessness within Charnwood | Monitor incidents of repeat homelessness within Charnwood and identify underlying causes and potential solutions |

5. Objective 5: Protect and increase local housing options

| 5.1 | Work with partners to ensure that there are sufficient Supported Accommodation units within Charnwood to meet demand and that meet the needs of groups who are identified as being particularly at risk of homelessness | Review of existing provision completed, gaps in provision and potential options to address needs are identified Accurate information and evidence collected about value and need for schemes, used support future funding bids / decisions |
| 5.2 | Increase the supply of affordable social housing within Charnwood | New affordable housing schemes developed within Charnwood Right to Buy receipts utilised to acquire additional Council properties Other options for acquiring / building new Council properties within Charnwood explored |
| 5.3 | Make the best use of existing Council housing stock within Charnwood | Sheltered housing review completed and options for improving schemes considered Review of 2 bedroom 45+ properties completed and re-designation of certain properties considered |
| 5.4 | Improve access to affordable Private Sector housing within Charnwood for homeless households | Social Lettings Service introduced and delivering positive outcomes
Increased network of landlords and available private rental properties within Charnwood for homeless households
Increase in successful homelessness preventions
Empty homes brought back into use | Review of 2 bedroom duplex flats completed and options considered |