

**HOMELESS FORUM
29 NOVEMBER 2017 - 10.30AM**

90 WHALLEY ROAD, CLITHEROE

Present:

Katy Marshall	CAB
Nigel Rix	CCP
Natasha Berry	Inspire
Michelle Barnes	Places for People
Mo Patel	Places for People
Peter Sumner	LCC Children and Wellbeing service
Adele Curtis	RVH
Caroline Terry	Places for People
Kate Procter	RVBC
Rachael Stott	RVBC
Tracey O'Neil	RVH
Kelly Barnes	RVBC
Cllr S Brunskill	RVBC
R Croasdale	Tenant
R Eatough	Tenant

Appendix 1 provides the notes from the forum. These include a report of the households seen to date in 2017. The most recent report from DCLG to assist local authorities prepare for the introduction of the Homeless Reduction Act and finally the information on the trail blazers project which will provide face to face support for young people facing homelessness.

The Homelessness Strategy is due for renewal. It was agreed all partners would receive a copy of the revised strategy in its draft form and they would have an opportunity to comment.

ADVICE ENQUIRY ANALYSIS - CASES OPENED IN PERIOD

Period 01/01/2017 to 28/11/2017

Ethnicity: All Ethnicities

Officer: All Officers

	Number	Percent		Number	Percent
Mortgage Arrears	3	1.6	Discharge from Hospital	3	1.6
Rent Arrears	15	8.2	Sale of property	4	2.2
Unsuitable/disrepair	5	2.7	Loss of Tied Accommodation	1	0.5
Debt	0	0.0	Discharge from Armed Forces	2	1.1
Relationship breakdown	45	24.7	Returning to UK from Abroad	2	1.1
NTQ	17	9.3	Release from HMP	1	0.5
Possession Proceedings	6	3.3	Affordability	18	9.9
Harrasment/Eviction	6	3.3			
Security of Tenure	41	22.5			
HB	2	1.1			
Council Tax	0	0.0			
Seeking Accommodation	70	38.5	Other	3	1.6
Homefinder	0	0.0			
Fleeing Violence	14	7.7			
Health	5	2.7			
			Total number of enquiries in period: 182		

Management Statistics for Period 01/01/2017 to 28/11/2017

Applications Processed		No. of applications received:	13	Applicants Rehoused	Housed By RVBHR - Split by RSL
Of which, No. Accepted as	Eligible, unintentionally homeless and in priority need	No. of decisions made in period:	13	No. Permanently housed:	4
(Eligible, homeless and in priority need but intentionally so			Housed by RVBHR:	1
(Eligible, homeless but not in priority need:			Housed by other:	3
(Eligible but not homeless:			No. temporarily housed:	13
(Ineligible:		0		

Applicants in Bed and Breakfast

Applicants Leaving Temporary Accommodation

Accepted as in Priority Need:	At start date	At finish date	No. of applicants leaving in period:	B&B	Other
- Emergency:	0	0	0	0	9
- Dependent children	0	0			
- Expectant mothers	0	0			
- 16/17 year olds:	0	0			
- 18 to 20 yr old formerly in care	0	0			
- Old age:	0	0			
- Physical disability	0	0			
- Mental illness or handicap	0	0			
- Drug dependency	0	0			
- Alcohol dependency	0	0			
- Classified as former refugee or as asylum seek	0	0			
- Other special reason	0	0			
- Having been in care	0	0			
- Having served in HM forces	0	0			
- Having been in custody/on remand	0	0			
- Having fled violence (domestic)	0	0			
- Having fled violence (non-domestic)	0	0			
Total in B&B accepted as in Priority Nee	0	0	0	0	20 weeks
Awaiting Decision:	0	0			
Not Accepted:	0	0			

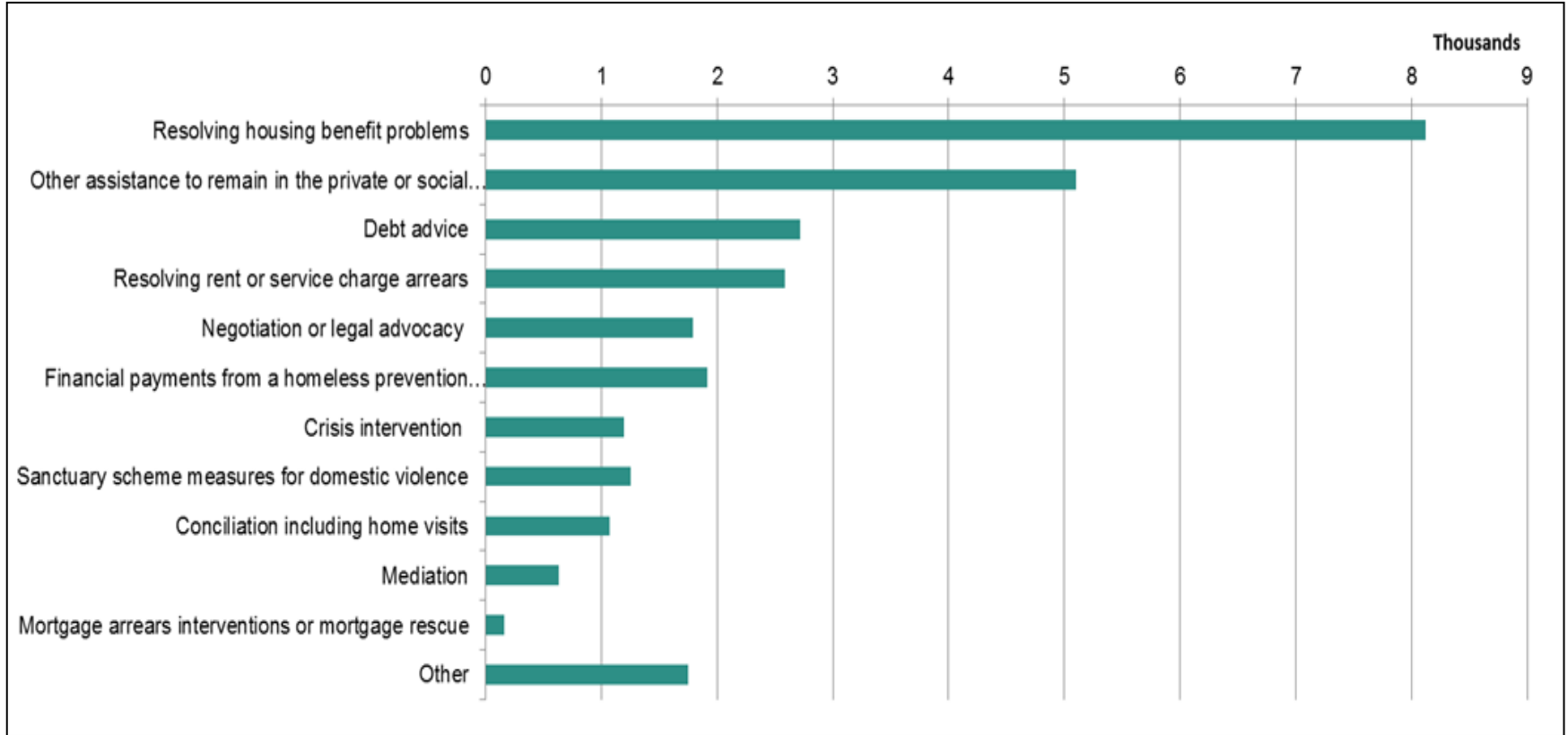


Department for
Communities and
Local Government

HOMELESSNESS: CONTEXT

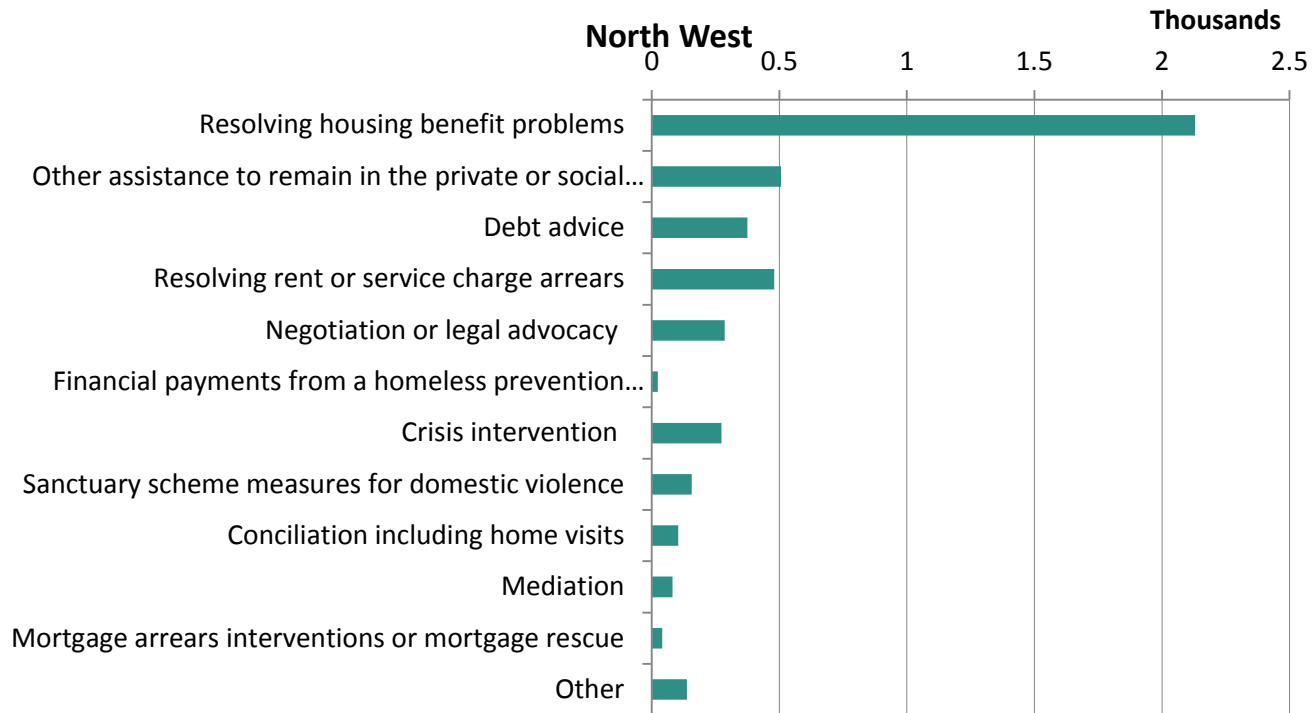


Homelessness - the national position: Prevention actions that assist households to remain in their existing home



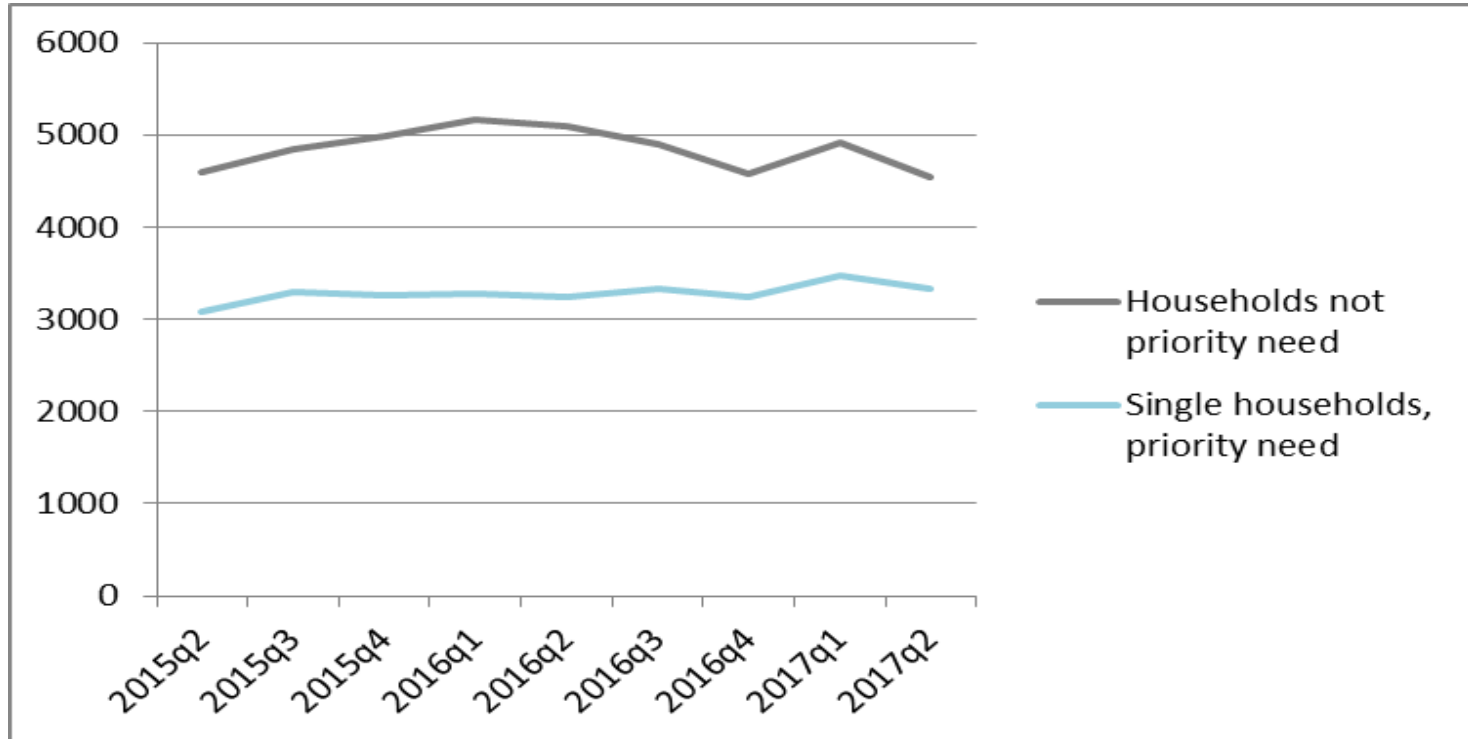
Between 1 April and 30 June 2017, local authorities took action to prevent and relieve homelessness for 54,270 households, down 1% on the same quarter of 2016.

Homelessness – North West: Prevention actions that assist households to remain in their existing home





Homelessness - National trends: Decisions on priority need for single households



No significant change in the numbers of single people accepted as homeless and in priority need since Hotak/Kanu/Johnson in 2015



Department for
Communities and
Local Government

The Homelessness Reduction Act is a key part of our work with local government and the third sector to drive a further shift towards prevention

Prevent more people from becoming homeless in the first place by identifying people at risk and intervening earlier with solutions we know work

- Homelessness Reduction Act – **prevention duty** and support LAs with service development
- Bring prevention further upstream and increase co-ordination through **£20m Trailblazers**
- Make it easier for local areas to spot those at risk of homelessness by **improving data**
- Enable LAs to redirect costs from TA to prevention through **£402 million ringfenced Flexible Homelessness Support Grant**

Intervene rapidly if a homelessness crisis occurs, so it is brief and non-recurrent

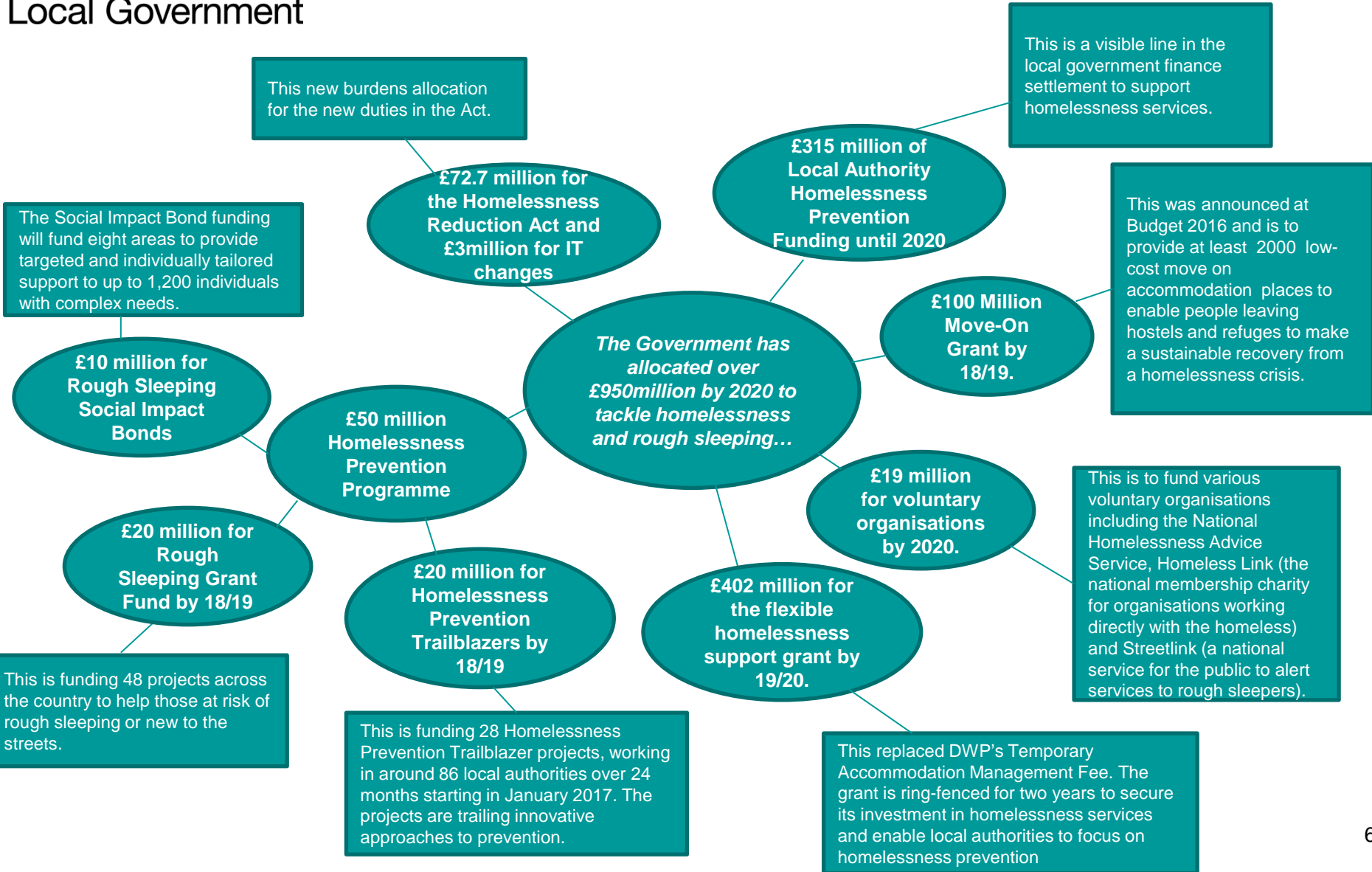
- Homelessness Reduction Act – **relief duty** for all eligible homeless households
- Help new rough sleepers, or people at imminent risk of sleeping rough, get support needed quickly through more joined up services and a better understanding of what works, starting with **£20 million rough sleeping fund**

Help more people recover from - and exit -homelessness by getting them back on their feet

- Support the most entrenched rough sleepers through local personalised support, starting with **£10 million Social Impact Bond**
- Enable former rough sleepers to move out of hostels through **£100m investment in 2,000 units of new accommodation**



The focus of Government on homelessness: £950m by 2020 to achieve these aims





Homelessness Reduction Act – Key changes to the current legislation

Duty to provide advisory services

Requires free homelessness advice and information services to be provided to all residents AND to provide advice designed with certain vulnerable groups in mind, including care leavers, former armed forces, people leaving custody, victims of domestic abuse, people leaving hospital and people with mental health issues

Advice must include:

- Prevention of homelessness
- Securing accommodation when homeless,
- The rights of applicants and LA duties
- Help available to people threatened with or homeless
- How to access the available help



Meaning of ‘threatened with homelessness’

- Extends the period during which someone might be threatened with homelessness from 28 days to 56 days and;
- An applicant is threatened with homelessness if they have been served with a valid section 21 notice to end the Assured Short hold Tenancy of their only available accommodation, that has expired or will expire within 56 days



Assessments and Personalised Housing Plans

- LAs must carry out an assessment of the circumstances and needs of all eligible applicants who are homeless, or threatened with becoming homeless within 56 days.
- The assessment has to be shared with the applicant
- A **Personalised Housing Plan** will be drawn up which sets out the ‘reasonable steps’ the authority and the applicant will take (and other agencies/people as appropriate)
- ‘**Reasonable steps**’ should be tailored to the individual and the plan should be **realistic**



Homelessness Reduction Act – Key changes to the current legislation

Prevention Duty

- **Local housing authorities (LHAs) must take reasonable steps to prevent homelessness for any at risk eligible applicant, regardless of priority need.**
- **This can involve assisting them to stay in their current accommodation, or helping them to find a new place to live**

Relief Duty

- **LHAs must take reasonable steps to help the applicant to secure suitable accommodation**
- **Help could be, for example, providing a bond guarantee, funding a rent deposit or working with a private landlord to make properties available**



Secondary legislation: Procedure for issuing notices of non-cooperation

- The regulations set out that LHA's must have a written procedure which should be followed when issuing notices in cases of an applicant's deliberate and unreasonable refusal to co-operate. This should be kept under review.
- This procedure must also set out that the decision to give the notice must be authorised by a second officer.
- The second officer must be of at least an equivalent seniority to the first officer and they must not have been involved in the original decision to issue the notice.
- The second officer can be a council officer working in a different department in the same local authority. It does not need to be a housing officer.

What do you think? Please let us have your views by completing the feedback form



Homelessness Data: Replacing P1E

- **P1E Quarterly Statistical returns are to be replaced from April 2018**
- **H-CLIC – the new data collection schema- will provide case level data, giving a much more detailed picture of homelessness causes, needs of customers and services provided**
- **H-CLIC requires data to be collected from application to case closure, and is based around the structure of the Act**
- **H-CLIC schema has been out for consultation and responses were received from local authorities and IT providers – final version is now available**
- **£3M additional funding to go to LAs to assist with implementation**





Section	Description	Cases taken under new Act
Main	Main applicant. and details of the household's homelessness application	Mandatory
People	Details on each household member	Mandatory but opt out on personal data fields
Support	Support needs of the household.	Mandatory
Prevent	Prevention duty activity and outcome	Conditional upon a prevention duty owed
Relief	Relief duty activity and outcome.	Conditional upon a relief duty owed
Decision	Captures information on the outcome of the main duty assessment	Conditional upon a relief duty failing
Final Duties	Provides information on why the main homeless duty was ended	Conditional once a S193 duty or S193(c)4 is owed
Assistance.	Any assistance with support needs received by the household.	Conditional
Temporary Accommodation	Use of temporary accommodation	Conditional or as required Not reported. not required, with successful prevention duty
Review	Captures any reviews their outcomes	As required



What is 'culture' and how can it change?

Culture in organisations is made of the systems, behaviors and symbols – together they form the unique culture of '***what is valued around here.***'

The new Act may mean authorities want to re-think their approach – both **WHAT** they do and **HOW** they do it. Change requires:

- ✓ Leadership – vision, plan and actions
- ✓ Developing your workforce - training and any new recruitment
- ✓ Changing the way you and your partners work together
- ✓ Communication, communication, communication
- ✓ Taking people on a journey of improvement



Preparing for the Homelessness Reduction Act

- ✓ Renew the Homelessness Strategy: Involve Members, stakeholders and partners to develop the vision and build commitment
- ✓ Elected Members and corporate leadership team briefed on changes, implications and finances – get Lead Member on board
- ✓ Planning for use of new and current resources – FHSG, new burdens funding, DHP, Prevention Fund, but also look at alternative funding streams with partners



Preparing for the Homelessness Reduction Act

- ✓ Review your service design and establish what structural and systems changes are needed. Estimate additional footfall – how will this be managed
- ✓ Workforce development : Recruitment of additional staff and of additional skills needed. TRAINING – take advantage of the NHAS free training offer funded by DCLG.
- ✓ Training and briefings for partners and other stakeholders, use your homeless forum and have HRA specific briefings.



Preparing for the Homelessness Reduction Act

- ✓ Develop protocols and pathways for all key client groups
- ✓ IT systems – prepare for additional case management requirements, H-CliC, on line advice and any new local data requirements
- ✓ Develop tools to deliver advice, prevention and relief. Build in a your new service delivery around improved engagement with people threatened with homelessness and with partners – improve customer care



- ✓ Accommodation options - review what you have and what you will need to meet the new duties.
- ✓ Share and learning from other authorities and from what works well, including Trailblazers

Our top tip! If you do not already have a SMART Implementation Plan, prepare one now!

Choice

You have a choice as to whether you want to opt out of your information being used. **If you opt out, your decision will not have any impact on the level and type of service you receive whatsoever.**

Please consider that if a large number of people opt out, the study won't be able to say whether the services have worked or not.

If you wish to opt out please tell your worker at the service you are being assisted by that you wish to opt out.

Can I see my data?

If you want to see the information about you that is being collected as part of this pilot for this research, you have the right to request it. To do so, you need to contact your worker at the service you are being assisted by and tell them that you want to see your data.

For further info about the data sharing protocol please visit

<http://tinyURL.com/y7r3us88>



If you would like to request a copy of the information Lancashire County Council holds on you then please make your request in writing to the:

Information Governance Team

Lancashire County Council

PO Box 78

County Hall

Preston PR1 8XJ

Email: dataprotection@lancashire.gov.uk

If you have any questions about the Trailblazer please contact:

Cathryn McCrink (Public Health Practitioner)

Email: Cathryn.McCrink@lancashire.gov.uk

Homelessness Prevention Trailblazer

Supporting Young People to improve relationships at home



What you
need to
know



Early Identification, Intervention and Support

Our Service: Ynot Aspire Your Space

Our Your Space team can help and support you if you are homeless or at risk of homelessness including if there are problems at home affecting your ability to stay there, or if you feel that you are not safe at home.

Your Space can give you independent information and support and let you know what is available to you and help you work out what are the best options for you.

We are here to help you with all your housing and homelessness issues this can involve communicating with other services and agencies to address your individual needs.

Some of the ways in which we might support you are;

- Providing information and guidance
- Helping you sort out things with your parents / family members/ carers (if it is safe and appropriate)
- Exploring your housing options (short and longer term)
- Referring and speaking to other agencies that may be able to help
- Contacting and making referrals to accommodation projects, including support in attending assessments if required
- Support and assistance with moving into accommodation, including welfare benefits support
- Building independent living skills and personal development opportunities

Our Contact details are:

01254 352592

Email: info@ynotaspire.org.uk

Who are we sharing with?

We will be sharing your information with the Department for Communities and Local Government (DCLG) and partners involved in this Trailblazer.

A research team on behalf of the DCLG will look at the information to find out how well services that help people at risk of homelessness are working and whether these services should be available in the future.

Your personal information (Name, DOB, Address and gender) will not be shared. No one at the DCLG, or working for the DCLG will know whose information they are looking at.

What is a Trailblazer

A trailblazer is a pilot to try out new types of services that help people who are at risk of becoming homeless. In East Lancashire we are developing some new services to support young people at risk of homelessness.

The government Department for Communities and Local Government (DCLG) wants to find out how our services to help people at risk of homelessness are working. In order to do this, we may share information we hold about you with DCLG. This information will be used by researchers working on behalf of DCLG to understand how well the different services are working. **Your personal information (Name, DOB, Address and gender) will not be shared.**

If you have had contact with Children's Social Care, Housing Needs / Options service or a project working to prevent homelessness on behalf of the Local Authority, your information may be shared.

The use of your information will not have an impact on the service you receive but it will help decisions about what types of services should be provided in the future. In particular, it will help the government understand whether the new services we have developed have worked well or not and whether similar services should be available elsewhere in future.

Who is Involved

The Trailblazer is a Partnership that will deliver the first response, early intervention service for 14-25 year olds who are at risk of homelessness from the parental home.

The Partnership comprises of:

- Blackburn with Darwen Borough Council
- Burnley Borough Council
- Hyndburn Borough Council
- Lancashire County Council
- Pendle Borough Council
- Ribble Valley Borough Council
- Rossendale Borough Council

The Trailblazer also works with third party partners:

- Methodist Action North West
- Nightsafe
- Positive Action in the Community (PAC)
- Stepping Stone Project Ltd
- The Salvation Army
- Ynot Aspire