

POLICY SCRUTINY GROUP – 26TH SEPTEMBER 2017

Report of the Head of Strategic and Private Sector Housing

ITEM 7 HOMELESSNESS AND REVIEW OF THE HOMELESSNESS STRATEGY

Purpose of report

To provide an update to the Group on matters relating to homelessness and an overview of the Homelessness Reduction Act to be implemented from April 2018.

Background

The Group resolved on 7th February 2017 that a further report on homelessness be submitted to provide an update, particularly in relation to the Gold Standard Continuous Improvement Plan and the current Homelessness Strategy Action Plan and that this be scheduled for the Group's meeting on 26th September 2017, alongside scrutiny of the review of the Homelessness Strategy.

Progress Update

1 Gold Standard

The Council has successfully passed the Gold Standard Local Authority Peer Review and has submitted the first of the ten challenges (Corporate Commitment to the Prevention of Homelessness). If this challenge meets the Gold Standard criteria the Council will receive the Bronze award.

2 Charnwood Connect Update

Charnwood Connect was a partnership set up to strengthen and improve access to advice and information services for people in Charnwood. The Bridge prepared the Bid and the Citizens Advice Bureau were the named lead for the funding. The partnerships work was overseen by a project Steering Group comprising of the:

-) The Bridge
-) The Centre for Information Management, Loughborough University
-) Charnwood Borough Council
-) Charnwood Citizens Advice Bureau
-) Human Rights and Equalities Charnwood
-) John Storer Charnwood
-) Living Without Abuse
-) PACE (enQuire)
-) Student Advice and Support Service
-) Youth Shelter

Charnwood Connect was shortlisted and won the International Knowledge Management and Intellectual Capital Excellence Award. Representatives from The Bridge and Loughborough University presented the work that Charnwood Connect

has completed at the Knowledge Management conference in Barcelona on 7th September 2017.

Although funding for the Charnwood Connect project has ended, there remains a commitment from agencies to work together.

3 Homelessness Strategy Action Plan

A review of the Homelessness Strategy is currently underway and suggested formats for the Strategy will be presented to the Group for discussion and comments.

The progress to date on the Homelessness Strategy Action Plan for 2017/2018 is attached as Appendix 1.

4 Trend information for Homeless and Rough Sleepers

Detailed below are the trend figures for the Council's Housing Waiting List, Homeless presentations and acceptances and successful preventions:

Table 1 - Housing Waiting List

Year	Number	Break down of applicants
1/4/2012	2,626	1,959 New Applicants 497 Council Transfers 170 Registered Provider Transfers
1/4/2013	3,438	2,640 New Applicants 583 Council Transfers 215 Registered Provider Transfers
1/4/2014	1,411	1,005 New Applicants 292 Council Transfers 114 Registered Provider Transfers
1/4/2015	1,628	1,102 New Applicants 363 Council Transfers 163 Registered Provider Transfers
1/4/2016	2,029	1,392 New Applicants 401 Council Transfers 236 Registered Provider Transfers

Year	Number	Break down of applicants
1/4/2017	2,290	Breakdown unavailable

A review of the Housing Register was undertaken in 2013 before the implementation of the new Allocations Policy where all applicants were re-registered and banded. A large number of applicants chose not to re-register at this point or were closed as were no longer eligible or qualified, hence the reduction in the Register between 2013 and 2014.

It should be noted that these figures are snapshot figures as at 1st April each year. The number fluctuates throughout the year as new applications are received and others are removed from the list.

Table 2 - Homeless Presentations

Year	Homeless Applications	Homeless Acceptances
2012/2013	264	164 (80%)
2013/2014	225	172 (74%)
2014/2015	106	74 (70%)
2015/2016	148	108 (84%)
2016/2017	198	125(63%)
2017/2018 (Quarter 1)	57	41(72%)

In October 2013 the Council introduced the prevention model in the Housing Options Team and with our partners have successfully prevented homelessness as detailed in the table below:

Table 3 – Successful Homelessness Preventions

Year	CBC Successful Preventions	The Bridge, CAB and United Against Violence and Abuse Successful Preventions
2012/2013	21	174
2013/2014	90	194
2014/2015	227	150
2015/2016	263	136
2016/2017	170	143
2017/2018 (Quarter 1)	31	33

5 Rough Sleepers

Following the successful bid for the Department of Communities and Local Government - Rough Sleeping Grant Funding 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 aim of the Rough Sleeper Grant Project is to reduce the number of rough sleepers and those at risk of rough sleeping, across Leicester City, all District and Boroughs in Leicestershire and Rutland (LLR).

This project will build on successful delivery models including Assertive Outreach Teams, The Bridge's Housing Transitions and strengthens the No Second Night Out (NSNO) programme across LLR. Underpinned by sub-regional protocols which will replicate existing locality based 'Multi-agency Prison Release Protocol', 'Hospital Discharge Protocol' and a 'Street Homeless and Begging Protocol'.

Interventions will be coordinated by 1FTE Homelessness Transition Coordinator (HTC) and delivered by 4FTE Homelessness Transition Officers (HTO). Officers will be employed at Leicester City Council and The Bridge. The programme will be further supported through provision of three NSNO beds located at Action Homeless and Falcon Support Services.

The Homelessness Transitions Officer will provide a rapid response to newly identified rough sleepers who will conduct in depth needs and risk assessment. Working one-to-one to undertake intensive crisis interventions founded on strengths-based approaches, making full use of established multi-agency community-based networks of advice and support services.

Working with Voluntary and Community Sector to provide homelessness prevention, advice and support services; building resilience, exploring and responding to issues such as money management, family relationships, employment and education needs and to identify suitable accommodation options.

The increase of the NSNO bed spaces across Leicestershire and the City, building on existing working arrangements to ensure capacity to rapidly identify and accommodate first time rough sleepers. The bed spaces will be available for up to three nights, with flexibility to extend if necessary, to allow time for the dedicated Homelessness Transitions Officer to arrange for longer term accommodation and links to other services to address underlying causes of the individual's homelessness crisis.

The progress to date on the Rough Sleepers Project is attached as Appendix 2.

6 Homelessness Reduction Act

The Homelessness Reduction Act (HRA) sets out a framework for the most significant changes to homelessness legislation in 20 years, proposing several new duties, many of which are likely to require a change in working practices, and additional resources.

The aim of the Act is to propose improvements to the legal framework in order to prevent and tackle single homelessness more effectively in England, without undermining the rights people currently have under the existing system.

The HRA amends Part VII of the Housing Act 1996. There are 13 clauses that amend many of the existing duties and bring in a substantial number of new duties:

-) It introduces requirements for Local Housing Authorities to carry out homelessness prevention work with all those who are eligible for help and threatened with homelessness.
-) It changes the point at which a person is classed as being threatened with homelessness from 28 days before a person is likely to be homeless, to 56 days.

-) It makes changes to the way Local Housing Authorities assess cases at the point at which a person becomes homeless or threatened with homelessness.
-) The HRA requires Local Housing Authorities to carry out an assessment of the applicant's needs, and that the steps agreed between the Local Housing Authority and the applicants are set out in writing – in the form of a personalised housing plan.
-) A new duty is placed on Local Housing Authorities to take steps for 56 days to relieve homelessness by helping any eligible homeless applicant to secure accommodation.
-) A new duty is introduced which will be owed to certain applicants who deliberately and unreasonably refuse to co-operate with Local Housing Authorities.
-) The Act specifies that public bodies should refer those who are either homeless or at risk of being homeless to Local Housing Authority housing teams. Specified public bodies are likely to be the Police, Prisons, GPs, Hospitals, Schools and Colleges, Adult Social Care and Children's Services for Leicestershire County Council.
-) Provision is made for certain care leavers, to make it easier for them to show they have a local connection with both the area of the local Council responsible for them and the area in which they lived while in care if that was different.

Implications of the Homelessness Reduction Act

The evidence from Wales, where similar legislation has been in place for almost 2 years, and the Government's own estimates, suggests there will be a considerable increase in homelessness applications for the Council. Following detailed sensitivity testing, it is estimated that homelessness applications are likely to rise by at least **50%**. The duties that arise out of the Act will require an increase in assessment and casework due to the fact that:

- 1) There are 2 new duties, the first being to prevent homelessness and the second to relieve homelessness for those applicants who become homeless;
- 2) The HRA will require a new assessment process at the point where a person applies for help and is assessed as being at risk of homelessness within 56 days. These duties require extensive assessment of need and casework to prevent homelessness regardless of whether an applicant may be accepted as being owed a main homeless duty by the Council – a new and extensive requirement; and

- 3) There are extensive new notification requirements and the right to request a review of a local Council decision has been considerably extended.

The service needs to be ready to manage a large increase in applications and the casework that will be required for each application under the changes contained in the Act.

Failure to take action early to prepare for these extensive new duties could put the Council at risk. There will be a risk of legal challenge if the Council is unable to meet the new legal duties arising from the Act. There will also be a financial risk to the Council due to an increase in temporary accommodation costs if there are insufficient resources to manage the increase in demand for the service.

The new assessment model required by the HRA where a household applies for help and is assessed as being at risk of homelessness within 56 days is as follows:

-) Upon taking a new homeless application consideration of whether an applicant is eligible for help and homeless or threatened with homelessness;
-) If an applicant passes the eligibility and homelessness tests the HRA imposes substantial new assessment duties. These are to undertake a full assessment of an applicant's housing circumstances, housing needs, any support needs and consideration of what might constitute suitable accommodation for that applicant;
-) The requirement is then to notify the applicant in writing of the outcome of that assessment;
-) This is followed by the requirement to discuss with the applicant what steps are reasonable for the Council and the applicant to take to try and prevent or relieve their homelessness. The reasonable steps must be bespoke to the applicant's circumstances and support needs identified from the earlier assessment; and
-) Finally, there is a duty to issue a written personal housing plan setting out the bespoke steps that have been agreed for the Council and the applicant to take. The plan forms a 'contract' between the Council and the applicant.

This is followed by a 56 day duty to prevent, and potential 56 day duty to relieve homelessness. If this is not possible the Council will have to assess whether the applicant has a priority need and is intentionally homeless and whether a duty to accommodate is owed.

The new duties will require the Council to increase the supply of interim, temporary and more permanent accommodation for all household types including single people and couples. The HRA will strengthen the requirement to ensure that any accommodation offered to perform any of the prevention, relief, or temporary

accommodation duties is suitable and this will impact on the resources needed to assess the legal test of suitability at the stage accommodation is offered.

In addition the HRA will require the Council to source new private rented accommodation in significant numbers to maximize the number of successful outcomes arising from any prevention duty that has been accepted. The Council's performance in this area will be a key performance indicator and is likely to influence future homelessness funding from Government.

Funding Prevention of Homelessness

In recognition of the new duties the Government has committed to 2 additional sources of funding to assist Local Authorities in meeting these new duties. It remains to be seen whether this will be sufficient to cover the additional duties.

Ring Fenced Flexible Homelessness Support Grant (FHSO)

This is a new annual Government grant provided to replace the Temporary Accommodation Management Fund and starts from April 2017. For Charnwood this has been confirmed as:

-) £84,000 for 2017/2018; and
-) £89,000 for 2018/2019.

The funding has been allocated according to a formula which reflects relative homeless pressures, while at the same time aiming to protect Local Authorities which currently have high levels of Temporary Accommodation where their management costs were part funded by grant.

The Government's estimate is that the Council would have spent £5,000 in 2017/2018 on the management of temporary accommodation previously covered within the subsidy system. Therefore the new flexible homelessness support grant represents a net increase in funding of £79,000 in 2017/18 rising to £84,000 in 2018/2019.

The Government has set rules as to how the funding must be spent. The FHSO funding has been ring fenced for an initial period of 2 years and during that time may only be used on work to prevent or deal with homelessness.

£61m - Transitional Funding from DCLG for a 2 year period after enactment

The Government has pledged £61m to cover the first 2 years of the legislation but the Association of Housing Advice Services has estimated that the Act could cost £161m for London Council's alone.

The Transitional Funding is expected to be in the region of £50K to £70K a year for Charnwood, over 2 years, starting in 2018/2019 but the exact figure will not be confirmed until later in 2017. It is anticipated that this will be ring fenced to be used on preventing and relieving homelessness.

7 Discretionary Housing Payments

In addition to the 2 new funding streams Members will be aware that the Council receives Discretionary Housing Payment (DHP) grant, commonly known as DHP.

The Council's allocation for 2016/2017 was £157,000 and has increased to £228,000 for 2017/2018, representing an increase of £71,000.

The regulations relating to the use of DHPs were revised in December 2016 and confirm that a primary objective of DHP is to support Local Council's prevention of homelessness work and that any relevant Council service is able to administer all, or a proportion of the DHP budget allocated. Historically this funding has been administered by the Housing Benefits team.

8 Universal Credit Roll Out

The Universal Credit roll out is expected to be in April 2018 for Charnwood. The Learning and Development for the roll out is planned from December to March with the training being provided by the Department of Works and Pension, more details will be available once these have been received.

A meeting is arranged for the middle of September with Melton Borough Council and Leicester City Council to discuss their experiences in the roll out process as Melton has been providing a full service since the end of 2016.

In addition a Task and Finish Group has been set up with other the Leicestershire Districts and Boroughs to work together to ensure we are all in the best position possible to support our customers through the transitional period.

A report by the National Audit Office has found that the number of homeless families in the UK has risen by more than 60 per cent and is "likely to have been driven" by the Welfare Reforms. It says reforms to the Local Housing Allowance are "likely to have contributed" to making it more expensive for claimants to rent privately and "are an element of the increase in homelessness".

The Local Government Association said Councils were having to house "the equivalent of an extra secondary school's worth of homeless children in temporary accommodation every month".

Background Papers: None

Officer to contact: Alison Simmons
Head of Strategic and Private Sector Housing
01509 634708
alison.simmons@charnwood.gov.uk

Appendices

Appendix 1 – Homelessness Strategy Action Plan

Appendix 2 – Rough Sleeper Programme Grant Highlight Reports

homelessness strategy action plan 2017-2018

Preparing For the Peer Review

Aim	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
A Housing Options Service, including written advice	Ensure service standards and PIs are embedded and being met	CBC, The Bridge	August 2016	Gold Standard Requirement achieved Charnwood Connect to work with advice providers to ensure written advice is provided to all residents seeking assistance	The Bridge and the Council are providing written advice when housing advice is provided to residents
	Introduce Employment, Education and Training (EET) advice in housing advice appointments where appropriate	All Advice Agencies	August 2016	Increase take up of EET opportunities by housing advice service clients Link to European Structural and Investment Fund TO9 bids if successful	Work ongoing
Co-ordinated Advice Services across the borough	Develop the one front door initiative for advice agencies	CCP	August 2016	One front door approach achieved	A fantastic outcome is that the learning from CC has seen the project being shortlisted and invited to attend an international Knowledge

Aim	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
					<p>Management Conference in Barcelona. Loughborough University and The Bridge are presenting at the event on 7th September 2017</p> <p>There remains a commitment to work together but in a less formal way</p>

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

Aim	What we need to do	Lead Partners	Target Date	How will we know we have succeeded
Develop Housing Pathways with each key partner and client group that includes appropriate accommodation and support	Map the client groups agreed by the Homelessness Strategy Steering Group	CBC The Bridge	September 2016	Pathways mapped for: <ul style="list-style-type: none">) Prisoners) Older People) Rough Sleepers) Domestic Violence) Young People

Pathway	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
Prisoner Pathway	Formalise Prison Release Protocol	CBC, The Bridge, Derbyshire, Leicestershire, Nottinghamshire and Rutland Community Rehabilitation Company, National Probation Service	December 2016	Pathway Protocol finalised with all partners	Prison Protocol agreed and signed off and being piloted in Charnwood The Protocol will be presented to the Housing Services Partnership for roll out across the County

Pathway	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
	Develop the move on Pathway for Peregrine House	Falcon Support Service	March 2017	Move on protocol agreed	The Council are undertaking a review of all Move on Agreements as part of the Choice Based Lettings Review consultation and this will be completed by December 2017
Older Persons Pathway	Promote Older Persons Pathway project	The Bridge, CBC	September 2016	Improved Housing Pathway developed and number of residents successfully through Pathway	The Project report was circulated The Bridge are looking to source additional funding to continue to take this forward
	Continue to provide an effective Disabled Facilities Grants service for eligible home owners	CBC	Ongoing	Completion of adaptations that have enabled residents to continue to live independently in their own homes	The Council's budget allocation for 2017/2018 will be fully committed The Lightbulb Service model will go live across the County in October 2017
	Promote Lifeline Grants to vulnerable homeowners	CBC	Ongoing	Marketing strategy in place	Grants are available for the provision of Lifeline

Pathway	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
Rough Sleepers	Develop a rough sleepers housing pathway linking in to Local Challenge 4	CBC, The Bridge, FSS	July 2016	Pathway agreed and intelligence gathered and analysed on a monthly basis by all lead partners	<p>The Transition Team are set up and are providing an efficient and effective service</p> <p>NSNO bed provision is available and the process agreed for the use of the facility</p> <p>Rough Sleeper tracker software tender process has been completed and the award of the contract is underway</p>
Young People	Review no eviction protocol	CBC, The Bridge	July 2016	Protocol agreed and signed by all agencies	Protocol approved and signed off

Pathway	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
Domestic Violence	Develop a discreet pathway for victims of domestic abuse including a resource pack for professionals providing useful information on DV, a guide to services available within Charnwood and referral information and eligibility for each service	LWA, The Bridge, CBC	November 2017	Pathway agreed	Draft Protocol to be finalised by the end of September 2017 This will go out for consultation and sign off at next HSSG

Gold Standard Challenge 4

To Adopt a No Second Night Out model or an effective local alternative

Aim	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
Improve Services to Rough Sleepers	Continue to monitor incidences of rough sleepers and apparent rough sleepers	CBC, The Bridge, All Partners	Ongoing	Pathway agreed and intelligence gathered and analysed on a monthly basis by all lead partners	<p>The Transition Team are set up and are providing an efficient and effective service</p> <p>NSNO bed provision is available and the process agreed for the use of the facility</p> <p>Rough Sleeper tracker software tender process has been completed and the award of the contract is underway</p>
	Promote Housing Transitions service at The Bridge	All Partners	Ongoing	Number of users supported into accommodation	<p>Leaflets and posters have been designed and circulated</p> <p>The Transitions Team Leader has visited all the LAs to promote the services and the process to access the NSNO</p>

Aim	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
	Implement multi-agency case reviews to ensure lessons are learnt and services are improved	HSSG, HSOG	Ongoing	Learning informs and improves practice	
	Review Severe Weather Emergency Provision Protocol to ensure remains effective	CBC, The Bridge	October 2016	Revised Protocol signed off by all partners and provision identified to provide services when required	Severe Weather Emergency Provision Protocol will be reviewed in November 2017
Improve access to health services for the homeless	Continue to work with the CCG to develop a bespoke health offer to the homeless and vulnerably housed clients	CBC, The Bridge, CCG, HSSG, Falcon Support Services.	March 2017	Agreed protocol with CCG to enable access to services when required	Work ongoing

Gold Standard Challenge 8

To have a Homelessness Strategy which sets out a proactive approach to preventing homelessness, reviewed annually to be responsive to emerging need

Aim	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
Ensure the HSSG is representative and inclusive	Encourage attendance at HSSG and HSOG	CBC	ongoing	All key partners fully engaged with HSSG	Attendance at meetings continues to improve
Ensure a timely annual review of the Homelessness Strategy Action Plan	Undertake an review of homelessness to inform the next financial year action plan	CBC, The Bridge	December 2016	Review Complete and reported to the HSSG meeting in January 2017	<p>The Action Plan has been reviewed and is being presented to the HSSG on the 6th September 2017</p> <p>The Homelessness Strategy is under review which will be completed upon receipt of the new Code of Guidance for the Homelessness Reduction Act to be implemented in April 2018</p>

Cross Cutting Actions

Aim	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
Monitor and review homelessness to improve intelligence	Agree a set of “housing market” trend indicators to identify and forecast future service pressures	CBC, The Bridge	July 2016	Process identified and reports produced quarterly and reports submitted to the HSSG every six months	A report on the homeless intelligence will be submitted to the next meeting of the HSSG
Increase available accommodation	Promote Partnership Grants to increase the supply of 2 bed accommodation in the Private Rented Sector	CBC	Ongoing	Deliver CBC Business Plan target of bringing 50 empty homes back into use annually	Partnership Grants have been reviewed and form part of the newly approved Private Sector Housing Grant Policy
	Maximise opportunities for the development of affordable housing	CBC	On-going	Deliver CBC Business Plan target of 176 new affordable homes per annum	Work ongoing
Ensure temporary accommodation is appropriate to meet need	Analyse demand for temporary accommodation and assess changes to TA funding to inform decisions relating to supply	CBC, The Bridge, Accommodation Providers	Dec 2016	Complete TA data analysis report Implications to changes in funding model understood	Temporary Accommodation is under review to meet the requirements of the new Homelessness Reduction Act in April 2018
Build on successes of the HSSG in securing external funding ie	Be responsive to funding opportunities	HSSG	Ongoing	External Funding Secured and additional services delivered	Opportunities and options will be considered to obtain additional funding

Aim	What we need to do	Lead Partners	Target Date	How will we know we have succeeded	Update September 2017
Big Lottery					<p>New Big Lottery Reaching Communities bid is through to second stage</p> <p>Will fund a specialist housing case worker and specialist welfare rights case worker (both 24hours)</p>
Make best use of limited resources	Continue to explore opportunities to develop services sub-regionally	CBC	Ongoing	Options for Countywide services considered and delivered where they meet the needs of CBC residents	A Homelessness Reduction Act Working Group has been established across the County to consider opportunities for joint working
Ensure services are developed to meet users' needs	Develop a model for service development that ensures service user involvement	HSSG	Ongoing	Model developed Evidence of service user involvement in new services	Pathways as detailed above have been progressed to develop services to meet residents needs

Glossary and Acronyms

AP – Accommodation Providers: Providers of supported accommodation for vulnerable households or those at risk of homelessness

CC – Charnwood Connect: a partnership of advice providers working within the Charnwood area

CCG – Clinical Commissioning Group: NHS organisations set up by the Health and Social Care Act 2012 to organise the delivery of NHS services in England

CCP – Charnwood Connect Partners: members of the Charnwood Connect Partnership

CIP – Community Inclusion Partnership:

CSE – Customer Services Excellence: an accreditation for organisations that intends to indicate an independent validation of achievement

DASH – Decent and Safe Homes: a joint-working initiative between Local Authorities, property owners, landlords and tenants in the East Midlands DASH delivers services aimed at improving housing conditions in the private sector, with particular emphasis on the private rented sector

DFG – Disabled Facilities Grant: a grant for people with disabilities who need improvements made to their home in order to improve access to and movement around the home and facilities

EET – Employment, Education and Training

ESF – European Social Fund: European Union's funding to supporting employment in the member states as well as promoting economic and social cohesion

JSNA – Joint Strategic Needs Assessment: The JSNA looks at the current and future health and care needs of local populations to inform and guide the planning and commissioning (buying) of health, well-being and social care services within a local authority area

HNM – Housing Needs Manager, Charnwood Borough Council

HSOG – Homelessness Strategy Operational Group: a sub-group of the Homelessness Strategy Steering Group

HSSG – Homelessness Strategy Steering Group

HSSM – Housing Strategy and Support Manager, Charnwood Borough Council

HWB – Health and Wellbeing Board: a forum where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities

PG – Partnership Grants: grants provided by Charnwood Borough Council to bring empty properties back into use in the rental sector and may require nominations rights to be granted to the council

PAM – Probation Accommodation Manager, Derbyshire, Leicestershire, Nottinghamshire and Rutland Community rehabilitation Company

PIs – Performance Indicators

PSH – Private Sector Housing, Charnwood Borough Council

SHA – Senior Housing Advisor, the Bridge

SHOO – Senior Housing Options Officer, Charnwood Borough Council

TA – Temporary Accommodation: accommodation provided to homeless households under the Homelessness Legislation

TRO – Tenancy Relations Officer, the Bridge

June 2017

CHARNWOOD BOROUGH COUNCIL – ROUGH SLEEPER PROGRAMME

Project Summary: The Rough Sleeper Programme provides intensive one to one support to rough sleepers and those at risk of imminent rough sleeping. The programme provides three No Second Night Out bed spaces across the sub-region. **SRO:** Alison Simmons – Head of Strategic and Private Sector Housing.

Project outcomes

Q4 2016/17

Outputs:

- 18 clients at risk of sleeping rough worked with
- 12 clients already sleeping rough worked with

Outcomes:

- 13 of 18 clients (72%) prevented from sleeping rough
- 8 of 12 clients (66%) achieving accommodation after having slept rough

- 21 of total 30 clients (70%) accommodated

Self-reported outcomes (18 of total 30 clients):

- 10 of 18 clients (56%) improved financial circumstances
- 5 of 18 clients (28%) improved health
- 11 of 18 clients (61%) improved life choices/taking better care of themselves
- 8 of 18 (44%) clients improved confidence/self esteem
- 10 of 18 clients (56%) less isolated/lonely
- 9 of 18 clients (50%) improved relationships

Overall

- 53 clients referred
- 30 clients worked with
- 21 clients accommodated in total
- 13 clients prevented from sleeping rough
- 8 clients achieving accommodation after having slept rough

Projections for Q1 2017/18

- 120 clients referred, up 126%
- 80 clients worked with, up 167%
- 50 clients accommodated in total, up 138%
- 30 clients prevented from sleeping rough , up 130%
- 20 clients achieving accommodation after having slept rough, up 150%

Progress update

Progress:

- Project Team and Board established - regular meetings scheduled
- Establishment of Charnwood Borough Council Project site
- Project Initiation Document and Project Plan developed, signed off by Board and circulated to key stakeholders
- Homelessness Transitions Coordinator & Officer recruitment completed and appointments made.
- Strengthened "No Second Night Out" work stream of programme seamlessly embedded
- One software demonstration has taken place.

Next Quarter:

- Further demonstration of software in order to ensure that a fit for purpose system is procured.
- NSNO Procedure review to reflect wider Rough Sleeper Programme
- Induction of newly appointed staff
- Development of Countywide Prison Release/Hospital Discharge Pathways

Key Risks

No risks to report at this stage.

Upcoming milestones

- April 2017 New Homelessness Transitions Coordinator induction
- April 2017 Collection of NSNO Data
- April 2017 NSNO Agreements Signed
- April 2017 Promotion of service
- May 2017 Develop Hospital Discharge Pathway
- June 2017 Pilot Prison Release Protocol in Charnwood
- June 2017 Procure Software System

Financial Performance

Please see spreadsheet detailing Quarter 4 2016/17 expenditure and projected expenditure for Quarter 1 2017/18.

July 2017

CHARNWOOD BOROUGH COUNCIL – ROUGH SLEEPER PROGRAMME

Project Summary: The Rough Sleeper Programme provides intensive one to one support to rough sleepers and those at risk of imminent rough sleeping. The programme provides three No Second Night Out bed spaces across the sub-region. **SRO:** Alison Simmons – Head of Strategic and Private Sector Housing.

Project outcomes

Q1 2017/18

Outputs:

- 58 clients at risk of sleeping rough worked with
- 40 clients already sleeping rough worked with

Outcomes:

- 34 of 58 clients (59%) prevented from sleeping rough
- 17 of 40 clients (43%) achieving accommodation after having slept rough
- 51 of total 98 clients (52%) accommodated

Self-reported outcomes (10 of total 98 clients):

- 4 of 10 clients (40%) improved financial circumstances
- 3 of 10 clients (30%) improved health
- 3 of 10 clients (30%) improved life choices/taking better care of themselves
- 4 of 10 clients (40%) improved confidence/self esteem
- 1 of 10 clients (10%) less isolated/lonely
- 1 of 10 clients (10%) improved relationships

Overall

- 134 clients referred, up 153% (cumulative total 187)
- 98 clients worked with, up 227% (cumulative total 128)
- 51 clients accommodated in total, up 143% (cumulative total 72)
- 34 clients prevented from sleeping rough, up 162% (cumulative total 47)
- 17 clients achieving accommodation after having slept rough, up 113% (cumulative total 25)

Projections for Q2 2017/18

- 150 clients referred, up 12%
- 105 clients worked with, up 7%
- 70 clients accommodated in total, up 37%
- 40 clients prevented from sleeping rough, up 18%
- 30 clients achieving accommodation after having slept rough, up 77%

Progress update

Progress:

- Further demonstration of software in order to ensure that a fit for purpose system is procured
- Procurement Tenders submitted by two Software Providers
- NSNO Procedure reviewed to reflect wider Rough Sleeper Programme and agreements signed
- Induction of newly appointed staff
- Pilot of Prison Release Pathway Protocol(Charnwood)
- Hospital Discharge Pathway developed
- Marketing materials developed and distributed
- NSNO meetings have been established

Next Quarter:

- Project Board to decide on Software Procurement
- Prison Release Pathway Protocol to be presented to Housing Services Partnership
- Board decision to be made regarding Software Procurement

Key Risks

No risks to report at this stage.

Upcoming milestones

- July 2017 Wider distribution of project literature
- August 2017 Board decision regarding Software Procurement
- August 2017 Present Prison Release Protocol to Housing Services Partnership
- August 2017 NSNO Meetings
- August 2017 Review and Expansion of Prison Release Protocol (Countywide)

Financial Performance

Please see spreadsheet detailing Quarter 1 2017/18 expenditure and projected expenditure for Quarter 2 2017/18.