

homelessness strategy progress report 2018-2020

	ACTION	PROGRESS UPDATE AND OUTCOMES	DELIVER BY
1	Objective 1:		
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	<p>The Homelessness Strategy Steering Group was provided with information in relation to the Homelessness Reduction Act and related changes to the Housing Options Service duties and procedures.</p> <p>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.</p> <p>Referral processes and forms for services provided by The Bridge East Midlands and Falcon Support Services. 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</p>	In progress



		protocols and pathways for 16 and 17 year olds and Care Leavers, which have been agreed and are due to be introduced in 2020.	
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 have been agreed and 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 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</p>	In progress

		<p>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>	
2	Objective 2:		
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 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.</p>	In progress
2.2	Ensure targeted homelessness advice and prevention pathways are in place and accessible for	Information and advice on the prevention of homelessness is available on the Council's website. This includes general advice on	In progress



	<p>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>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 have been agreed and are due to be introduced in 2020.</p> <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	<p>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</p>	<p>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.</p> <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>	In progress

2.4	Ensure the housing and support needs of all applicants who are at risk of becoming homeless within 56 days are assessed and effective Personalised Housing Plans are developed	<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 the most successful actions.</p>	In progress
2.5	Mitigate the negative impacts of Welfare Reform and ensure sufficient welfare, debt and budgeting advice is available	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.	In progress
2.6	Ensure effective Eviction Prevention Protocols are in place	The Leicestershire Homeless Delivery Group is developing an Eviction Prevention Protocol for Registered Providers.	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 have been agreed and are due to be introduced in 2020.	In progress
3	Objective 3:		
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 being utilised to expand the CBC Lettings Service across Leicestershire and Rutland.</p>	In progress

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



		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 the Support Lodgings service.	
4	Objective 4:		
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	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 is 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	In progress



	they are moving into independent accommodation	schemes who did have a connection prior to entering schemes. Move on agreements for Supported Accommodation schemes within Charnwood to be reviewed.	
5	Objective 5		
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	<p>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 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>	In progress
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</p>	In progress



		introduced for new long-term lets to these properties, to ensure more suitable and sustainable allocations.	
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.</p> <p>Funding received from the MHCLG Rapid Rehousing Fund is being utilised to expand the CBC Lettings Service across Leicestershire and Rutland.</p> <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>Since 1st April 2018, 43 Empty homes have been brought back into use.</p>	In progress

