

North West Leicestershire District Council

# Homeless Prevention and Rough Sleeping Strategy 2019 - 2024



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## Foreword



*Homelessness has a serious negative impact on families and individuals, and as a District Council we take our responsibilities in this very seriously. This Homelessness and Rough Sleeping Strategy 2019-2024 is our 4<sup>th</sup> document in a series, and sets out how we intend to address the challenges of homelessness in North West Leicestershire in the coming years.*

*Homelessness and rough sleeping have risen up the national agenda recently and as a local authority committed to tackling these issues we are in a prime position to coordinate the response, working with our partners, neighbouring Councils and local communities.*

*We have developed this strategy with a range of partners and other stakeholders and it identifies our priorities for the coming years, whilst creating a framework to ensure that all involved work together to improve services and experiences for customers through 5 new key aims –*

- *Focus on prevention*
- *Put customers at the heart of what we do*
- *Maintain and widen our housing options*
- *Work together and work smarter*
- *Tackling rough sleeping and its causes*

*We will never solve the problem of homelessness alone, but by working together with others, using documents like this strategy to focus our efforts, we can minimise the impact on those affected, and ensure they receive the support they need when they need it most. Working together is critical to improving outcomes and that is why the Homelessness Prevention Forum will be responsible for overseeing delivery of the strategy and setting the annual action plan.*

*Roger Bayliss*

*Housing Portfolio Holder*



## Introduction

The Homeless Act 2002 requires that all housing authorities must have in place a homelessness strategy based on a review of homelessness in their district. The strategy must set out the authority's plans for the prevention of homelessness and for securing that sufficient accommodation and support are or will be available for people who become homeless or who are at risk of becoming so.

Furthermore, the Ministry for Housing Communities and Local Government (MHCLG) in August 2018 identified the need to ensure that Local Authority homelessness strategies were now homelessness *and* rough sleeping strategies, and this requirement has been incorporated into this document.

### What is homelessness

There are a variety of circumstances that can lead to someone becoming homeless; for example:

- They have nowhere to live
- They only have a temporary place to live such as sleeping on a friends sofa or having a short-term bed in a hostel
- They have no legal right to stay where they are
- They are at risk of violence or abuse in their current home
- They have nowhere suitable to live. For example a home which is in poor condition and affecting their health

### What is Rough Sleeping

The official definition for the purposes of rough sleeper counts is - People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes" which are makeshift shelters, often comprised of boxes).

*Evaluating the Extent of Rough Sleeping, Department for Communities and Local Government, 2010*

This Strategy has been informed by a homeless review which was carried out in Quarter 3 of 2018. The review included collecting data and evidence and consulting with organisations and individuals involved with delivering local services, as well as consultation with service users and local people.

This is North West Leicestershire's fourth five-year Homeless Prevention Strategy. Significant achievements have been made over this time to build partnerships, and coordinate the services and working practices necessary to successfully address homelessness in the District.

North West Leicestershire has adopted an early intervention approach to homelessness and is committed to providing a comprehensive housing advice service, which is available and accessible to all and focused on prevention.

Each year the Council invests over £275,000 in services which support those who are homeless, threatened with homelessness and early intervention work.

This Strategy will build on previous successes and also position us to adapt our approach to deal with the changing national and local context, and address the future challenges that we have identified with our partners.

## Successes 2013-2018

Over the lifetime of the strategy there have been a number of successful projects and service improvements. Some of these have been a direct response to priorities identified in the last strategy whilst others have responded to emerging issues or opportunities. Our successes include:

### Revised Housing Allocations Policy

In the summer of 2018 we introduced the first major review of our allocations policy since the introduction of Choice Based Lettings. The end of the Sub Regional Choice Based Lettings Scheme allowed us greater flexibility to adapt our policy to meet local needs. Changes were made so that the policy could support us to work effectively with those owed duties under the new homeless legislation with revised housing need bandings, greater discretion for mitigating circumstances and greater recognition of vulnerable groups such as ex-servicemen.

### Homelessness Gold Standard

In the 2013 Strategy the Council committed to working towards the Homelessness Gold Standard. In April 2017 the Council undertook its peer review and at the National Practitioners Support Service (NPSS) conference in July 2017 was awarded the Bronze Standard for homelessness for successfully achieving the Corporate Commitment challenge.

### Engaging young People

In 2017 the Housing Choices team began working with Zest Theatre group and local schools to raise awareness amongst year 10 and 11 pupils about the implications of homelessness. Zest performed their hard hitting but entertaining performance and follow up workshop, "Until It's Gone," in schools in Ashby, Ibstock, Coalville and Castle Donington.

### Fast Tracked Money Advice

Recognising the impact that debt can have on people's housing circumstances the Housing Choices Team in partnership with Citizen's Advice have introduced a fast track route to money advice for those at risk of homelessness.

### Dedicated Temporary Accommodation

The Council has allocated a bungalow from its stock to be used as temporary accommodation. The bungalow is fully equipped so that those who are likely to require longer-term temporary accommodation can live in high quality affordable accommodation with access to necessities such as cooking and laundry facilities.

### Leicestershire Wide "No Second Night Out" Service

In December 2016 the Leicestershire sub-regional authorities secured funding from Dept. for Communities and Local Government (DCLG) to extend the "No Second Night Out" provision in Leicester and Leicestershire. Alongside emergency hostel beds the extended service included the first dedicated rough sleeping outreach service in the County.

### Cold Weather Provision

In 2018 we worked with Action Homeless and 4 other Leicestershire Authorities to secure funding for a Cold Weather Service over the winter months. The service provided additional accommodation options

between December and March for those at risk of rough sleeping as well as additional support and access to move on options building on our previous Severe Weather Emergency Protocol (SWEP).

#### Homelessness Trailblazer Funding

A successful funding bid to the Department for Communities and Local Government in 2017 resulted in a partnership project to develop a housing advice “app” for smart devices alongside an innovative coaching based support service to support those faced with or at risk of homelessness in Leicester, Leicestershire and Rutland.

#### Tenant Support Service

Since October 2015 the Council has been supporting tenants in receipt of Universal Credit with personal budgeting via a funding agreement with the Department for Work and Pensions. The service has been very successful in securing rent payments and releasing backdated benefit or grant entitlement.

Over this time 100% of customers rated the service as good or very good and only 19% of cases were closed due to customers not engaging or wanting to cease accessing the service.



## Context

This Strategy takes into account the local picture with regard to households approaching services for support with housing issues, and also the national context for homeless prevention and support, in particular the introduction of the Homeless Reduction Act in 2017 which introduced new duties for Local Housing Authorities and new obligations for other key public organisations.

### The Homeless Reduction Act 2017

The Homeless Reduction Act came into force on the 3<sup>rd</sup> April 2018 and introduced significant changes to national homeless legislation, including new homeless duties for housing authorities.

The new provisions include:

Requiring Local Authorities to provide an enhanced advice and information service including the need to design advice to meet the needs of specific vulnerable groups such as care leavers and those suffering from mental health conditions.

Extending the period where someone is determined to be “threatened” with homelessness from 28 to 56 days

Introducing new statutory duties to provide assistance to prevent and relieve homelessness for all eligible people regardless of priority need, intentionality or local connection.

Specifically the Act introduces two new duties. The Prevention Duty for households threatened with homelessness within 56 days and The Relief Duty for households who are already homeless. These duties include the introduction of a requirement to produce personalised housing plans based on the specific needs of the household.

The Act also extends the duty to provide interim accommodation to all those who are homeless and in priority need regardless of intentionality for at least 56 days from the point that they present as homeless.

North West Leicestershire District Council has prepared for the introduction of the Homeless Reduction Act by training and informing Housing Choices staff and key partners and by introducing new systems of work including procuring a new recording and monitoring system and putting in place a triage system. Further work will be required over the life of this Strategy to monitor and respond to the implications of the new legislation.

## Key Challenges

In order to continue to be effective in preventing homelessness we must prepare our services so they are in a positive position to respond to the challenges we will face over the next five years as well as maintaining flexibility to adapt to new challenges as they emerge.

With our partners we have identified the following key challenges

### Welfare Reform

The challenge of adapting to welfare reform is key and impacts on a number of the other challenges identified below. In order to be effective in achieving our homeless prevention aims we will need to ensure that we work together to understand and adjust to the new environment that we are operating within.

A number of changes to benefit entitlement have been implemented over the last 5 years following the Welfare Act 2013 and the Welfare Reform and Work Act 2016. Changes such as the lowering of the benefit cap mean that a significant number of households will have experienced a reduction in the income they receive from benefits potentially reducing their ability to pay their housing costs. In order to prevent households becoming at risk of homelessness we will need to ensure that support continues to be available in order to provide money advice, affordable housing options and routes into employment.

A key element of the government's Welfare Reform package includes the move over to Universal Credit for the payment of benefits. Universal Credit replaces the six existing benefits with a single monthly payment for people who are out of work or on a low income. Universal Credit full service was introduced into the Coalville Job Centre in February 2018 as part of the national roll-out. All new claimants now automatically receive Universal Credit with existing benefit claimants to be migrated over to Universal Credit by 2023.

Universal Credit represents a significant change in how housing benefit is paid, transferring the responsibility for paying housing costs to the household and providing payments on a monthly basis. Some households will require support to budget appropriately and cope with the digital nature of the new system. The early identification and resolution of issues will be key to ensuring that the move to universal credit does not increase the number of people at risk of losing their home through rent arrears.

We are already seeing the effects of the introduction of Universal Credit on the already limited private rental market. Housing payments are no longer paid directly to landlords and this combined with poor understanding of the new system means that landlords are increasingly unwilling to accept households on benefits. Landlords will need to be positively engaged and innovative solutions found to keep private sector options open.

### Maintain positive outcomes despite increased pressures on services

A strong emphasis on prevention work over the term of the last Strategy alongside a healthy housing register has meant that we have been successful in assisting those in need before they reached crisis point. This has meant that the trend in the number of people approaching as statutory homeless in the District has fallen since 2013 despite some fluctuations in certain years. We are however not in a position to be complacent as homelessness is growing nationally and the new homelessness duties mean our support will need to stretch further than ever before. In order to maintain our current low levels of homelessness we will put in place new ways of working and we will seek out opportunities to work in partnership with both neighbouring Local Authorities and with our local partners.

### Meeting the needs of younger people who are at risk of homelessness

Young people aged 16-25 now make up a third of all approaches to the service, reflected in a shift in the most frequent reason for approach towards “friends and family no longer willing to accommodate”. We also see a higher instance of multiple or complex support needs being recorded in the 16-25 age group making it more difficult to address their housing issues. In order to deal with the rise in approaches amongst this group we will strengthen our specialist accommodation and support offer, particularly with regard to complex needs, and also review our family mediation provision.

### Provision of Temporary Accommodation

The Homeless Reduction Act extends the duty to provide temporary accommodation to a wider number of households. We have limited dedicated temporary accommodation options available to us. At present we have a single bedsit bungalow from within the Council's housing stock which is used for cases where a longer than normal stay is expected. Outside this provision the Council uses a range of local Bed & Breakfast accommodation to meet temporary accommodation needs. We are already exploring options that will extend our provision through working with accommodation providers and neighbouring local authorities.

### Private renting

The average monthly rent for a 2 bed privately rented house in the District is £504 with the Local Housing Allowance Rate available to cover this rent £437 (Leicester Housing Area). Additionally North West Leicestershire has less housing in private rent than the national average and low levels of shared-type accommodation. This means that finding affordable private rented accommodation, particularly for certain groups such as single people, is problematic.

The changes brought about by the introduction of Universal Credit and the increasing tightening of landlord insurance policies to exclude people on benefits mean that options in the private rental market are limited and insecure. This trend is seen in the approaches to the housing service where the ending of private rented fixed term tenancies continues year on year to be one of the top three reasons people approach the service for help.

The Council has a long standing rent deposit and rent bond scheme and a good relationship with many landlords and letting agents. However, with the increasing difficulty in accessing this sector and with private sector evictions still high we will seek new and innovative strategies in order to keep this option open to our clients and we will continue to work proactively with landlords.

#### Meeting the needs of individuals with complex / multiple support needs

Many homeless households have complex needs which can only be resolved through the co-operation of multiple agencies. Over 40% of service users who were owed a homeless duty in the first 6 months of 2018-19 had some form of support need with a fifth having more than one support need. Successful working relationships already exist between many of the key agencies and the Housing Advice service, however our consultation revealed a strong need to consolidate this partnership working and connect together services even better, particularly with regard to tackling underlying support needs such as mental health, substance misuse and domestic abuse.

The review also highlighted opportunities to better pool and share information in order that trends and gaps can be more clearly understood and that a shared understanding of local services can be developed. This work will be important in defining and maximising the use of existing services to help find long term housing solutions for people with complex needs. A priority moving forward therefore will be to formalise our relationships with amongst others; Adult Social Care; Turning Point;

United Against Violence and Abuse; Supporting Leicestershire Families; Youth Offending; Probation; and the Community Rehabilitation Company.

#### Repeat homelessness

Repeat approaches to the homeless service are not uncommon and are most often amongst singles and couples, particularly those who have support needs. In order to break this cycle we need to ensure we are able to intervene early and to engage suitable support services and access the right supported accommodation options. We also need to look at strengthening and developing our move on arrangements and our tenancy support provision to ensure that long term positive outcomes are sustained. The recent launch of a Leicestershire Coaching Services will help us to explore new ways of providing support and helping to build self-reliance.

#### Ensure social rented pipeline remains healthy

Around 60% of our positive outcomes are found via an offer of socially rented accommodation by means of the Council's Housing Register. We are in a fortuitous position in North West Leicestershire having a supply of affordable social rented housing which in most cases is able to meet demand. The Council revised the Allocation Policy in 2017 with consideration to new duties under the Homeless Reduction Act. This is helping to ensure that homeless and at risk households have the correct preference within the Choice Based Lettings scheme and are able to find suitable housing in a timely manner.

As social housing is such an important channel for homelessness, we will

continue to ensure that the pipeline of available social housing is maintained through strong partnership working with Registered Providers and the Councils Landlord Services. We will also seek to use the information and influence we have to ensure that the right housing is available to meet the identified needs of those on the register.

### Economic pressures

Whilst North West Leicestershire performs strongly both in terms of economic activity and levels of employment of working age adults compared to sub-regional, regional and national average, debt and arrears remain a significant factor affecting homelessness with Citizen's Advice approaches showing an increase in the amount of housing related debts above and beyond personal debt.

A significant buffer against the impact of welfare reform has been the availability of Discretionary Housing Payments (DHPs). In recent years DHPs have increasingly been used in cases involving the bedroom occupancy rules and benefit cap. Increases to demand coupled with changes to the budget allocation mean that there was a noticeable shortfall in available funds in 2018-19 and this is likely to add pressure to our Housing Choices service as people are forced to seek alternative accommodation.

Since October 2015 the Council has been supporting tenants in receipt of Universal Credit with personal budget support, in part funded by DWP. From April 2018 this service will be provided nationally via Citizen's Advice. In light of the positive impact of the Council's local support service we will consider how a District focussed service can be

maintained to complement the new national service.

In order to continue to maximise the income of households in the District to combat economic pressures we will continue to work pro-actively to support people to access the money they are entitled to and to increase their employment opportunities.

### Reduction in capacity of local support services

There continues to be year on year budget cuts amongst local authority and health services leading to impacts in service provision and increased pressure on remaining services. For example In April 2019 there will be a merger of four of the County Council's key family and young people's services into one family wellbeing service. This will include the closure of 4 Children's Centres in the District. To combat reduced budgets and more streamlined services it will be necessary to maximise partnership working opportunities, fully engage with the voluntary sector and target services where they are most needed.

### Rough Sleeping

Traditionally North West Leicestershire has low numbers of isolated instances of rough sleeping, with the Housing Advise Service recording 15 incidents over the last 2 years. In recent years this has focused around migrant workers or individuals who have chosen not to engage with services. Most often rough sleeping takes the form of camping out in woodlands or disused buildings or people sleeping in vehicles. This makes identification of instances and engagement of those rough sleeping problematic.

There are limited district-level services that are dedicated to rough sleepers

however the Council has been successful in co-commissioning services with neighbouring local authorities such as the current Rough Sleeping Project, which reaches the end of its funding in April 2019 and the government funded Cold Weather Provision launched in winter 2018. Additionally the sub-region is implementing a rough sleeper database which allows the sharing of intelligence across local authority boundaries and will increase the quality of data held locally about rough sleepers.

Access to these wider services has been key in keeping rough sleeping numbers low and addressing the specific needs of these individuals. We will continue to work in partnership to unlock funding for specialist accommodation, outreach and support. The government recently announced the requirement for all Local Authorities to produce rough sleeping strategies by winter 2019, which set out how they plan to provide specialist support and accommodation for vulnerable people on the street. We will work with our partners and neighbouring Local Authorities to put in place the appropriate services for our District.

#### Rough Sleeping amongst the ex-armed forces

Nationally it has been estimated that between 3 and 10% of rough sleepers

are ex-armed forces. Whilst locally there is currently no up to date data, it is recognised that those leaving the armed forces have traditionally faced barriers to securing housing and so were particularly vulnerable to homelessness. As part of our response to the Homelessness Reduction Act a countywide pathway for those leaving the armed forces is being developed and within North West Leicestershire we have tailored our allocations policy to support former members of the armed forces seeking housing. We will continue to recognise and support the specific needs of veterans.

#### Rough Sleeping and Community Safety

The focus of this strategy is to support those who are homeless or at risk of homelessness. It is however recognised that rough sleeping can impact on Community Safety including how people feel about the community in which they live. In order to balance the needs of communities with the needs of rough sleepers we will work closely with the Community Safety Team to ensure a co-ordinated response to rough sleeping that meets the objectives of all parties.

## Our Strategic Aims

In analysing the key challenges facing us the following aims have been identified and will form the foundation of our work over the next 5 years.

Over the next 5 years we will:

- **FOCUS ON PREVENTION**  
Develop our early identification and intervention work to reduce the number of people approaching at the point of crisis
- **PUT CUSTOMERS AT THE HEART OF WHAT WE DO**  
Ensure anyone who is homeless or at risk of homelessness has easy access to the support and advice they need to resolve their housing issues.
- **MAINTAIN AND WIDEN OUR HOUSING OPTIONS**  
Provide a range of accommodation and support options that meet the needs of those seeking our help
- **WORK TOGETHER AND WORK SMARTER**  
Seek out new opportunities for collaborative working that deliver innovative solutions to the needs that we jointly identify with our partners
- **TACKLING ROUGH SLEEPING AND ITS CAUSES/IMPACTS**  
Ensure we have the right services in place to ensure a rapid and robust response when anyone is at risk of rough sleeping



## How we will monitor success

In order to achieve these aims we will agree an annual action plan with our partners which will be monitored quarterly via the Homeless Prevention Forum. The initial action plan is attached as Appendix A to this Strategy.

### North West Leicestershire Homeless Prevention Forum

North West Leicestershire District Council's Homeless Prevention Forum brings together a wide range of public services representatives, health professionals, accommodation providers, support services and community and voluntary sector representatives in order to share information and identify and deliver activity to address homelessness in the District. The Forum is managed by the District Council's Strategic Housing Team and normally meets on a quarterly basis.

### Indicators of Success

In addition to monitoring progress against agreed actions we will also monitor and provide feedback on the key performance indicators of homelessness in Appendix B. This information will be shared with the Homeless Prevention Forum, with the Council's Senior Management Team and with the Portfolio Holder for Housing on a quarterly basis to support a shared understanding of the Districts' homeless situation and to identify trends.



## **North West Leicestershire**

### **Preventing Homelessness Strategy**

#### **Action Plan April 2019 – March 2020**

**These actions will help us achieve our strategic aims for homeless prevention which are:**

1. **EARLY INTERVENTION**  
Reduce the number of people approaching at the point of crisis and reduce repeat homelessness
2. **EASY ACCESS TO SERVICES**  
Provide easy access to support and advice for anyone homeless or at risk of homelessness and ensure referral pathways are used to provide the best outcomes for people accessing our services
3. **THE RIGHT MIX OF HOUSING OPTIONS**  
Provide a range of accommodation and support options that meet the needs of those seeking our help
4. **COLLABORATIVE WORKING**  
Seek out new opportunities for collaborative working that deliver innovative solutions to the needs that we jointly identify with our partners
5. **TACKLING ROUGH SLEEPING**  
Ensure we have the right services in place to ensure a rapid and robust response when anyone is at risk of sleeping rough

Ref No	Action	Performance monitoring	Quarterly Milestones				who
			Q1	Q2	Q3	Q4	
1.	<b>Priority One – Early Intervention</b>						
1.1	Deliver schools education programme to KS4 students at minimum 4 schools	Number young people reached Evaluation report		Initial approach to schools	Delivery of workshop sessions	Delivery of workshop sessions	NWLDC Community Safety Partnership Schools
1.2	Put in place Adult Learning offer to build skills, confidence and resilience	Number of people accessing offer Learning outcomes	3 people complete Adult Learning Courses	3 people complete Adult Learning Courses	3 people complete Adult Learning Courses	3 people complete Adult Learning Courses	NWLDC Adult Learning
1.3	Secure funding for extension of tenancy support services for private tenants	Service in place Quarterly data on number of households supported	Service in place 12 people supported	12 people supported	12 people supported	12 people supported	NWLDC Homeless Delivery Group
1.4	Develop mediation offer for individuals asked to leave by friends and family	Mediation offer in place Number of households supported to stay through mediation	Mediation offer in place 9 people receive mediation support	9 people receive mediation support	9 people receive mediation support	9 people receive mediation support	NWLDC

Ref No	Action	Performance monitoring	Quarterly Milestones				who
			Q1	Q2	Q3	Q4	
2.	<b>Priority two – Easy Access to Services</b>						
2.1	Promote Housing Advice referral pathway and MyHome App to customers and key organisations	Quarterly data (number users and number referrals)	Promotion of referral pathway 10 new users 4 referrals	Go-live of customer online form 10 new users 2 referrals	10 new users 12 referrals	10 new users 12 referrals	NWLDC Homeless Delivery Group
2.2	Attend GP forum to raise awareness of Housing Advice services and improve access to healthcare for homeless households (in particular rough sleepers)	Meeting held and actions agreed	Initial meeting	Follow up and put in place any agreed actions	Follow up and put in place any agreed actions	Follow up and put in place any agreed actions	NWLDC Health Improvement Partnership Other key health partners as needed
3.	<b>Priority three – The Right Mix of Housing Options</b>						
3.1	Put in place Domestic Violence Link Worker to provide specialist advice	Number DV cases supported by link worker	5 cases 80% positive outcomes	5 cases 80% positive outcomes	5 cases 80% positive outcomes	5 cases 80% positive outcomes	NWLDC Women's Aid Leicestershire

Ref No	Action	Performance monitoring	Quarterly Milestones				who
			Q1	Q2	Q3	Q4	
	and support for DV cases	Positive outcomes for DV cases					
3.2	Review options for complex needs clients and commission additional services if necessary	Number of clients supported Positive move on outcomes	Review and recommendations	6 people supported 60% positive outcomes	6 people supported 60% positive outcomes	6 people supported 60% positive outcomes	NWLDC Chosen Provider
3.3	Develop a stronger private Rented Sector Offer	Offer in place and tested with private sector landlords Number households with a positive private sector housing outcome (6mths +)	Private Sector Passport in place 6 households supported into private rented accommodation	Insurance options investigated 6 households supported into private rent	6 households supported into private rent	6 households supported into private rent	NWLDC CAB Clockwise
3.4	Review existing TA provision and investigate alternative options. if necessary expand temporary	Review completed Additional temporary accommodation made available	Review complete and recommendations made	New TA available (if necessary) Number people accommodated	Cost savings	Review of new TA	NWLDC Homeless Prevention Forum

Ref No	Action	Performance monitoring	Quarterly Milestones				who
			Q1	Q2	Q3	Q4	
	accommodation options in line with demand and household type	Number of people accommodated in TA and cost savings against B&B		Cost savings			
4.	<b>Priority four – Collaborative working</b>						
4.1	Hold quarterly Homeless Prevention Forum inviting a range of partners and a programme of guest speakers	Forums held	Q1 Forum	Q2 Forum	Q3 Forum	Q4 Forum	NWLDC Homeless Prevention Forum
4.2	Review Move-on agreements and pathways with supported housing providers	Number successful referrals into supported accommodation Percentage of individuals successfully moving on from supported housing into long term accommodation	Meetings held with all supported housing providers Move on agreements revised and agreed				NWLDC EMH Care and Support Adullum Falcon Centre Exaireo NACRO

Ref No	Action	Performance monitoring	Quarterly Milestones				who
			Q1	Q2	Q3	Q4	
4.3	Put in place regular meetings with social services colleagues to initiate closer working relationships	Review success after 12 months through feedback and case studies	Meeting held	Meeting held	Meeting held	Meeting held  Review success and determine structure of meetings for 2020-21	NWLDC  LCC
4.4	Set up Housing Advice hubs in outreach location to offer signposting and identification of “at-risk” households	Number of households accessing advice via the hub	Identify and agree location partner  10 people access advice	15 people access advice  Review success	15 people access advice	15 people access advice  Review success	P3  Homeless Prevention Partnership  NWLDC
5.	<b>Priority five – Tackling Rough Sleeping</b>						
5.1	Implement EMTHINK rough sleeper database	Database in place and officers trained  Number rough sleepers recorded	Review number recorded	Review number recorded	Review number recorded		NWLDC  Action Homeless  Homeless Delivery Group

Ref No	Action	Performance monitoring	Quarterly Milestones				who
			Q1	Q2	Q3	Q4	
5.2	Review SWEP procedure and contact list	Revised information and contact list  Number activations and number people accommodated		Review procedure and contact list	Information to key partners ahead of SWEP cold weather period	Review effectiveness of SWEP	NWLDC  Homeless Prevention Partnership  Community Safety Partnership
5.3	Undertake mapping exercise of rough sleeping services	Exercise complete and distributed to key partners		Mapping complete and gaps identified			NWLDC  The Bridge  Local Area Coordinators
5.4	Seek funding or alternative delivery routes to maintain Countywide rough sleeper outreach and No Second Night Out service	Continuation of service  Number of people "at risk" of rough sleeping supported	Service in place  5 people supported	5 people supported	5 people supported	5 people supported	NWLDC  Homeless Delivery Group  The Bridge
5.5	Undertake annual rough sleepers estimate	Participation from all key partners			Conduct estimate and		

Ref No	Action	Performance monitoring	Quarterly Milestones				who
			Q1	Q2	Q3	Q4	
					review findings with partners		

## Appendix B: Housing Choices Key Indicators

<b>1. Approaches</b>		<b>Frequency</b>
1.1	Total number of approaches	Monthly
1.2	Number found to be not eligible	Quarterly
1.3	Number found to be <u>not</u> homeless or threatened with homelessness in 56 days	Quarterly
1.4	Number owed a prevention duty	Monthly
1.5	Number owed a relief duty	Monthly
1.6	Number repeat approaches (regardless of duty owed)	Annual
1.7	Top 3 reasons for approach	Annual
1.8	Top 3 support needs	Annual

<b>2. Prevention Duty</b>		<b>Frequency</b>
2.1	Number prevention duty outcomes	Quarterly
2.2	Number and % positive	Quarterly
2.3	Number and % unsuccessful outcomes where applicant has become homeless	Quarterly
2.4	Top outcome and % where applicant has remained in home	Annual
2.5	Top outcome and % where applicant has found alternative accommodation	Annual
2.6	Most frequent reason for unsuccessful outcome	Annual

<b>3. Relief Duty</b>		<b>Frequency</b>
3.1	Number relief duty outcomes	Quarterly
3.2	Number and % positive	Quarterly
3.3	Number and % where 56 days reached and duty ended	Quarterly
3.4	Number and % where 56 days reached and main duty owed	Quarterly
3.5	Most frequent reason for unsuccessful outcome	Annual
3.6	Number Main Duty decisions (intentional/not in priority need/full duty)	Annual

<b>4. Rough Sleeping</b>		<b>Frequency</b>
4.1	Number new rough sleeping cases recorded (all sources; broken down by reason)	Quarterly
4.2	Annual verified rough sleeping estimate	Annual

<b>5. Temporary Accommodation</b>		<b>Frequency</b>
5.1	Number TA placements (breakdown to indicate where Out of Hours/Out of area)	Monthly
5.2	Average length of time in TA for those leaving TA in quarter	Quarterly
5.3	Total number households in TA (end of quarter snapshot)	Quarterly
5.4	Number families in B&B (end of quarter snapshot) and any over 6 weeks	Quarterly

<b>6. Referrals</b>		<b>Frequency</b>
6.1	Number Local Connection referrals and location	Annual
6.2	Number of incoming referrals via Duty to Refer	Annual

<b>7. Efficiency of Service</b>		<b>Frequency</b>
7.1	Average number of working days from application to initial decision	Monthly
7.2	Average number of working days from application to Personalised Housing Plan	Monthly

<b>8. Housing Indicators</b>		<b>Frequency</b>
8.1	Average house price (2 bed)	Annual
8.2	Average private rent (2 bed)	Annual
8.3	Average social rent (2 bed)	Annual
8.4	Average Affordable rent (2 bed)	Annual
8.5	No. reposessions (mortgage)	Annual
8.6	No. reposessions (landlord)	Annual
8.7	Average household earnings	Annual
8.8	Benefit Claimant Count	Annual

<b>9. Housing Register</b>		<b>Frequency</b>
9.1	Number on housing register (break down by band, age, bed need, homeless cases)	Monthly
9.2	Average wait time by banding and bedroom need	Monthly