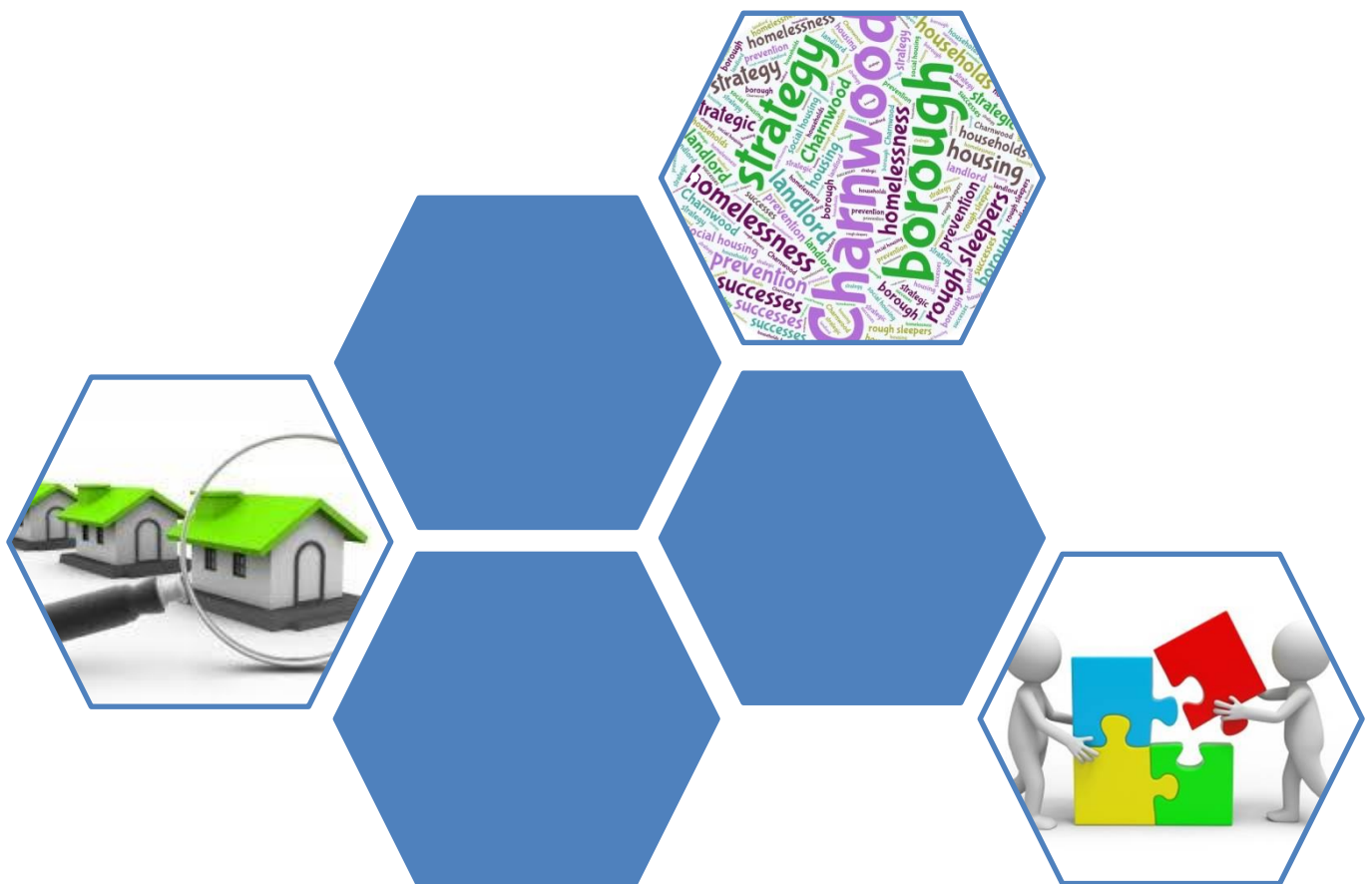




Homelessness and Rough Sleeping Reduction Strategy

2019-2022





Welcome to the Council's new Homelessness and Rough Sleeping Reduction Strategy for 2019-2022.

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

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

This Strategy sets out our key objectives and provides the framework to enable us to deal with homelessness and rough sleeping, clearly setting out the Council's approach and commitment to tackling these issues over the next 3 years.

The Strategy will concentrate on 6 key objectives:

1. Strong and effective partnership working
2. Early targeted advice and intervention to prevent the loss of accommodation
3. Effective action to relieve homelessness
4. Support for rough sleepers
5. Support to sustain tenancies and prevent repeat homelessness
6. Protect and increase local housing options.

Councillor Paul Mercer
Lead Member for Housing



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The Homelessness and Rough Sleeping Reduction Strategy for 2019-2022 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 Housing Allocations Policy 2019 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 and policy.



*Every
Resident
Matters*



*Creating
a Strong
and Lasting
Economy*



*Delivering
Excellent
Services*



Through the previous Homelessness Strategy and Action Plan 2018-2019 the Council and its partners have achieved successful outcomes and improvements to services for homeless persons in Charnwood.

Homelessness Reduction Act

The Council has successfully implemented changes to the Housing Options Service relating to the Homelessness Reduction Act and has:

- Successfully prevented the homelessness of 99 households who applied during 2018-2019
- Successfully relieved the homelessness of 128 households who applied during 2018-2019
- Introduced Personal Housing Plans for all applications
- Provided advice on the prevention of homelessness and securing accommodation when homeless

Duty to Refer

In October 2018 a new duty was introduced for certain public bodies to refer homeless persons to Housing Authorities. A new online referral form has been created to all enable partners (including those who are under a duty to refer) to refer individuals who are homeless or at risk of becoming homeless to the Council's Housing Options Team.

Housing Protocols and Pathways

The Leicestershire District and Borough Councils are developing countywide protocols and pathways for each of the groups identified as being at particular risk of homelessness:

- 16 and 17 year olds (Charnwood is the lead Authority)
- Care Leavers (Charnwood is the lead Authority)
- Prison Releases (Harborough is the lead Authority)
- Hospital Discharges (Blaby is the lead Authority)
- Persons with Mental Health Problems (Blaby is the lead Authority)
- Drug or Alcohol Misuse (North West Leicestershire are the lead Authority)
- Armed Forces (Oadby and Wigston are the lead Authority)
- Domestic Violence (Hinckley and Bosworth are the lead Authority)

Housing Register

The Council introduced a new Housing Allocation Policy in April 2019. The Policy provides a framework for assessing housing need, prioritising applications and allocating social housing. Some of the criteria in the new policy are designed to support the prevention and relief of homelessness. The Council developed and introduced a new online Housing Register application system in April 2019, to enable customers to submit, update and access information about their applications both inside and outside of office opening hours.



CBC Lettings

The Council launched 'CBC Lettings' at the Private Landlords Forum on the 17th April 2019. This is a Social Lettings Service designed to make renting out a property in the private rented sector easier. It has been set up to provide landlords with a range of different options to let out their property whilst working with them to improve the standards of accommodation within the sector and improve access to the sector for homeless and vulnerably housed households.

In May 2019, a successful bid was made to the Ministry of Housing Communities and Local Government Rapid Rehousing Pathway fund. The bid included the expansion the CBC Lettings Service across the County. The successful bid has meant the creation of 2 new posts, a CBC Lettings Officer and a CBC Lettings Liaison Officer. These posts will provide a professional and comprehensive service to customers and provide intensive support at the beginning of the tenancy and at points of crisis.

Empty Homes Strategy

In 2017, the Council's Cabinet approved a new Empty Homes Strategy for 2017-2022. 46 Empty Homes were brought back into use in 2016-2017, 43 were brought back into use in 2017-2018 and 55 were brought back into use in 2018-2019, making a total of 144 empty homes brought back into use across the Borough.

Property Acquisitions

Since 2016-2017, the Council has utilised receipts from Right to Buy sales to acquire 21 properties to increase the Council's social housing stock.

Supported Accommodation

The Council commissioned a 10 bed space supported accommodation scheme, with 24 hours staff presence, on the 1st April 2019 with its partner agency Falcon Support Services. This scheme supports the prevention, relief and reduction of homelessness within Charnwood as individuals accommodated within this scheme are supported to build up the skills to sustain an independent tenancy, accommodated up until they are ready to move on to an independent tenancy and assisted to secure and set-up an independent tenancy.

Rough Sleepers

The Council commissioned an emergency bed for rough sleepers within Charnwood on 1st April 2019 with its partner agency Falcon Support Services.

A rough sleeper database has been developed in order to improve intelligence about rough sleeping and the provision of support to rough sleepers across Leicester, Leicestershire and Rutland. The database is being trialled by The Bridge East Midlands and is due to be introduced across all of the Housing Authorities in Leicester, Leicestershire and Rutland in 2020.



Since the implementation of the previous Homelessness Strategy, there have been significant changes in housing policy at a national level

Private Sector Housing Reforms

The Government has introduced a number of reforms providing Local Authorities with some additional tools to tackle rogue landlords and letting agent's behaviour.

The reforms include powers for Civil Penalty Notices, Banning Orders and extension of rent repayment orders, which the Council has adopted in the Private Sector Housing Enforcement Policy 2018.

Rough Sleeping Strategy

In August 2018, the Government introduced a new Rough Sleeping Strategy, including a 3 stage approach of prevention, intervention and recovery.

The first stage (prevention) is at the heart of the Government's approach, focusing on timely support before someone becomes homeless.

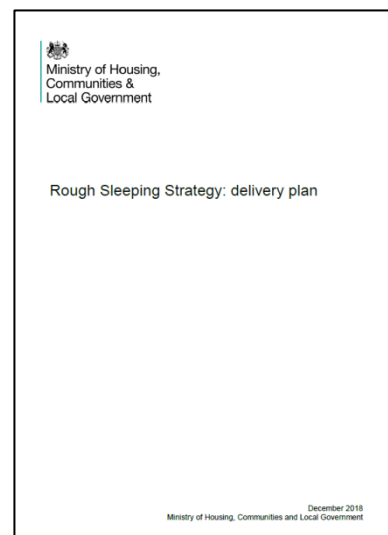
The second stage (intervention) sets out how the Strategy will help people who are already in crisis get swift, targeted support to get them off the streets.

The third stage (recovery) relates to supporting people to find a new home quickly and rebuild their lives.

The Rough Sleeping Strategy includes a commitment to halve rough sleeping over the next 2 years and eradicate it by 2027.

In December 2018, the Government published a Rough Sleeping Strategy Delivery Plan which included the following commitments:

- All Local Authorities must update their Homelessness Strategies and rebadge them as Homelessness and Rough Sleeping Strategies
- Strategies are made available online and submitted to the Ministry of Housing and Communities and Local Government
- Local Authorities must report on progress in delivering these strategies and publish annual Action Plans.



A review of homelessness in 2018-2019 within Charnwood was carried out to inform this Strategy (see Appendix 3 for more details). The main findings were:

Homeless Applications

609 homeless applications were made to Charnwood Borough Council's Housing Options Team during 2018-2019 following the implementation of the Homelessness Reduction Act. 45% of these applications were from individuals who were at risk of becoming homeless and 55% were from individuals who were already homeless.

Age

The majority of homeless applicants during 2018-2019 were aged between 25 and 44 years (56%) and a high proportion were aged between 18 and 24 (20%) years.

Gender

A higher proportion of homeless applicants during 2018-2019 were female (59%) than male (41%).

Sexuality

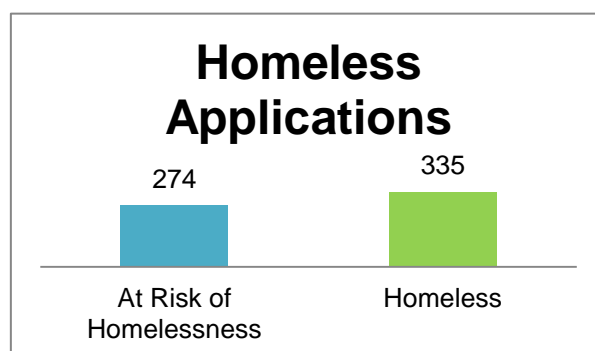
The majority of homeless applicants during 2018-2019 identified themselves as heterosexual/straight (88%). A low proportion of homeless applicants during 2018-2019 identified themselves as bisexual (2%), homosexual/gay/lesbian (1%) or transgender (0%).

Ethnicity

The majority of homeless applicants during 2018-2019 were from white ethnic groups (86%), which reflects the higher proportion of people from white ethnic groups recorded within the overall population of Charnwood in the 2011 Census. The proportion of homeless applicants from Asian ethnic groups (6%) was lower than that within the overall population of Charnwood and the proportions from black (3%) and mixed (3%) ethnic groups were higher than those within the overall population of Charnwood in the 2011 Census.

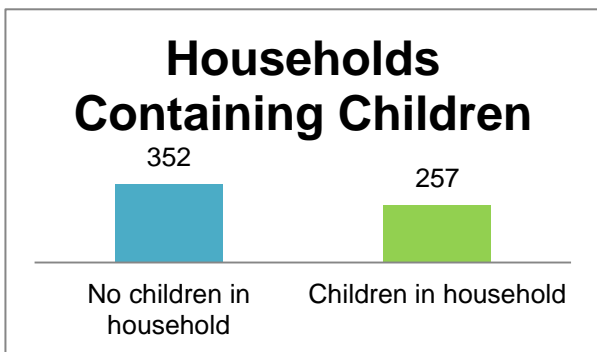
Religion

A large proportion of homeless applicants during 2018-2019 had no religion (41%), which is significantly higher than the proportion of people with no religion recorded within the overall population of Charnwood in the 2011 Census. The proportions of homeless applicants who were Christian (26%), Hindu (1%), Sikh (0.16%) and Jewish (0%) were lower than those within the overall population of Charnwood in the 2011 Census.



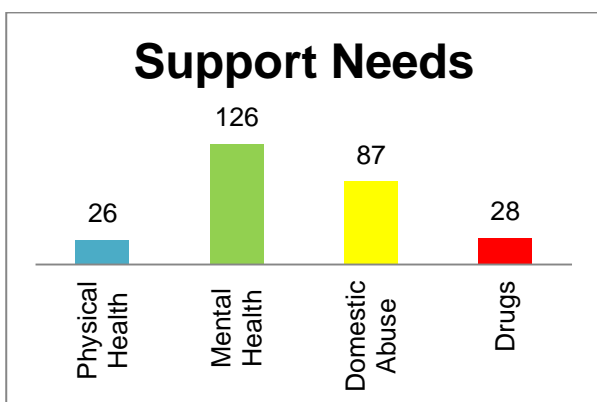
Household Types

The majority of homeless applications made during 2018-2019 were from households containing no children under the age of 18 years (58%). 50% of all homeless applications were from single persons. Of the households that did contain children under the age of 18 years, the majority contained just 1 child (64%).



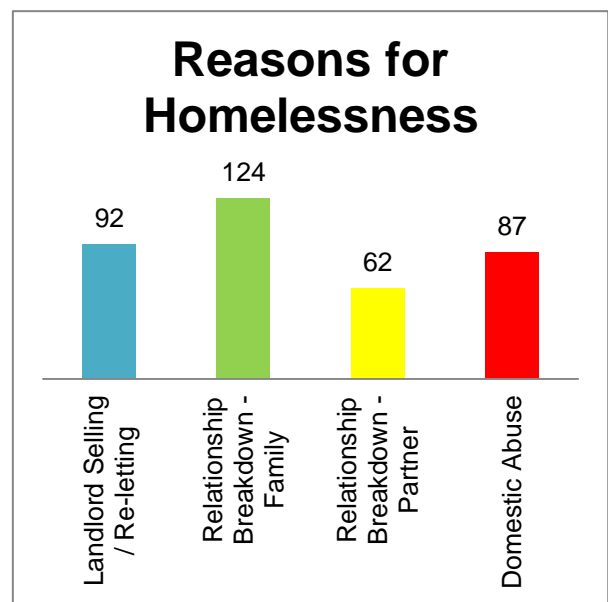
Household Support Needs

The most common support needs of homeless households during 2018-2019 were mental health problems (21%), domestic abuse (14%), drug dependency (5%) and physical health problems (4%).



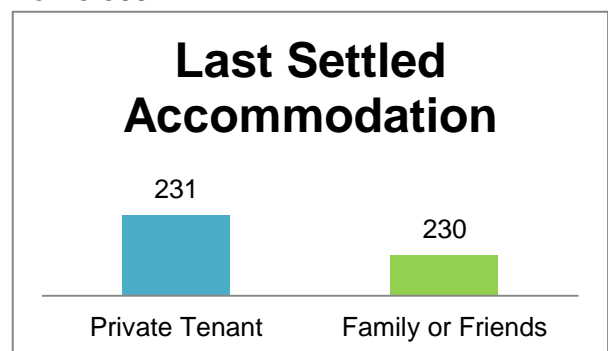
Reasons for Homelessness

The main reasons for homelessness during 2018-2019 were nonviolent breakdown of relationship with family (20%), loss of Assured Shorthold Tenancy due to the landlord wishing to sell or re-let the property (15%), domestic abuse (14%) and non-violent breakdown of relationship with partner (10%).



Last Settled Accommodation

The majority of homeless applicants during 2018-2019 were living in the private rented sector (38%) or with family or friends (38%) before they became homeless.

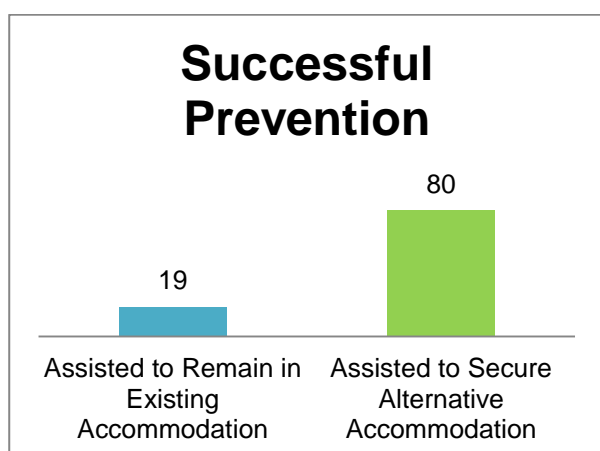


Homelessness Prevention

During 2018-2019, the Housing Options Team and partner agencies successfully prevented 99 applicants from becoming homeless. A significantly higher proportion of these applicants were assisted to secure alternative accommodation (81%) than to remain in their existing accommodation (19%).

The main activities that resulted in the successful prevention of homelessness during 2018-2019 were the provision of advice (65% of successful outcomes), alternative accommodation secured by the Local Authority (17%) and negotiation/mediation to prevent eviction (7%).

The main accommodation outcomes for prevention cases during 2018-2019 were Private Rental accommodation (35%), Council accommodation (26%), Registered Provider accommodation (15%) and living with family (10%).

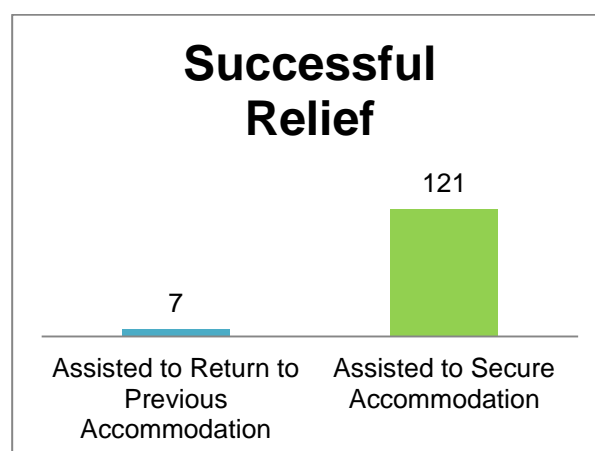


Homelessness Relief

During 2018-2019, the Housing Options Team and partner agencies successfully relieved the homelessness of 128 applicants. A significantly higher proportion of these applicants were assisted to secure new accommodation (95%) than to return to their previous accommodation (5%).

The main activities that resulted in the successful relief of homelessness during 2018-2019 were the provision of advice (44% of successful outcomes), accommodation secured by the Local Authority (22%) and supported accommodation (22%).

The main accommodation outcomes for relief cases during 2018-2019 were Supported accommodation (41%), Council accommodation (20%), Registered Provider accommodation (13%) and Private Rental accommodation (12%).



Main Housing Duty Acceptances

121 of the Homeless Applications made during 2018-2019 progressed through to the Main Housing Duty stage. This means that it was not possible to prevent their homelessness or relieve their homelessness during 56 days. 80% of these cases were found to be eligible, unintentionally homeless and have a priority need, 12% did not have a priority need and 7% became homeless intentionally (i.e. due to their own actions).

Temporary Accommodation

The number of households who were being temporarily accommodated by Charnwood Borough Council on the last day of each quarter during 2018-2019 increased in every quarter up until the 31st March 2019, when the number decreased slightly. However the number of households being temporarily accommodated on the 31st March 2019 (63 households) was 43% higher than on the 31st March 2018 (44 households). The majority of these households were being temporarily accommodated within self-contained properties within the Council's own housing stock.

The number of households who were being temporarily accommodated in Bed and Breakfast increased up until 31st March 2019, when the number decreased slightly. However the number of households in Bed and Breakfast on the 31st March 2019 (5 households) was 67% higher than on the 31st March 2018 (3 households).

The Council's expenditure on Bed and Breakfast accommodation placements and overall expenditure on temporary accommodation increased significantly in 2018-2019.

On the 1st April 2019, the Council decommissioned a 5 bed space temporary accommodation scheme and commissioned a 10 bed space supported accommodation scheme. This scheme focuses on the prevention, relief and reduction of homelessness within Charnwood. Individuals accommodated within this scheme are supported to build up the skills to sustain an independent tenancy, accommodated up until they are ready to move on to an independent tenancy and assisted to secure and setup an independent tenancy. It is anticipated that this type of scheme will reduce demand for temporary accommodation in the long-term.

Social Housing

On the 31st March 2019, the Council had a total of 5,571 social rented properties and multiple Registered Providers collectively had 3,037 affordable rental properties within Charnwood.

Due to Right to Buy sales, the Council's housing stock has reduced in every year since 2015-2016 (5,700 properties) to 2018-2019 (5,571 properties).



The Council used receipts from Right to Buy sales to purchase 11 properties during 2018-2019. In addition, the Council negotiated 27 gifted units from property developers during 2018-2019.

The number of active applications on the Council's Housing Register on the 31st March increased each year from 2015-2016 (2,029 households) to 2018-2019 (2,816 households). The Council introduced a new Housing Allocations Policy on the 1st April 2019. Applicants who do not have a confirmed Housing Need no longer qualify for the Council's Housing Register.

Private Rented Sector

The number of homeless households who were successfully assisted to secure accommodation in the private sector during 2018-2019 (50) was low in comparison to the number of homeless applicants who became homeless/at risk of homelessness from accommodation in the Private Sector (231 households) during 2018/19.

The Council introduced a Social Lettings Service (CBC Lettings) in Charnwood in 2018-2019 and expanded the service across Leicestershire County and Rutland County in 2019-2020. The primary aim of this service is to increase access to suitable affordable private rental accommodation for homeless and vulnerably housed households.

Rough Sleepers

Since 2016, the Council has carried out annual Rough Sleeper Counts. 1 rough sleeper was identified in 2016, 0 rough sleepers were identified in 2017 and 3 rough sleepers were identified in 2018.

During periods of severe weather, the Council activates a Severe Weather Emergency Protocol (SWEP) under which emergency accommodation is provided to rough sleepers, regardless of whether there is a duty to provide them with temporary accommodation under Part 7 of the Housing Act 1996. 25 individuals were accommodated under SWEP during 2018-2019.

Falcon Support Services have provided a Festive Shelter for rough sleepers since 2015-2016. They have accommodated at least 15 individuals under this scheme in each year.

The Rough Sleeper Programme ended in March 2019. However, the Borough and District Councils within Leicestershire continue to work in partnership with agencies including The Bridge East Midlands and Falcon Support Services to support rough sleepers.

A rough sleeper database is due to be introduced in 2020, in order to improve intelligence about rough sleeping and support to rough sleepers across Leicester, Leicestershire and Rutland.



Summary

The Council successfully prevented the homelessness of 16% of homeless applicants and relieved the homelessness of 21% of homeless applicants. The Council accepted the Main Housing Duty to 16% of homeless applicants. The majority of these applicants were unintentionally homeless. This indicates that it is difficult to prevent or relieve homelessness in the majority of cases, even where the applicant has become homeless through no fault of their own.

Most homeless applications, during 2018-2019, were made by individuals who were already homeless, rather than when they were at risk of becoming homeless.

Increases in Bed and Breakfast placements and expenditure indicate an increase in emergency homeless presentations. This suggests that some applicants may not be aware that the Council can provide assistance with the prevention of homelessness.

More than a third all homeless applications made during 2018-2019 were due to the loss of/risk of losing settled accommodation with family or friends. The non-violent breakdown of a relationship with family or friends was the main cause of homelessness for just under a quarter of all homeless applicants. Mediation/negotiation resulted in a relatively small number of applicants successfully remaining/returning to live with family or friends (6 applications).

More than a third of all homeless applications made during 2018-2019 were due to the loss of/risk of losing settled accommodation in the private sector. A private sector landlord wishing to sell or re-let their property was the main cause of homelessness for 15% of all homeless applicants. A relatively small number of homeless applicants were successfully assisted to secure accommodation in the private sector (13 applications).

In a high proportion of the cases where homelessness was successfully prevented or relieved the applicant was assisted to secure Council or Registered Provider accommodation (84 applications). Levels of demand for the limited amounts of Social Housing within Charnwood are increasing. Council housing stock levels continue to decrease due to Right to Buy sales.

Supported accommodation has been key to the relief of homelessness in Charnwood during 2018-2019.



The main objectives for the Homelessness and Rough Sleeping Reduction 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 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.

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 for Rough Sleepers

Rough sleeping is dangerous and can have serious detrimental effects upon physical and mental health.

The Council aims to work with partners to identify rough sleepers within Charnwood and support them to successfully transition out of homelessness.

5. Support to sustain tenancies and prevent repeat homelessness

Many homeless applicants need support to sustain independent accommodation in the long-term.

Access to supported accommodation, transitional, longer term and crisis support services can reduce the risk of repeat homelessness.

6. Protect and increase local housing options

Demand for the limited amounts of Social housing and supported accommodation within Charnwood is high and some households have difficulty accessing accommodation in the private rented sector.

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



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 advice and support services and supported/semi-independent 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 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, are required to assist homeless households to access advice and assistance.

ACTIONS

Objective 1: Strong and effective partnership working

- Work with partners to develop and deliver effective advice, prevention and homelessness services within Charnwood
- Work with partners to ensure efficient referral mechanisms are in place
- Explore options for the joint development and delivery advice, prevention and homelessness services within Charnwood
- Explore options for the joint development and delivery of advice, prevention and homelessness services across Leicester, Leicestershire and Rutland



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 may 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 serious or persistent rent arrears.

ACTIONS
<p>Objective 2: Early targeted advice and intervention to prevent the loss of accommodation</p> <ul style="list-style-type: none"> • Ensure effective advice on the prevention of homelessness and local housing options is available and accessible for all households within Charnwood • Ensure tailored advice on the prevention of homelessness and local housing options is available and accessible for groups who are particularly at risk of homelessness in Charnwood • Ensure housing pathways and protocols are in place for groups who are particularly at risk of homelessness in Charnwood • Ensure effective welfare, debt, budgeting and employment advice is available for households within Charnwood • Ensure households who are at risk of becoming homeless within 56 days are referred to the Housing Options Team for advice and assistance • Ensure the housing and support needs of all homeless applicants who are at risk of becoming homeless within 56 days are assessed and effective Personalised Housing Plans are developed • Ensure effective Eviction Prevention Protocols are in place



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.

Challenges

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

Bed and Breakfast accommodation is not suitable for applicants who are aged 16 and 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.

ACTIONS
<p>Objective 3: Effective action to relieve homelessness</p> <ul style="list-style-type: none"> • Ensure homeless households are referred to the Housing Options Team for advice and assistance • Ensure the housing and support needs of homeless applicants are assessed and effective Personalised Housing Plans are developed • Ensure homeless households are assisted to access suitable, affordable long-term housing in the Social Sector or Private Sector • Ensure vulnerable single homeless applicants are referred to supported accommodation schemes at the earliest possible opportunity • Ensure a sufficient supply of suitable temporary accommodation within Charnwood



Support for rough sleepers

Many homeless applicants need support to sustain independent accommodation in the long-term.

Access to supported accommodation, transitional, longer term and crisis support services can reduce the risk of repeat homelessness.

Challenges

There is limited reliable information available about rough sleeping within Charnwood.

The results of the Council's annual rough sleeper estimates / counts and local intelligence suggest that rough sleeping within may be Charnwood is increasing.

Rough sleeping is often transient and many of the rough sleepers who have been identified within Charnwood do not have a local connection to the area.

Long-term housing options for rough sleepers who do not have a local connection are limited.

Some individuals are reluctant to work with the Council or other statutory agencies to resolve their situation.

ACTIONS
Objective 4: Support for rough sleepers
<ul style="list-style-type: none"> • Identify rough sleepers within Charnwood • Support rough sleepers within Charnwood to transition out of homelessness • Ensure effective support services are available for rough sleepers within Charnwood • Ensure a sufficient supply of emergency accommodation for rough sleepers within Charnwood • Ensure an effective Severe Weather Emergency Protocol is in place • Ensure annual rough sleeper counts are successfully carried out



Support to sustain tenancies and prevent repeat homelessness

Many homeless applicants need support to sustain independent accommodation in the long-term.

Access to supported accommodation, transitional, longer term and crisis support services can reduce the risk of repeat homelessness.

Challenges

Vulnerable people can experience difficulties in the initial stages and 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 acquired the necessary skills to sustain a tenancy independently.

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

ACTIONS

Objective 5: Support to sustain tenancies and prevent repeat homelessness

- Ensure there is sufficient availability of Tenancy Support Services for vulnerable households within Charnwood
- Ensure vulnerable households who may have difficulty sustaining independent accommodation can be identified and referred to appropriate support services at the earliest possible opportunity
- 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
- Explore options for developing 'Housing First' schemes within Charnwood
- Prevent repeat homelessness within Charnwood



Protect and increase local housing options

Demand for the limited amounts of Social housing and supported accommodation within Charnwood is high and some households have difficulty accessing accommodation in the private rented sector.

The Council aims to work with partners to make the best use of existing resources, improve access to available housing 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.

Council housing stock levels within Charnwood are decreasing due to Right to Buy sales. With reduced funding for new affordable housing, it will be more difficult to meet the housing needs of households who are unable to access Home Ownership or the Private Rented Sector.

There is a need for more Supported Accommodation within Charnwood, particularly for those who have more complex vulnerabilities and support needs.

ACTIONS
Objective 6: Protect and increase local housing options
<ul style="list-style-type: none"> • 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 • Increase the supply of affordable Social Housing within Charnwood, particularly accommodation that is let at social rent level • Make the best use of existing Council housing stock within Charnwood • Improve access to suitable, affordable housing within the Private Rented Sector within Charnwood for homeless households



The Homelessness and Rough Sleeping Strategy Objectives and Action Plan will be monitored by the multi-agency Homelessness and Rough Sleeping Reduction Strategy Steering Group and the Council's Performance Scrutiny Group.

The Action Plan will be reviewed and updated every 12 months to ensure it reflects changes or developments in National or Local Policy or service provision.

Since April 2018, all Housing Authorities have been required to collect and submit detailed case level performance information relating to all homeless applications, known as H-Clic data.

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

10 performance indicators will be used to monitor the effectiveness of this Strategy.

Performance Indicators	
1	Number of homeless applications
2	Number of homeless applications where homelessness is successfully prevented
3	Number of homeless applications where homelessness is successfully relieved
4	Number of homeless applications where the Council accepts the full homeless duty
5	Number of homeless applicants who are placed into temporary accommodation
6	Number of homeless applicants who are placed into Bed and Breakfast accommodation
7	Number of homeless applicants who successfully move on from supported to independent accommodation
8	Number of homeless applicants who successfully sustain independent accommodation in the Social or Private Sector for at least 6 months
9	Number of repeat homeless applications (made within 2 years of original application closure date)
10	Number of rough sleepers identified in annual rough sleeper estimates



homelessness strategy action plan 2018-2020 update

	ACTION	PROGRESS UPDATED AND OUTCOMES	COMPLETED
1	Objective 1: Strong and effective partnership working		
1.1	Work with Partners to develop and deliver effective advice, prevention and homelessness services within Charnwood	The Homelessness Strategy Steering Group continues to work together to identify local challenges or gaps in service provision and potential solutions. The Group has an independent chair, elected annually by the members of the Group. Membership of the Group is reviewed annually, to ensure that partners who deliver relevant services within Charnwood are invited to attend.	In progress
1.2	Work with Partners to ensure efficient referral mechanisms are in place	The Homelessness Strategy Steering Group were provided with information in relation to the Homelessness Reduction Act and related changes to the Housing Options Service duties and procedures. An online referral mechanism is in place for all partners (including those who are under a Duty to Refer as from October 2018) to refer individuals who are homeless or at risk of becoming homeless to the Housing Options Team.	In progress



		<p>Referral processes and forms for services provided by The Bridge East Midlands and Falcon Support Services have been reviewed. Single referral forms have been developed for all support /advice services provided by The Bridge East Midlands and for all accommodation schemes provided by Falcon Support Services, in order to speed up referrals made in relation to homeless applicants.</p> <p>The Leicestershire Homeless Delivery Group is developing Countywide protocols and pathways for groups who are risk of becoming homeless (see item 2.2), which include referral processes. Charnwood led on the development of the protocols and pathways for 16 and 17 year olds and Care Leavers, which have been agreed and are due to be introduced in 2020.</p>	
1.3	Explore options for the joint development and delivery of prevention services within Charnwood	Service Level Agreements /Contracts for commissioned prevention services provided by The Bridge, Falcon Support Services and Charnwood Citizens Advice Bureau have been reviewed/renewed to ensure continued effective joint working to prevent homelessness.	In progress



1.4	Explore options for joint working between Housing Authorities and partners across Leicester, Leicestershire and Rutland	<p>The Leicestershire Homeless Delivery Group is developing Countywide protocols and pathways for groups who are particularly at risk of becoming homeless (see item 2.2). Charnwood led on the development of the protocols and pathways for 16 and 17 year olds and Care Leavers, which are due to be introduced in 2020.</p> <p>The Leicestershire Homeless Delivery Group has submitted a number of joint bids for funding to enable the provision of services across Leicestershire and Rutland. These include the MHCLG Rapid Rehousing Fund and MHCLG Private Sector Access Fund. Additional bids to the MHCLG Rough Sleeping Initiative Fund, MHCLG Cold Weather Fund, MHCLG Move On Fund and MHCLG Rapid Rehousing Fund are being developed.</p> <p>The Leicestershire Homeless Delivery Group utilised funding from a successful bid to the MHCLG Homelessness Prevention Trailblazer Fund to develop the MyHOME Homelessness Prevention mobile</p>	In progress
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		<p>application and website for customers across Leicester, Leicestershire and Rutland, which was launched in October 2019.</p> <p>The Leicestershire Homeless Delivery Group utilised funding from the MHCLG Rapid Rehousing Fund to provide Supported Lettings and Social Lettings services across Leicestershire and Rutland, Charnwood are leading on the development and delivery of the Social Lettings service.</p> <p>The Leicestershire Homeless Delivery Group utilised funding from a successful bid to the MHCLG Rough Sleeper Fund to develop a Rough Sleeper Database to enable support to be provided to Rough Sleepers across Leicester, Leicestershire and Rutland. The database is being trialled by The Bridge and is due to launch in 2020.</p>	
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2	Objective 2: Early targeted intervention and advice to prevent the loss of accommodation		
2.1	Ensure effective homelessness prevention advice is available for all households within Charnwood	<p>The Housing Options Team are available to provide advice on homelessness prevention to all households who are homeless or at risk of becoming homeless. Personalised Housing Plans are developed for homeless applicants who are at risk of homelessness, which include written information and advice on the prevention of homelessness.</p> <p>Information and advice on the prevention of homelessness is available on the Council's website. This includes general advice on housing options, targeted advice for groups who are particularly at risk of homelessness in Charnwood (see 2.2) and information about local advice and prevention services. This information and advice will be reviewed regularly to ensure it continues to be effective and reflect local need/service provision.</p> <p>The MyHOME Homelessness Prevention mobile application and website, which includes information and advice on the prevention of</p>	In progress



		homelessness, was launched in October 2019. The Council continues to provide funding to the Bridge East Midlands and Charnwood Citizen's Advice Bureau to support the provision of independent advice on the prevention of homelessness.	
2.2	<p>Ensure targeted homelessness advice and prevention pathways are in place and accessible for groups who are particularly at risk of homelessness in Charnwood, including:</p> <ul style="list-style-type: none"> • 16 and 17 year olds • Care leavers • Former Armed Forces members • Persons being released from prison and youth detention centres • Victims of domestic abuse • Persons being discharged from hospital • Persons with mental health problems • Persons with drug misuse problems 	<p>Information and advice on the prevention of homelessness is available on the Council's website. This includes general advice on housing options and targeted advice for all of these groups who have been identified as being particularly at risk of homelessness in Charnwood. This information and advice will be reviewed regularly to ensure it continues to be effective and reflect local need/service provision.</p> <p>The Leicestershire Homeless Delivery Group is developing Countywide protocols and pathways for all of these groups, which include referral processes. Charnwood led on the development of the protocols and pathways for 16 and 17 year olds and Care Leavers, which are due to be introduced in 2020.</p>	In progress



		<p>Information has been collated about levels of demand on homelessness services within Charnwood from persons with mental health problems, in order to demonstrate the need for/support a recommendation for the introduction of a homeless mental health outreach service within Charnwood.</p> <p>Detailed case level information about homeless applications, actions and outcomes has been recorded since April 2018, and the information for homeless applications during 2018-2019 has been assessed in order to identify trends. No additional groups were identified as being particularly at risk of homelessness within Charnwood during 2018-2019.</p>	
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	Members of the Homeless Strategy Steering Group have been encouraged to refer households who are at risk of homelessness within 56 days and require assistance to Charnwood to make a homeless application as soon as possible.	In progress



		<p>Homeless applications are being taken at earliest possible opportunity following presentation and referral.</p> <p>New online agency referral form has been created.</p>	
2.4	<p>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</p>	<p>Personalised Housing Plans are developed for homeless applicants.</p> <p>Detailed case level information about homeless applications, actions and outcomes has been recorded since April 2018. The data about homeless applications during 2018-2019 and successful outcomes has been assessed in order to identify successful actions.</p>	In progress
2.5	<p>Mitigate the negative impacts of Welfare Reform and ensure sufficient welfare, debt and budgeting advice is available</p>	<p>Continuing to work with partners including Charnwood Citizens Advice Bureau to ensure that effective budgeting, benefit and debt advice is available to residents of Charnwood.</p>	In progress
2.6	<p>Ensure effective Eviction Prevention Protocols are in place</p>	<p>The Leicestershire Homeless Delivery Group is developing an Eviction Prevention Protocol for Registered Providers.</p>	In progress



2.7	Ensure that groups who are particularly at risk of homelessness and have housing needs can be identified and supported to secure accommodation in a planned way, before a crisis situation arises	The Leicestershire Homeless Delivery Group is developing Countywide protocols and pathways for all of these groups, which include referral processes. Charnwood led on the development of the protocols and pathways for 16 and 17 year olds and Care Leavers, which are due to be introduced in 2020.	In progress
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	<p>A new Housing Allocations Policy was introduced in April 2019, alongside the introduction of a new online Housing Register and Choice Based Lettings System.</p> <p>The Council's Discretionary Housing Payments Policy has been revised to enable use for rent in advance, deposits and removal costs for Private Sector Tenancies</p> <p>A new Social Lettings Coordinator post was created and Social Lettings Service (CBC Lettings) established. New Tenant Finder and Tenancy Management Services for Private Sector Landlords have been developed. Funding received from the MHCLG Rapid Rehousing Fund is</p>	In progress



		being utilised to expand the CBC Lettings Service across Leicestershire and Rutland.	
3.2	Ensure vulnerable single homeless applicants are referred to Supported Accommodation Schemes as appropriate, at the earliest possible opportunity	Need and eligibility for supported and semi-independent schemes being identified through homelessness application needs assessments and referrals are included within Personal Housing Plans, as appropriate. A 10 bed space supported accommodation scheme for single homeless persons in Charnwood was commissioned in April 2019.	In progress
3.3	Ensure there is a sufficient supply of suitable temporary accommodation within Charnwood that meets the needs of homeless applicants	Review of existing Bed and Breakfast accommodation providers was completed. A new Bed and Breakfast accommodation provider located within Charnwood was identified. Lingdale House and vacant council properties within Charnwood continue to be used for temporary accommodation placements where possible / suitable.	In progress
3.4	Work in partnership with Housing Authorities and Partners in Leicester, Leicestershire and Rutland to deliver the Rough Sleeper Project	The Rough Sleeper Programme, including a Homelessness Transitions Service and No Second Night Out provision, delivered positive outcomes for rough	In progress



		<p>sleepers across Leicestershire and Rutland. The Rough Sleeper Programme was funded through an MHCLG grant. This funding and the programme came to an end in March 2019</p> <p>A rough sleeper database has been developed in order to assist with identification and support for rough sleeper across Leicester, Leicestershire and Rutland. The database is being trialled by The Bridge and is due to be launched in 2020.</p> <p>An emergency bed space for rough sleepers in Charnwood was commissioned in April 2019.</p> <p>The Leicestershire Homeless Delivery Group utilised funding from the MHCLG Rapid Rehousing Fund to provide Supported Lettings and Social Lettings services across Leicestershire and Rutland for rough sleepers, which launched in October 2019. Charnwood are leading on the development and delivery of the Social Lettings service. The Bridge are leading on the development and delivery of Support Lettings.</p>	
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4	Objective 4: Support to sustain tenancies and prevent repeat homelessness		
4.1	Ensure sufficient availability of Tenancy Support Services within Charnwood for vulnerable households	<p>Tenancy Support Services are currently available for households who reside in independent accommodation within Charnwood and these are providing vulnerable tenants with effective support to ensure sustainment of accommodation (Charnwood Borough Council's Tenancy Support Service and the Housing Matters Housing Support Service).</p> <p>There has been a significant increase in demand for Charnwood Borough Council's Tenancy Support Service, believed to be related to the introduction of the Homelessness Reduction Act and the Universal Credit rollout. Consideration is being given to an increase in the Tenancy Support provision for Council tenants.</p> <p>The County Council commissioned Housing Matters Housing Support Service is in the process of being reviewed. Charnwood are feeding into this review process to try to ensure a suitable provision continues.</p>	In progress



4.2	Ensure vulnerable households who may have difficulty sustaining independent accommodation are identified and referred to support services at the earliest possible opportunity	Potential need for tenancy support being identified and referrals to support services being made for homeless applicants, including whilst resident in temporary accommodation and at point of permanent accommodation offer.	In progress
4.3	Ensure vulnerable households who reside in Supported 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	A new Housing Allocations Policy was introduced in April 2019. Applicants who reside in supported accommodation schemes within Charnwood for which there is a move-on agreement in place are given additional priority on the register. There is an exemption to the local connection criteria for applicants who reside in supported accommodation schemes who did have a connection prior to entering schemes. Move on agreements for Supported Accommodation schemes within Charnwood to be reviewed.	In progress
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	The County commissioned supported accommodation provision does not currently accept referrals for homeless applicants who have a Priority Need under the homeless legislation. There is a shortage of supported accommodation provision	In progress



		<p>for this group, resulting in high Bed and Breakfast use and spend for the Council.</p> <p>A 10 bed space supported accommodation scheme for single homeless persons in Charnwood was commissioned in April 2019.</p> <p>The County Council commissioned supported accommodation provision for homeless 16 and 17 year olds has been reviewed, and replaced with an accommodation framework. Charnwood fed into this review process to try to ensure a suitable provision continues.</p>	
5.2	Increase the supply of affordable Social Housing within Charnwood	<p>During 2018-2019:</p> <ul style="list-style-type: none"> • 192 new affordable properties have been delivered. • Right to Buy receipts have been utilised to acquire 11 additional properties via open market purchases. • 27 gifted units have been negotiated through Section 106 Agreements 	In progress



5.3	Make the best use of existing Council housing stock within Charnwood	<p>Options for improving Sheltered Housing Schemes are currently being considered.</p> <p>Review of 45+ properties is being completed.</p> <p>Review of 2 bedroom duplex flats has been completed. These properties are being utilised for temporary accommodation placements were possible and suitable. A minimum household member age criteria (16+) has been introduced for new long-term lets to these properties, to ensure more suitable and sustainable allocations.</p>	In progress
5.4	Improve access to affordable Private Rented Sector housing within Charnwood for homeless households	<p>A new Social Lettings Coordinator post was created and Social Lettings Service (CBC Lettings) established. New Tenant Finder and Tenancy Management Services for Private Sector Landlords have been developed. Funding received from the MHCLG Rapid Rehousing Fund is being utilised to expand the CBC Lettings Service across Leicestershire and Rutland.</p>	In progress



		<p>Social Lettings Coordinator building up relationships and links with local landlords and letting agents, to improve access to available private rented properties for homeless households.</p> <p>During 2018-2019, 55 Empty Homes were brought back into use.</p>	
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homelessness and rough sleeping reduction strategy action plan 2019-2022

	ACTION	LEAD	OUTCOMES	DELIVERY BY
1	Objective 1: Strong and effective partnership working			
1.1	Work with Partners to develop and deliver effective advice, prevention and homelessness services within Charnwood	CBC With Falcon Support Services	Membership of the Homelessness Strategy Steering Group is regularly reviewed and all Partners who deliver relevant services within Charnwood are invited to join the group. The Homelessness Strategy Steering Group work together to identify challenges or gaps in services and potential solutions.	Throughout the lifetime of the Strategy First review March 2020
1.2	Work with Partners to ensure efficient referral mechanisms are in place	CBC With Falcon Support Services	Members of the Homelessness Strategy Steering Group are provided with information about the nature of and criteria for the available advice, prevention and homelessness services within Charnwood. Referral mechanisms for the Housing Options Service are efficient and effective. Referral mechanisms for advice and prevention services within Charnwood are efficient and effective. Referral mechanisms for supported accommodation schemes within Charnwood are efficient and effective.	Throughout the lifetime of the Strategy First review March 2020



1.3	Explore options for the joint development and delivery advice, prevention and homelessness services within Charnwood	CBC With Falcon Support Services	Joint service provision opportunities are identified and explored Joint funding opportunities are identified and explored Joint training opportunities identified and explored	Throughout the lifetime of the Strategy First review March 2020
1.4	Explore options for the joint development and delivery of advice, prevention and homelessness services across Leicester, Leicestershire and Rutland	CBC With Falcon Support Services	Joint service provision opportunities are identified and explored Joint funding opportunities are identified and explored Joint training opportunities identified and explored	Throughout the lifetime of the Strategy First review March 2020
2	Objective 2: Early targeted advice and intervention to prevent the loss of accommodation			
2.1	Ensure effective advice on the prevention of homelessness and local housing options is available and accessible for all households within Charnwood	CBC	The Housing Options Service is accessible for all households Advice on the prevention of homelessness and local housing options is available for all households, and is available online Advice on the prevention of homelessness and local housing options is reviewed regularly to ensure it continues to be effective and reflect local services Advice on the prevention of homelessness and housing options across Leicester, Leicestershire and Rutland is accessible via the MyHome application and website	Throughout the lifetime of the Strategy First review March 2020



2.2	<p>Ensure tailored advice on the prevention of homelessness and local housing options is available and accessible for groups who are particularly at risk of homelessness in Charnwood, including:</p> <ul style="list-style-type: none"> • 16 and 17 year olds • Care leavers • Former Armed Forces members • Persons being released from prison/youth detention centres • Victims of domestic abuse • Persons being discharged from hospital • Persons with mental health problems • Persons with drug misuse problems 	CBC	<p>Tailored advice on the prevention of homelessness and local housing options is available for each of these groups</p> <p>Tailored advice on the prevention of homelessness and local housing options for each of these groups is reviewed regularly to ensure it continues to be effective and reflect local services</p> <p>Any additional groups who are particularly at risk of homelessness within Charnwood are identified and tailored advice on the prevention of homelessness and local housing options is developed for them</p> <p>Partners who provide services that are likely to be accessed by these groups are aware that tailored advice on the prevention of homelessness and local housing options is available and encourage them to access this advice when required</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review March 2020</p>
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2.3	<p>Ensure housing pathways / protocols are in place for groups who are particularly at risk of homelessness in Charnwood, including:</p> <ul style="list-style-type: none"> • 16-17 year olds • Care leavers • Former Armed Forces members • Persons being released from prison/youth detention centres • Victims of domestic abuse • Persons being discharged from hospital • Persons with mental health problems • Persons with drug misuse problems 	CBC	<p>Housing pathways and protocols are in place for each of these groups</p> <p>Housing pathways and protocols for each of these groups is reviewed regularly to ensure they continue to be effective</p> <p>Any additional groups who are particularly at risk of homelessness within Charnwood are identified and housing pathways and protocols are developed for them</p> <p>Partners who provide services that are likely to be accessed by these groups are aware of the housing pathways and protocols and encourage them to access these when required</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review March 2020</p>
2.4	<p>Ensure effective welfare, debt, budgeting and employment advice is available for households within Charnwood</p>	<p>CBC</p> <p>With Charnwood Citizens Advice Bureau</p>	<p>Effective welfare, debt and budgeting advice services are available within Charnwood</p> <p>Effective advice on education, training and employment is available within Charnwood</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review March 2020</p>
2.5	<p>Ensure households who are at risk of becoming homeless within 56 days are referred to the Housing Options Team for advice/assistance</p>	CBC	<p>Partners refer households who are at risk of homelessness within 56 days to the Housing Options Team for advice and assistance</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review March 2020</p>



			<p>All households who are referred to the Housing Options Team are provided with advice and assistance on the prevention of homelessness and housing options</p> <p>Increase in the proportion of homeless applications made by households who are at risk of homelessness (as opposed to applications made by households after they have become homeless)</p> <p>Decrease in “crisis” homelessness presentations and emergency temporary accommodation placements</p>	
2.6	Ensure the housing and support needs of all homeless applicants who are at risk of becoming homeless within 56 days are assessed and effective Personalised Housing Plans are developed	CBC	<p>Personalised Housing Plans are developed for all applicants who are at risk of becoming homeless within 56 days</p> <p>Personalised Housing Plans are reviewed regularly to ensure they continue to be effective</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review March 2020</p>
2.7	Ensure effective Eviction Prevention Protocols are in place	CBC With Charnwood Citizens Advice Bureau	<p>Eviction Prevention Protocols are in place with all Registered providers within Charnwood</p> <p>Eviction Prevention Protocols are in place with all supported accommodation providers within Charnwood</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review March 2020</p>



3	Objective 3: Effective action to relieve homelessness			
3.1	Ensure homeless households are referred to the Housing Options Team for advice / assistance	CBC	Partners refer households who are homeless to the Housing Options Team for advice and assistance All homeless households who are referred to the Housing Options Team are provided with advice and assistance	Throughout the lifetime of the Strategy First review March 2020
3.2	Ensure the housing and support needs of homeless applicants are assessed and effective Personalised Housing Plans are developed	CBC	Personalised Housing Plans are developed for all applicants who are homeless Personalised Housing Plans are reviewed regularly to ensure they continue to be effective	Throughout the lifetime of the Strategy First review March 2020
3.3	Ensure homeless households are supported to access suitable, affordable long-term housing in the Social Sector or Private Sector	CBC	The Housing Allocations Policy supports the prevention and relief of homelessness Discretionary Funds are accessed to assist low income households with rent in advance/deposits for Private Sector Tenancies	Throughout the lifetime of the Strategy First review March 2020
3.4	Ensure vulnerable single homeless applicants are referred to Supported Accommodation Schemes at the earliest possible opportunity	CBC With Falcon Support Services	Need and eligibility for available schemes identified and referrals made at early opportunity Referral routes are efficient and effective	Throughout the lifetime of the Strategy First review March 2020



3.5	Ensure there is a sufficient supply of suitable temporary accommodation within Charnwood that meets the needs of homeless applicants	CBC With Falcon Support Services	Sufficient availability of Bed and Breakfast accommodation within Charnwood to meet demand from households who become homeless in an emergency Suitable alternative to Bed and Breakfast accommodation is available for 16 and 17 year olds who become homeless in an emergency Sufficient availability of self-contained temporary accommodation within Charnwood for homeless households containing dependent children or pregnant women	Throughout the lifetime of the Strategy First review March 2020
4	Objective 4: Support for Rough Sleepers			
4.1	Identify rough sleepers within Charnwood	CBC With Falcon Support Services With The Bridge	Charnwood Rough Sleeper Group work together to identify rough sleeper sites and rough sleepers within Charnwood EMTHINK Rough Sleeper database is in use and assists with the identification of rough sleeper sites and rough sleepers	Throughout the lifetime of the Strategy First review March 2020
4.2	Support rough sleepers within Charnwood to transition out of homelessness	CBC With Falcon Support Services With The Bridge	Charnwood Rough Sleeper Group work together to support rough sleepers within Charnwood to transition out of homelessness	Throughout the lifetime of the Strategy First review March 2020



4.3	Ensure effective support services are available for rough sleepers within Charnwood	CBC With Falcon Support Services With The Bridge	Review the availability of support and facilities for rough sleepers in Charnwood to identify gaps in provision and potential solutions Explore options for the provision of outreach support services for rough sleepers within Charnwood Explore options for the provision of outreach support services for rough sleepers across Leicester, Leicestershire and Rutland	Throughout the lifetime of the Strategy First review March 2020
4.4	Ensure a sufficient supply of emergency accommodation for rough sleepers within Charnwood	CBC With Falcon Support Services	Ensure emergency accommodation is available within Charnwood for rough sleepers Demand for emergency accommodation within Charnwood for rough sleepers is regularly reviewed to ensure there is sufficient provision	Throughout the lifetime of the Strategy First review March 2020
4.5	Ensure an effective Severe Weather Emergency Protocol is in place	CBC With Falcon Support Services	Severe Weather Emergency Protocol is regularly reviewed to ensure it continues to be effective	Throughout the lifetime of the Strategy First review March 2020
4.6	Ensure annual rough sleeper estimates are successfully carried out	CBC	Work with partners to conduct annual rough sleeper estimates Ensure locations visited during count-based estimates include known rough sleeping sites and take into account reports from partners and members of the public	Throughout the lifetime of the Strategy First review March 2020



5	Objective 5: Support to sustain tenancies and prevent repeat homelessness			
5.1	Ensure sufficient availability of Tenancy Support Services within Charnwood for vulnerable households	CBC	Review of services regularly completed to ensure that gaps in provision are identified and options for increasing provision are explored	Throughout the lifetime of the Strategy First review March 2020
5.2	Ensure vulnerable household who may have difficulty sustaining independent accommodation are identified and referred to support services at the earliest possible opportunity	CBC	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	Throughout the lifetime of the Strategy First review March 2020
5.3	Ensure vulnerable households who reside in Supported 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	CBC With Falcon Support Services	Move-on agreements for supported accommodation schemes reviewed and remain effective Sufficient transitional support services in place to assist with tenancy sustainment Vulnerable households who have left supported accommodation successfully sustain their tenancies for at least 6 months	Throughout the lifetime of the Strategy First review March 2020
5.4	Explore options for delivering 'Housing First' schemes within Charnwood	CBC With Falcon Support Services	Potential accommodation, support and funding options explored	Throughout the lifetime of the Strategy First review March 2020



5.5	Prevent repeat homelessness within Charnwood	CBC	Monitor incidents of repeat homelessness within Charnwood and identify underlying causes and potential solutions	Throughout the lifetime of the Strategy First review March 2020
6	Objective 6: Protect and increase local housing options			
6.1	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	CBC With Falcon Support Services	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 to support future funding bids/decisions	Throughout the lifetime of the Strategy First review March 2020
6.2	Increase the supply of affordable Social Housing within Charnwood, particularly accommodation that is let at social rent level	CBC	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	Throughout the lifetime of the Strategy First review March 2020
6.3	Make the best use of existing Council housing stock within Charnwood	CBC	Sheltered housing review completed and options considered Review of 45+ properties completed and options considered Review of 2 bedroom duplex flats completed and options considered	Throughout the lifetime of the Strategy First review March 2020

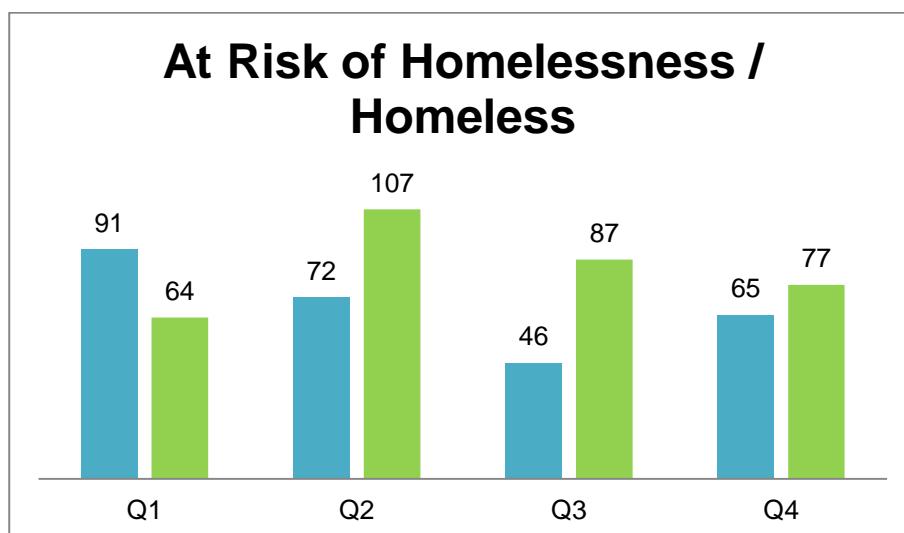
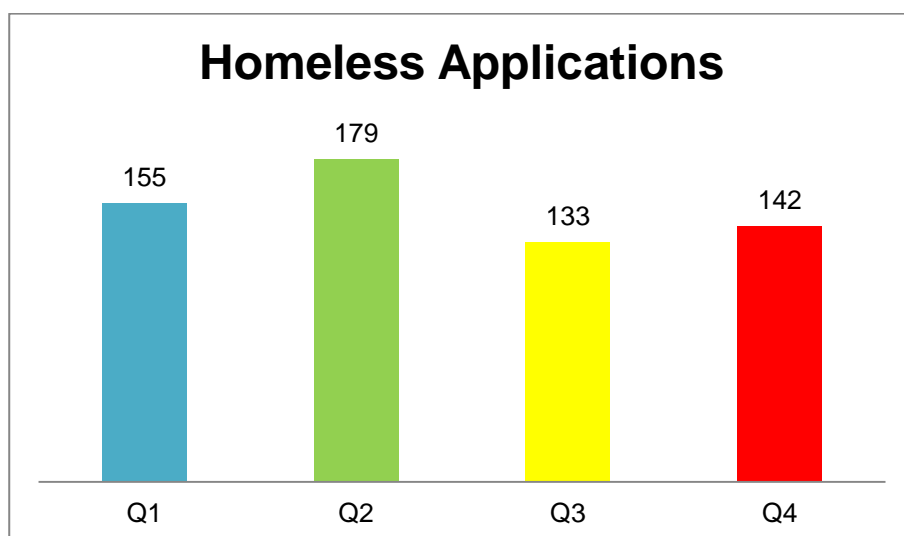


6.4	Improve access to suitable, affordable housing within the Private Rented Sector in Charnwood for homeless households	CBC With The Bridge	CBC Lettings Service identifying rental properties in the Private Sector within Charnwood for homeless households Increase in successful homelessness prevention and relief outcomes via securing private rental accommodation Empty homes brought back into use	Throughout the lifetime of the Strategy First review March 2020
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Homeless Applications 2018/2019

Homeless Applications	Q1	Q2	Q3	Q4	Total
At risk of homelessness	91	72	46	65	274
Homeless	64	107	87	77	335
Total	155	179	133	142	609



Homeless Applicants 2018/2019

Age of Applicant	Q1	Q2	Q3	Q4	Total
16-17 years	0	0	0	0	0
18-24 years	28	46	22	24	120
25-44 years	92	98	66	86	342
45-59 years	27	24	31	23	105
60 years +	8	9	12	7	36
Not disclosed / unknown	0	2	2	2	6
Total	155	179	133	142	609

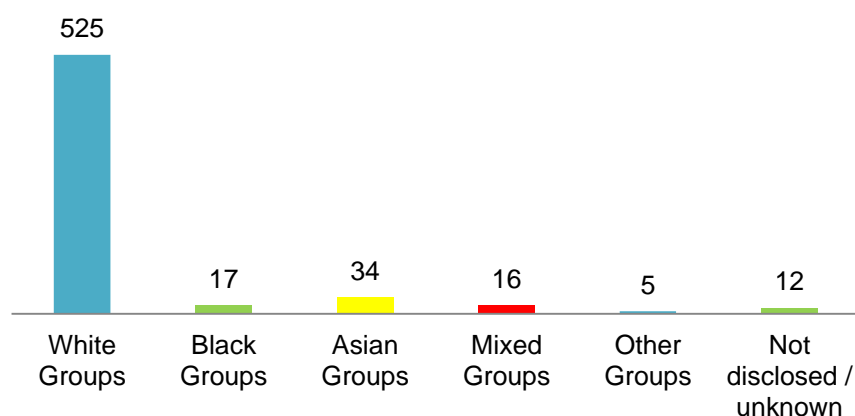
Gender of Applicant	Q1	Q2	Q3	Q4	Total
Male	55	67	63	63	248
Female	100	110	68	79	357
Other	0	0	0	0	0
Not disclosed / unknown	0	0	2	2	4
Total	155	177	133	144	609

Sexuality of Applicant	Q1	Q2	Q3	Q4	Total
Heterosexual / straight	145	154	115	122	536
Homosexual / gay / lesbian	1	1	3	4	9
Bisexual	2	4	2	3	11
Other	0	0	0	0	0
Not disclosed / unknown	7	20	13	13	53
Total	155	179	133	142	609



Ethnicity of Applicant	Q1	Q2	Q3	Q4	Total
White Groups	131	149	118	127	525
Black Groups	5	8	1	3	17
Asian Groups	14	8	5	7	34
Mixed Groups	4	7	3	2	16
Other Groups	1	2	1	1	5
Not disclosed / unknown	0	5	5	2	12
Total	155	179	133	142	609

Ethnicity of Applicants



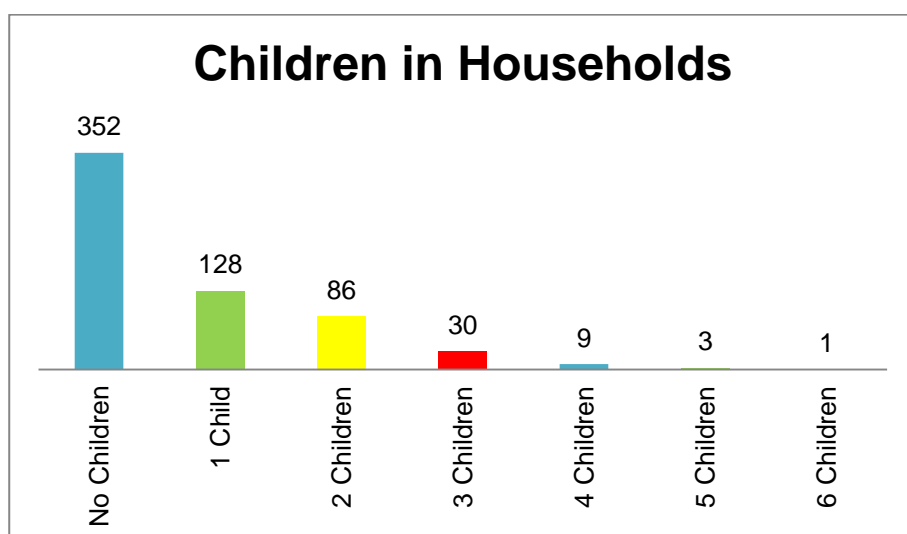
Religion of Applicant	Q1	Q2	Q3	Q4	Total
No Religion	65	71	56	57	249
Christian	40	48	31	37	156
Muslim	6	5	1	2	14
Buddhist	0	1	0	1	2
Hindu	3	2	0	1	6
Sikh	1	0	0	0	1
Jewish	0	0	0	0	0
Pagan	0	0	1	1	2
Jedi	0	0	1	0	1
Other	1	1	3	3	8
Not disclosed / unknown	39	51	40	40	170
Total	155	179	133	142	609



Homeless Households 2018/2019

Household Type	Q1	Q2	Q3	Q4	Total
1 Adult (no children)	60	93	84	69	306
2 Adults (no children)	15	7	9	7	38
3 Adults (no children)	3	1	0	3	7
4 Adults (no children)	0	0	1	0	1
1 Adult + Dependent Child(ren)	49	53	27	36	165
2 Adults + Dependent Child(ren)	20	21	12	23	76
3 Adults + Dependent Child(ren)	7	3	0	2	12
4 Adults + Dependent Child(ren)	0	1	0	1	2
5 Adults + Dependent Child(ren)	1	0	0	1	2
Total	155	179	133	142	609

Children in Household	Q1	Q2	Q3	Q4	Total
No Children	78	101	94	79	352
1 Child	42	38	18	30	128
2 Children	24	28	11	23	86
3 Children	8	6	8	8	30
4 Children	2	5	1	1	9
5 Children	1	1	1	0	3
6 Children	0	0	0	1	1
Total	155	179	133	142	609



Support Needs of Homeless Households 2018/2019

Support Needs	Q1	Q2	Q3	Q4	Total
Young Person - 16 to 17 years	0	0	0	0	0
Young Person - 18 to 25 years	8	11	1	2	22
Young Person - Parent requiring support	2	3	1	2	8
Care Leaver - 18 to 20 years	0	4	2	1	7
Care Leaver - 21+ years	0	1	1	1	3
Old Age	3	3	3	2	11
Physical Health Problems / Disability	6	10	8	2	26
Mental Health Problems / Disability	30	37	29	30	126
Learning Difficulty / Disability	3	4	1	2	10
Sexual Abuse / Exploitation	0	2	0	0	2
Domestic Abuse / violence	23	32	21	11	87
Other Abuse / Violence	3	3	0	0	6
Drug Dependency	7	7	8	6	28
Alcohol Dependency	9	7	1	1	18
Former Armed Forces / Reserve Forces	0	0	0	1	1
Former Asylum Seeker	0	0	0	0	0
History of Offending	6	5	5	6	22
History of Repeat Homelessness	1	1	1	1	4
History of Rough Sleeping	7	6	1	3	17
Education / employment / training	1	0	0	1	2
Total	109	136	83	72	400

* some households may have had more than one support need / be counted more than once



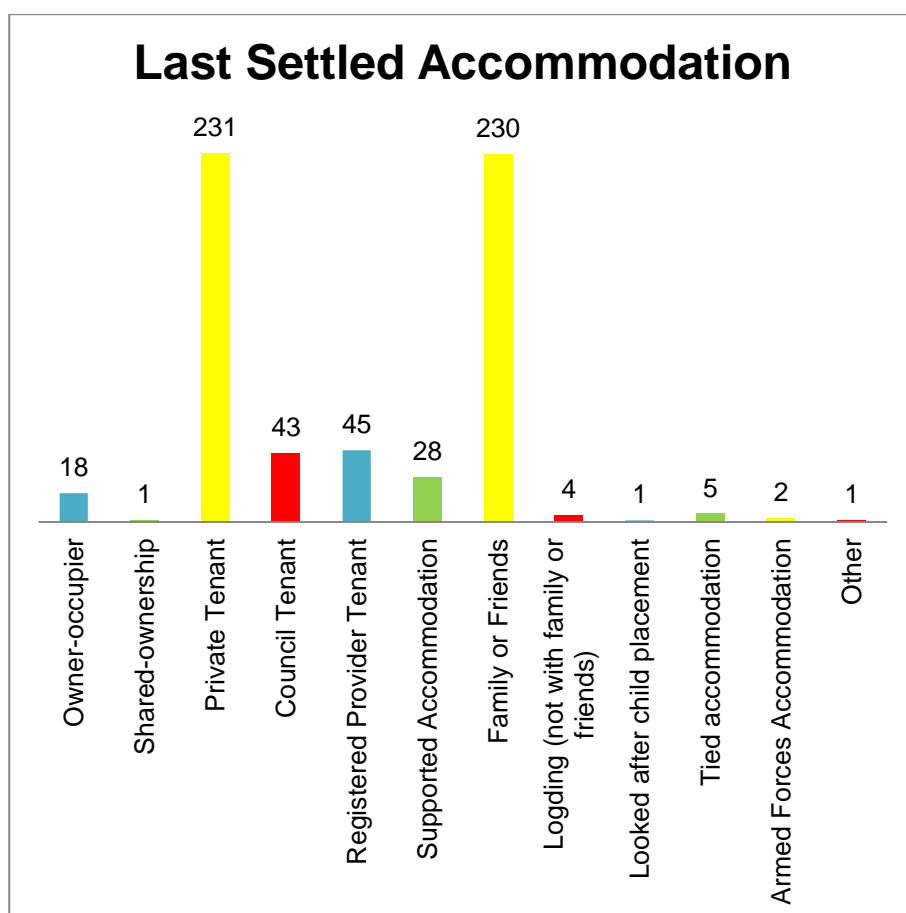
Reasons for Homelessness / Risk of Homelessness 2018/19

Reasons for Homelessness / Risk of Homelessness	Q1	Q2	Q3	Q4	Total
Mortgage Repossession	1	1	1	2	5
Private Rented AST - Landlord Selling / Re-letting	26	26	14	26	92
Private Rented AST - Rent Arrears	16	13	10	8	47
Private Rented AST - ASB / Other Tenancy Breach	3	3	1	2	9
Private Rented AST - Other Reason	10	5	7	6	28
Private Rented Non-AST	5	7	2	3	17
Social Rented - Rent Arrears	5	5	3	9	22
Social Rented - ASB / Other Tenancy Breach	2	4	7	3	16
Social Rented - Other Reason	2	6	7	2	17
Supported Housing - Rent Arrears	0	1	2	2	5
Supported Housing - ASB / Other Tenancy Breach	2	7	2	1	12
Supported Housing - Other Reason	1	5	2	1	9
Non-Violent Relationship Breakdown - Family	31	39	23	31	124
Non-Violent Relationship Breakdown - Friends	4	7	8	6	25
Non-Violent Relationship Breakdown - Partner	17	11	14	20	62
Domestic Abuse / Violence	23	32	21	11	87
Racial Violence / Harassment	0	0	2	0	2
Other Violence / Harassment	5	2	0	4	11
Fire / Flood / Other Emergency	0	1	0	0	1
Disrepair	0	0	5	1	6
Other	2	4	2	4	12
Total	155	179	133	142	609



Last Settled Accommodation 2018/19

Last Settled Accommodation prior to Homelessness	Q1	Q2	Q3	Q4	Total
Owner-occupier	3	5	5	5	18
Shared-ownership	0	1	0	0	1
Private Tenant	74	63	44	50	231
Council Tenant	8	12	14	9	43
Registered Provider Tenant	8	10	13	14	45
Supported Accommodation	3	15	6	4	28
Family or Friends	56	69	50	55	230
Lodging (not with family or friends)	1	0	0	3	4
Looked after child placement	0	1	0	0	1
Tied accommodation	1	2	0	2	5
Armed Forces Accommodation	1	0	1	0	2
Other	0	1	0	0	1
Total	155	179	133	142	609



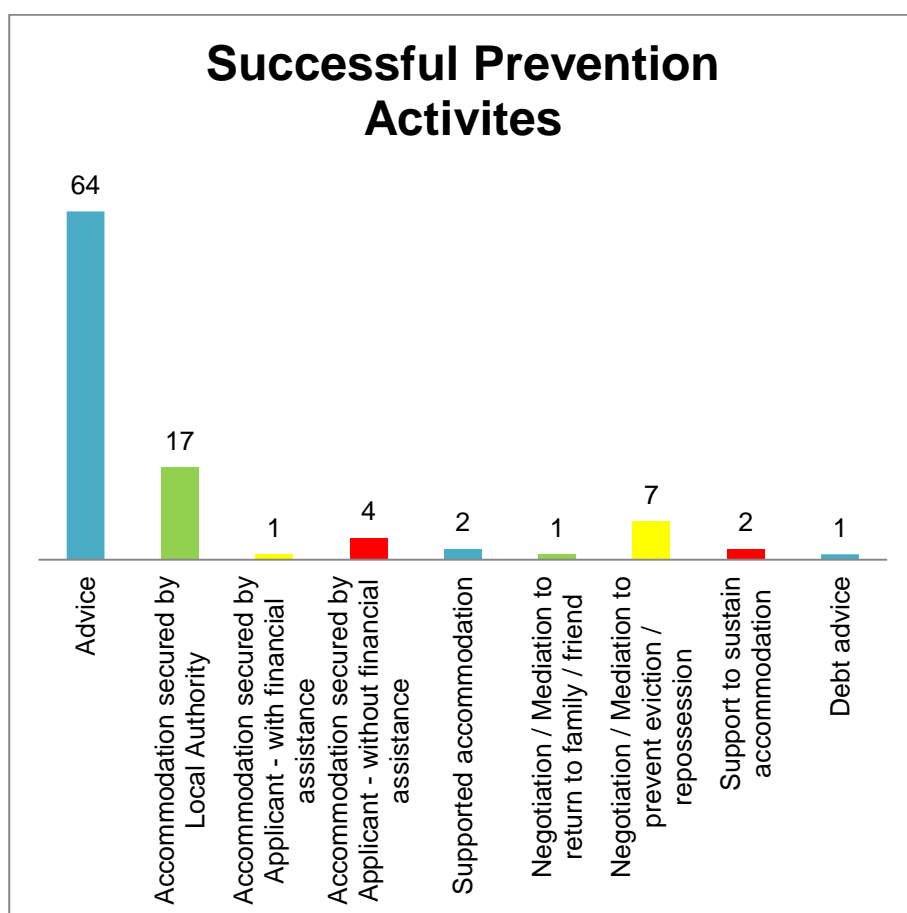
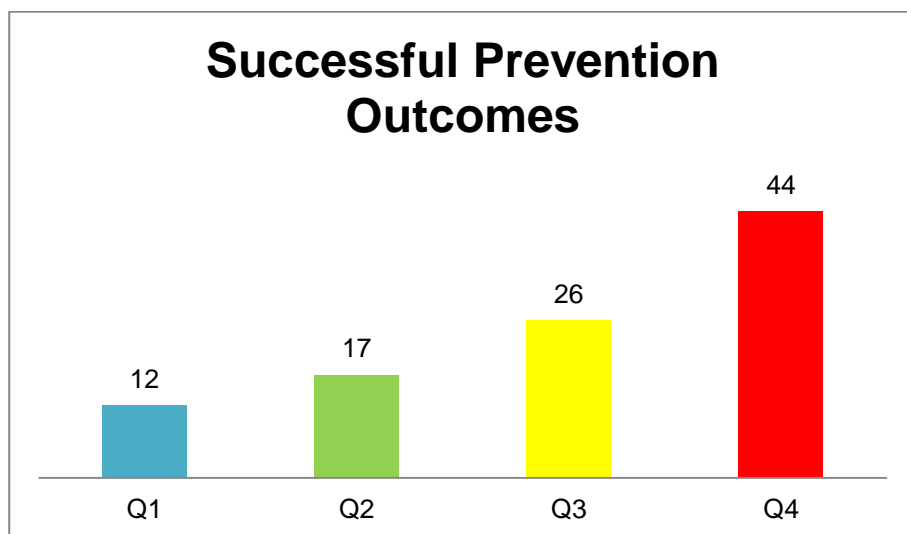
Successful Prevention Outcomes 2018/2019

Successful Prevention Outcomes	Q1	Q2	Q3	Q4	Total
Assisted to Remain in Accommodation	1	0	3	15	19
Assisted to Secure Accommodation	11	17	23	29	80
Total	12	17	26	44	99

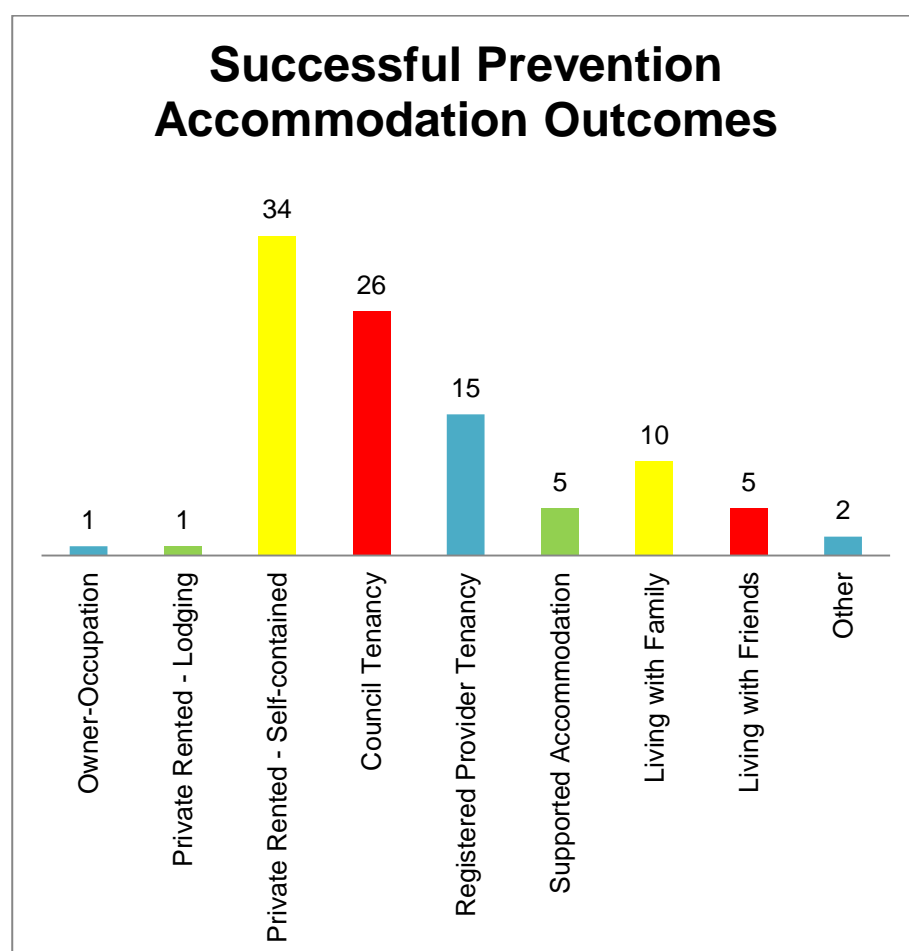
Successful Prevention Activities	Q1	Q2	Q3	Q4	Total
Advice provided	1	10	18	35	64
Accommodation secured by Local Authority	6	6	3	2	17
Accommodation secured by Applicant - with financial assistance	1	0	0	0	1
Accommodation secured by Applicant - without financial assistance	1	0	2	1	4
Supported accommodation	1	0	0	1	2
Negotiation / Mediation to return to family / friend	0	0	1	0	1
Negotiation / Mediation to prevent eviction / repossession	1	0	2	4	7
Support to sustain accommodation	0	1	0	1	2
Debt advice	1	0	0	0	1
Total	12	17	26	44	99



Successful Prevention Outcomes 2018/2019



Successful Prevention Accommodation Outcomes	Q1	Q2	Q3	Q4	Total
Owner-Occupation	0	1	0	0	1
Private Rented Sector - Lodging	0	1	0	0	1
Private Rented Sector - Self-contained	14	6	10	4	34
Council Tenancy	13	8	3	2	26
Registered Provider Tenancy	6	4	2	3	15
Supported Accommodation	1	0	1	3	5
Living with Family	1	6	2	1	10
Living with Friends	0	2	3	0	5
Other	1	1	0	0	2
Total	36	29	21	13	99



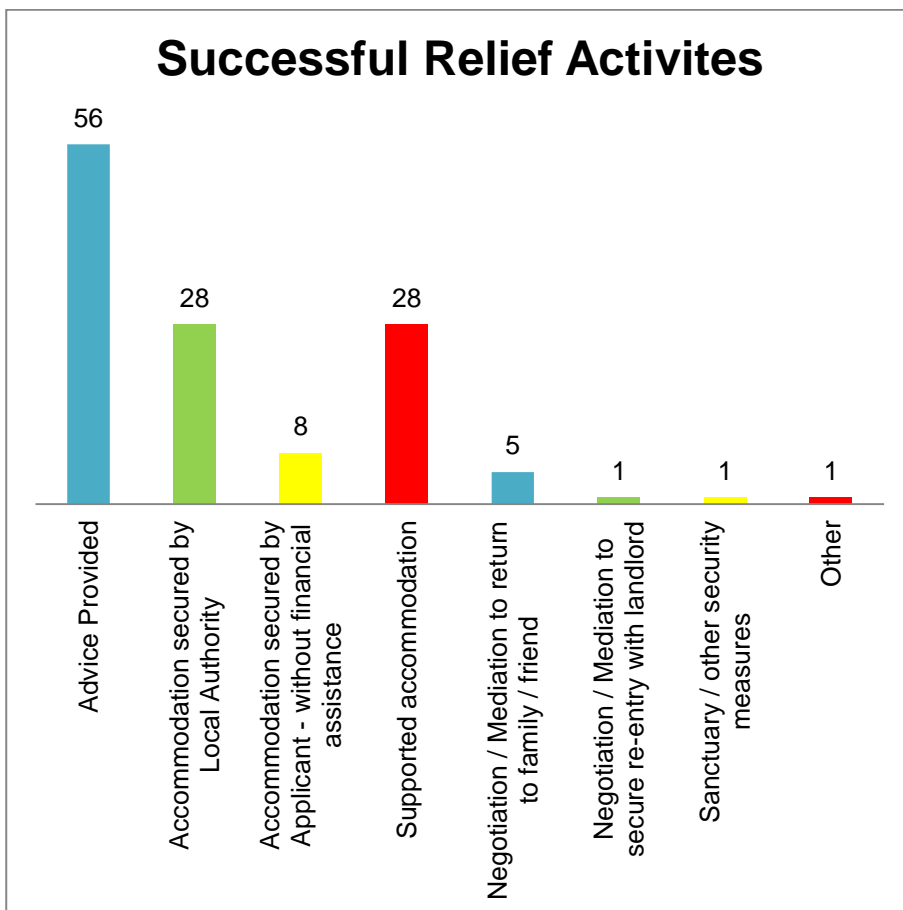
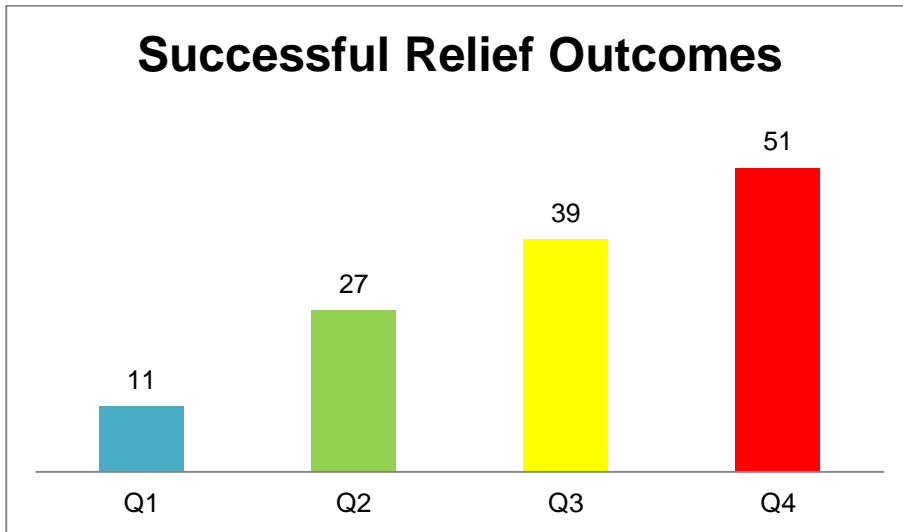
Successful Relief Outcomes 2018/2019

Successful Relief Outcomes	Q1	Q2	Q3	Q4	Total
Assisted to Return to Accommodation	0	0	2	5	7
Assisted to Secure Accommodation	11	27	37	46	121
Total	11	27	39	51	128

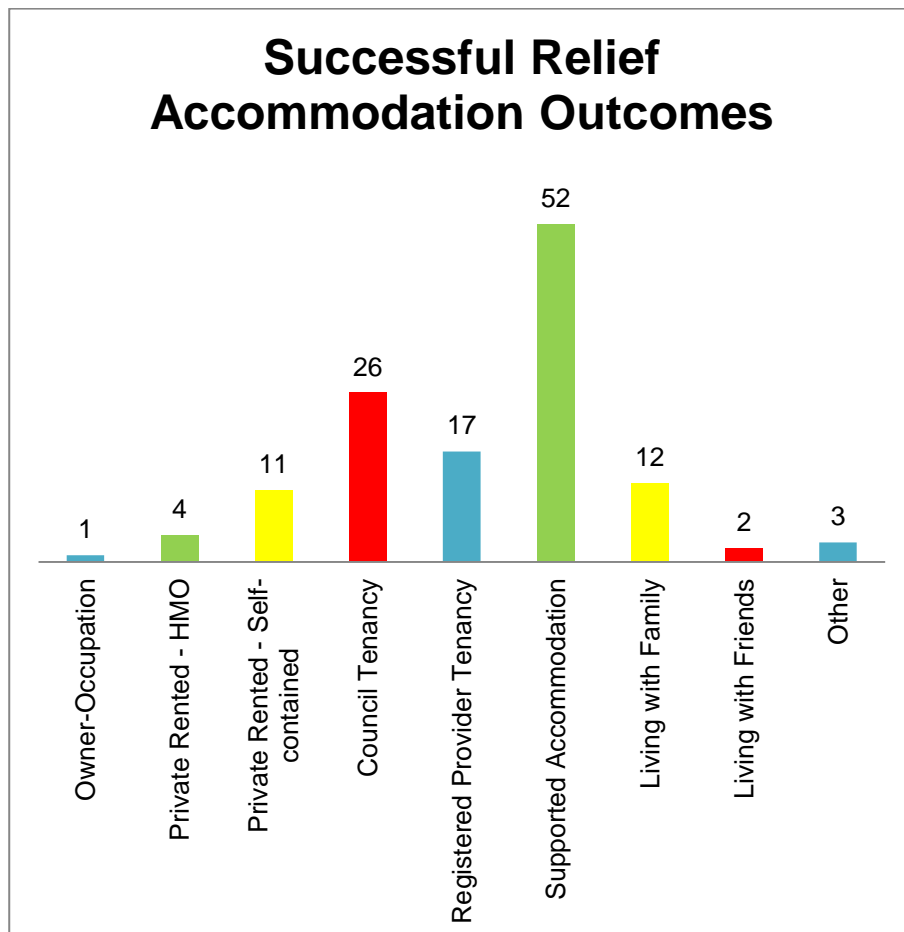
Successful Relief Activities	Q1	Q2	Q3	Q4	Total
Advice Provided	2	10	22	22	56
Accommodation secured by Local Authority	3	4	6	15	28
Accommodation secured by Applicant - without financial assistance	2	4	1	1	8
Supported accommodation	4	8	8	8	28
Negotiation / Mediation to return to family / friend	0	0	1	4	5
Negotiation / Mediation to secure re-entry with landlord	0	0	1	0	1
Sanctuary / other security measures	0	0	0	1	1
Other	0	1	0	0	1
Total	11	27	39	51	128



Successful Relief Outcomes 2018/2019

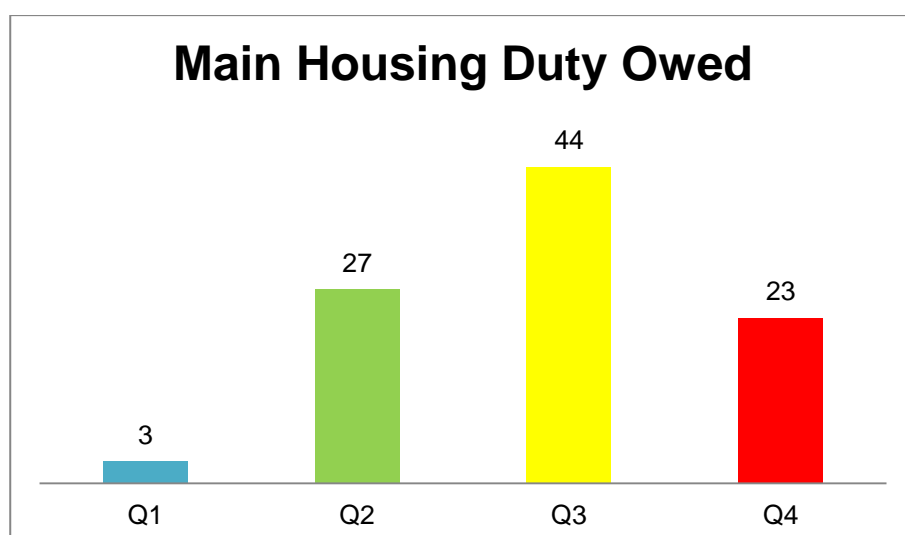
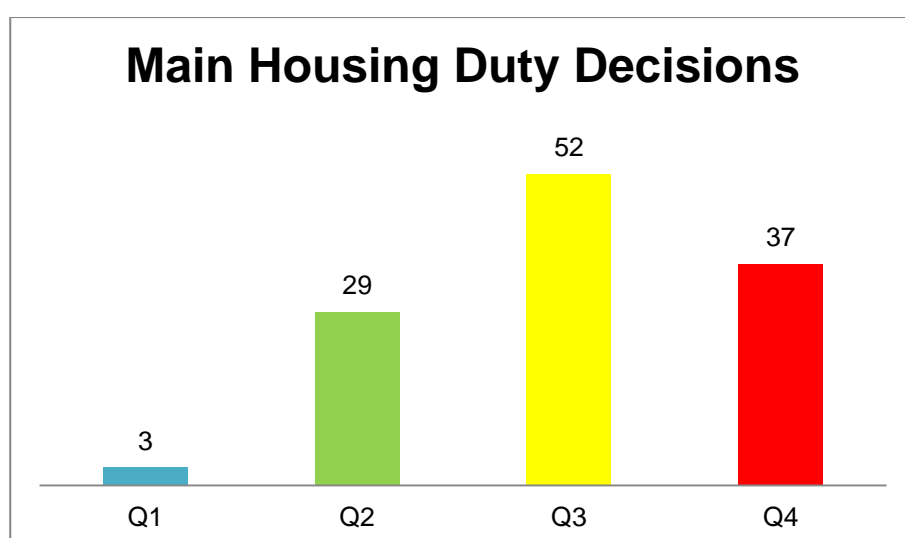


Successful Relief Accommodation Outcomes	Q1	Q2	Q3	Q4	Total
Owner-Occupation	0	0	1	0	1
Private Rented - HMO	2	1	0	1	4
Private Rented - Self-contained	2	4	5	0	11
Council Tenancy	5	6	12	3	26
Registered Provider Tenancy	9	6	1	1	17
Supported Accommodation	13	13	15	11	52
Living with Family	4	3	5	0	12
Living with Friends	0	2	0	0	2
Other	2	1	0	0	3
Total	37	36	39	16	128



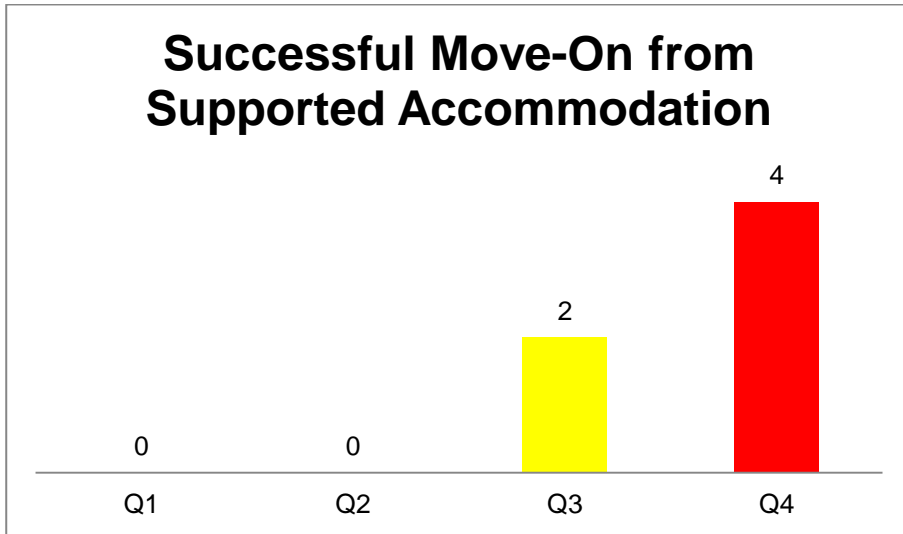
Main Housing Duty Decisions 2018/19

Main Housing Duty Decisions	Q1	Q2	Q3	Q4	Total
No Longer Eligible	0	0	0	1	1
No Priority Need	0	2	7	5	14
Intentionally Homeless	0	0	1	8	9
Main Housing Duty Owed	3	27	44	23	97
Total	3	29	52	37	121

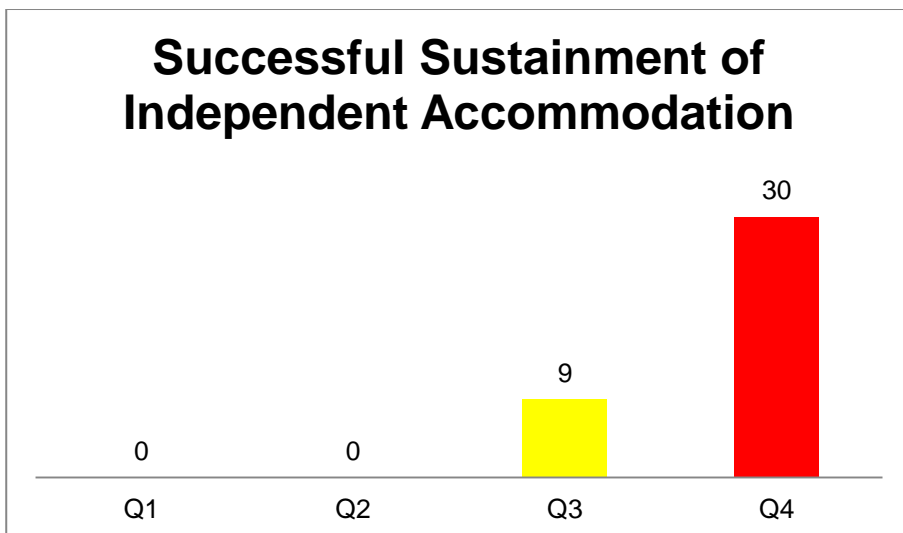


Homeless Applicants Sustainment of Accommodation 2018/19

Homeless Applicants Successfully Moved-On from Supported to Independent Accommodation	Q1	Q2	Q3	Q4	Total
Total	0	0	2	4	6



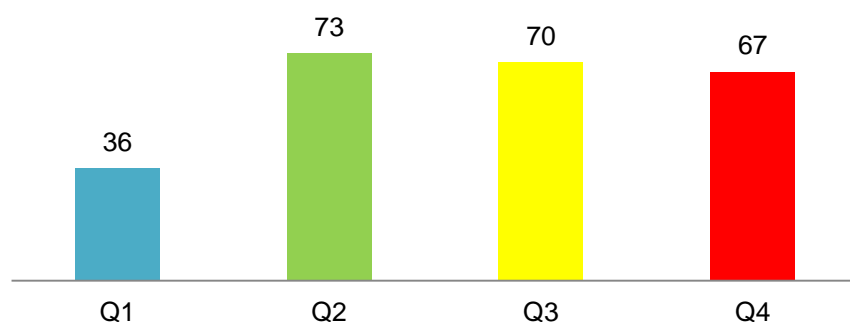
Homeless Applicants Successfully Sustained Independent Accommodation for at least 6 months	Q1	Q2	Q3	Q4	Total
Total	0	0	9	30	39



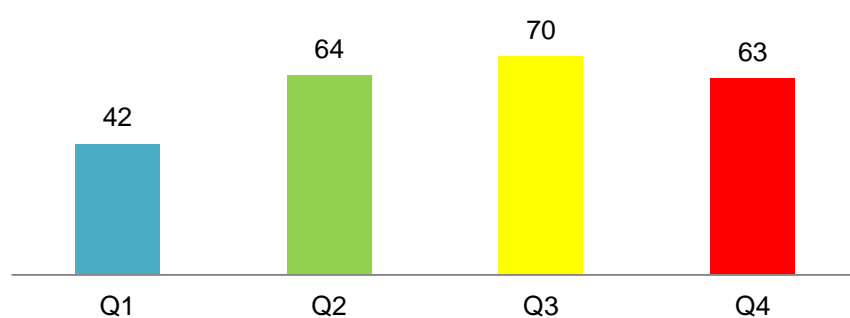
Households in Temporary Accommodation 2018/19

Households in Temporary Accommodation	Q1	Q2	Q3	Q4
Households Placed in Temporary Accommodation (during quarter)	36	73	70	67
Households in Temporary Accommodation (as at end of quarter)	42	64	70	63

Households Placed in Temporary Accommodation (during quarter)



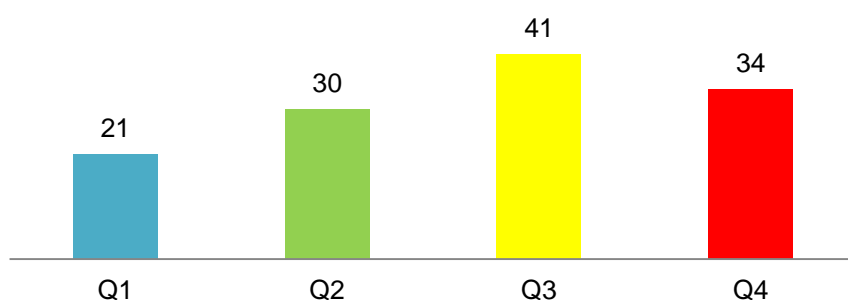
Households in Temporary Accommodation (at end of quarter)



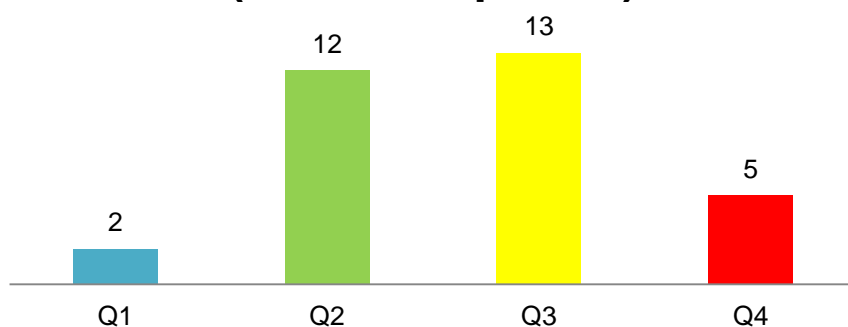
Households in Bed and Breakfast Accommodation 2018/19

Households in Bed and Breakfast Accommodation	Q1	Q2	Q3	Q4
Households Placed in Bed and Breakfast Accommodation (during quarter)	21	30	41	34
Households in Bed and Breakfast Accommodation (as at end of quarter)	2	12	13	5

Households Placed in Bed and Breakfast Accommodation (during quarter)

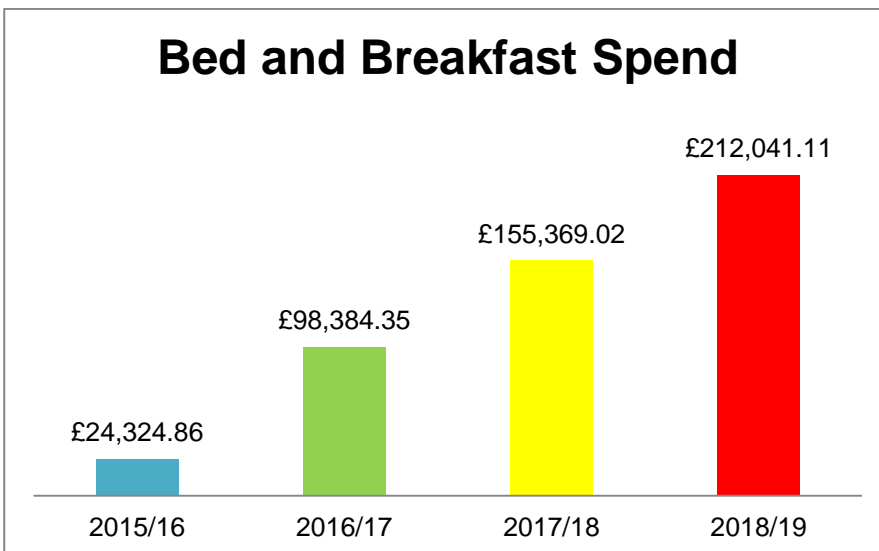
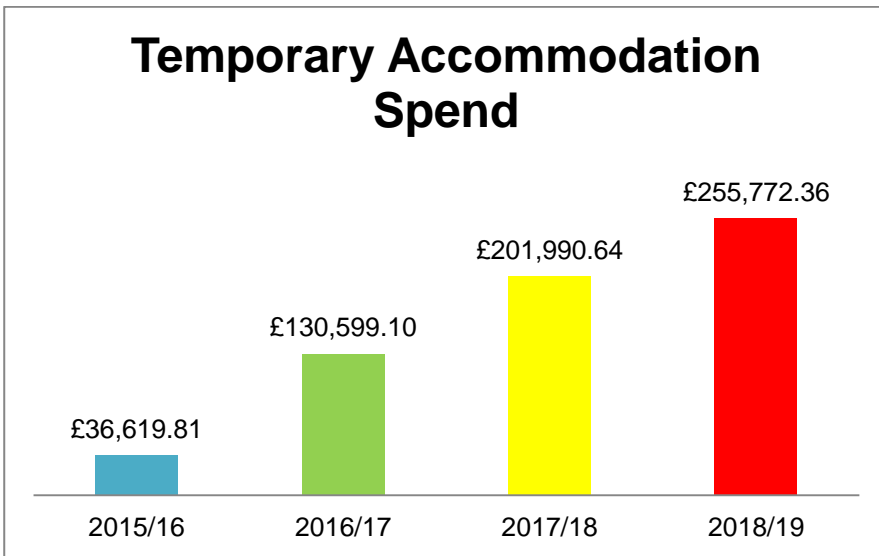


Households in Bed and Breakfast Accommodation (at end of quarter)



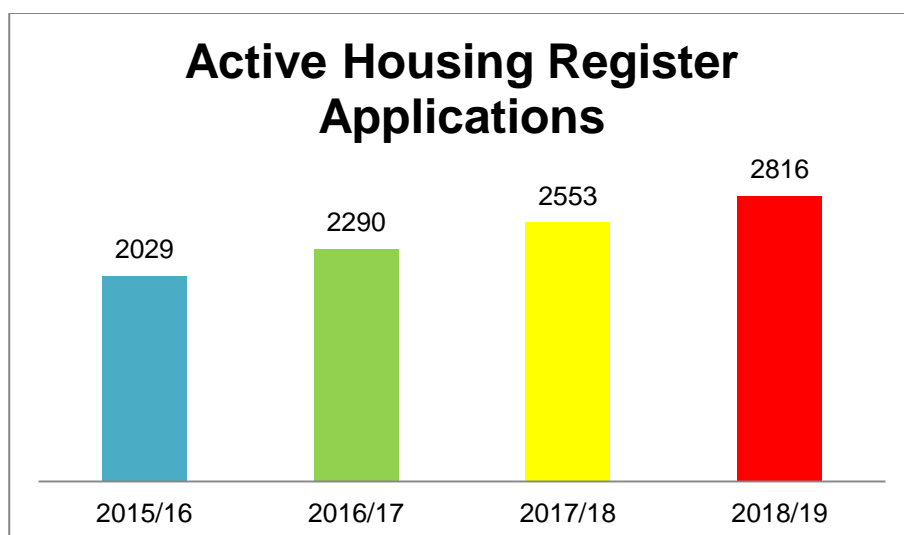
Temporary Accommodation Spend 2018/2019

Temporary Accommodation Spend	2015/16	2016/17	2017/18	2018/19
B&B	£24,324.86	£98,384.35	£155,369.02	£212,041.11
Hostel / Supported Accommodation	£0.00	£19,954.68	£39,909.36	£43,425.55
Private Sector Lease Properties	£12,294.95	£12,260.07	£6,712.26	£305.70
Total	£36,619.81	£130,599.10	£201,990.64	£255,772.36



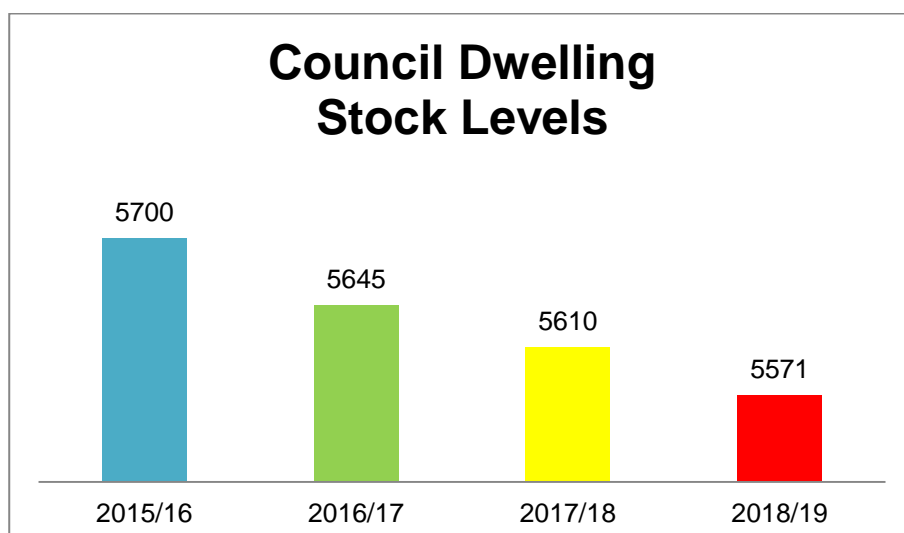
Social Housing Demand 2015/16 to 2018/19

Active Housing Register Applications	2015/16	2016/17	2017/18	2018/19
Total (as at 31 st March)	2029	2290	2553	2816



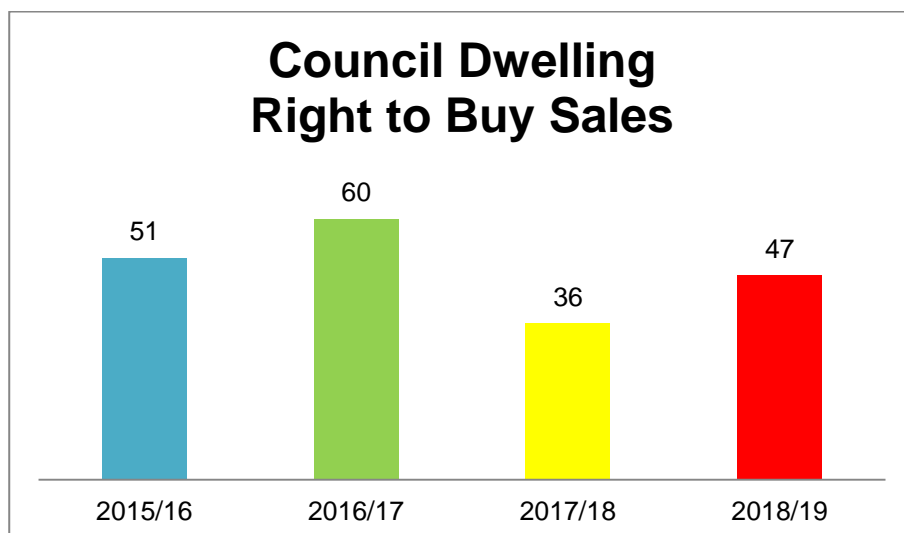
Council Housing Supply 2015/16 to 2018/19

Council Dwelling Stock Levels	2015/16	2016/17	2017/18	2018/19
Total (as at 31 st March)	5700	5645	5610	5571



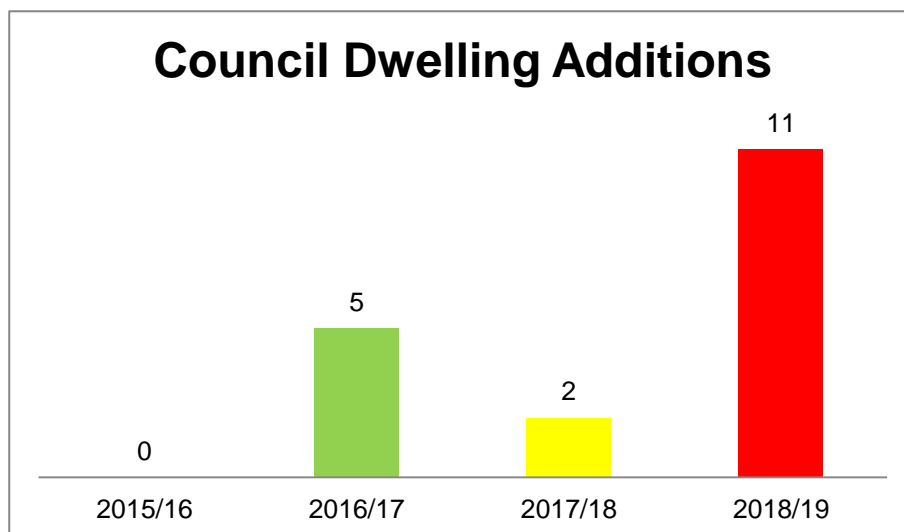
Council Dwelling Right to Buy Sales 2015/16 to 2018/19

Council Dwelling Right to Buy Sales	2015/16	2016/17	2017/18	2018/19
Total	51	60	36	47



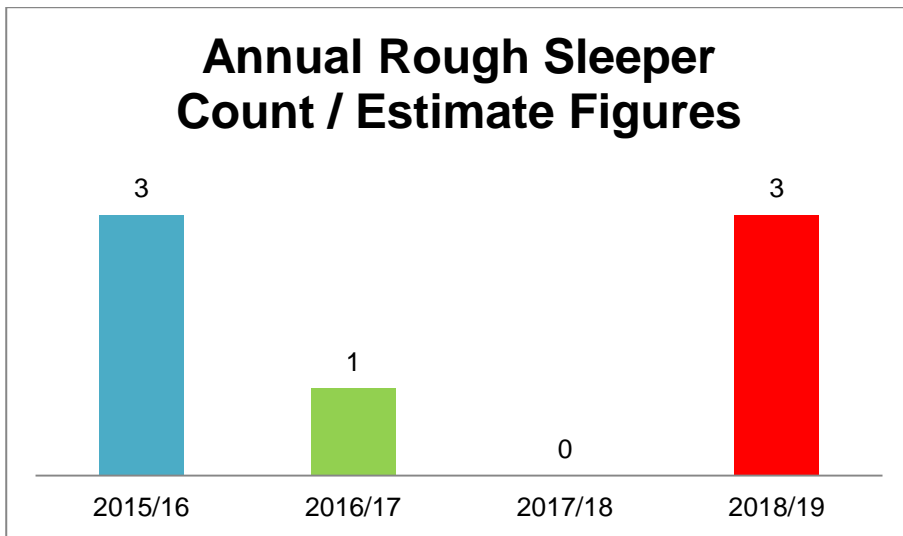
Council Dwelling Additions 2015/16 to 2018/19

Council Dwelling Additions	2015/16	2016/17	2017/18	2018/19
Acquired units	0	0	2	11
Gift	0	5	0	0
Total	0	5	2	11



Rough Sleeping in Charnwood 2015/16 to 2018/19

Annual Rough Sleeper Count / Estimate	2015/16	2016/17	2017/18	2018/19
Total	3	1	0	3



Annual Severe Weather Emergency Protocol (SWEP) placements	2015/16	2016/17	2017/18	2018/19
Total	10	14	38	25

