

Committee Name and Date of Committee Meeting

Improving Places Select Commission – 20 September 2022

Report Title

Progress on the Homelessness and Rough Sleeper Strategy 2019 - 2022

Is this a Key Decision and has it been included on the Forward Plan?

No, but it has been included on the Forward Plan

Strategic Director Approving Submission of the Report

Ian Spicer, Strategic Director of Adult Care, Housing and Public Health

Report Author(s)

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Ward(s) Affected

Borough-Wide

Report Summary

A report detailing progress of the Homelessness and Rough Sleeper Strategy was noted by Improving Places Select Commission on 20 July 2021.

This report provides a further update of progress and will give an overview of the local picture, and assurances around sustainability of the service especially as regards costs, staff salaries and skills.

Progress in delivering the Homelessness Prevention and Rough Sleeper Strategy Action Plan is attached as Appendix 1

Recommendations

1. That Improving Places Select Commission note the further progress made to date in delivering the Action Plan within Appendix 1.
2. That the Improving Places Select Commission note that consultation to start a review of the Homelessness Prevention and Rough Sleeper Strategy has commenced and there will be a Member Seminar W/C 26 September 2022.

List of Appendices Included

Appendix 1 Action Plan - Homelessness Prevention and Rough Sleeper Strategy
2019-2022

Background Papers

Minutes - Improving Places Select Commission, 20 July 2021.

Consideration by any other Council Committee, Scrutiny or Advisory Panel

None

Council Approval Required

No

Exempt from the Press and Public

No

Progress on the Homelessness and Rough Sleeper Strategy 2019 - 2022

Progress on the Homelessness and Rough Sleeper Strategy 2019 - 2022

1. Background

- 1.1 The Homelessness Prevention and Rough Sleeper Strategy 2019-22 was approved by Cabinet in April 2019 and published in May 2019.

The vision is to:

- To end homelessness in Rotherham
- Everyone has a place to call home
- The right support is in place at times of crisis to prevent homelessness

The Strategy sets out six key aims:

1. To support people with complex needs
2. To prevent homelessness and offer rapid housing solutions
3. To increase support for young people to prevent homelessness
4. Ending rough sleeping and begging in Rotherham
5. To improve access to tenancy support, employment, and health support services
6. To ensure there is enough emergency accommodation

- 1.2 A progress report was presented to Improving Places Select Commission on 20 July 2021. Some of the feedback from Members was that they:

- Expressed a desire for more information regarding the sustainability in terms of skilled staff to be funded over long term as opposed to being employed on a temporary basis.
- Members requested additional details regarding the partnership working with Drug and Alcohol Treatment programme and work with Veterans. (This is detailed in the Action Plan Appendix 1)
- Members requested more details about the experience of homelessness families with children in temporary accommodation

- 1.3 Members also asked for clarification around the changing role of private landlords.

- 1.4 Information regarding these points is detailed within the report or Action Plan

2. Key Issues



- 2.1 The action plan and progress to date is detailed at Appendix 1. The updated action plan shows that all the submitted recommendations are being implemented, with most of the actions completed.

2.2 The Local Picture


2.3 The table below shows that there was an initial increase in new homelessness cases, from 1577 to 1813 between April 2018 and March 2020. This 15% increase was due to the introduction of the Homelessness Reduction Act 2017. The Act increased the range of households eligible for assistance and introduced the duty to refer where certain agencies are required by law to refer homeless people to the service.

2.4 Between 1st April 2020 and 31st March 2021, the total number of new homelessness cases had reduced to 1,458 and reduced further to 987 during 2021/22.

2.5

Period	Number of cases	Trend
April 2018 to March 2019	1577	
April 2019 to March 2020	1813	
April 2020 to March 2021	1458	
April 2021 to March 2022	987	

2.6 The table below shows the number of live homelessness and case loads

Date	Homelessness cases loads as at year end	Trend
Year- end 2019/20	364	
Year-end 2020/21	420	
Year-end 2021/22	482	

2.7 Although the numbers of households approaching the service has reduced, the table above shows that Homelessness Officers caseloads have increased over the last 3 years from 364 as at March 2020 to 482 at the end of March 2022. The increase is mainly due the difficulties in finding suitable and affordable move on options. Households are also presenting when they are at a crisis stage or where there is limited time or resources to support early prevention and intervention, this creates pressures on temporary accommodation usage. For example, there was 987 households presented during 2021/22 and of these the number of households placed into temporary accommodation was 944.

2.8 **The table below shows the stages of live homelessness cases as of 31st March 2022**

Prevention	Prevention %	Relief	Relief %	Main	Main %
183	38%	190	39%	109	23%

2.9 As shown in the table 38% of a new case, (183 Households) commenced at the 'Prevention Stage' The proportion of initial applications opened at the prevention stage is not an absolute measure of service effectiveness; however, it does enable us to see how many applicants are approaching at Prevention stage compared with Relief. The earlier an applicant approaches the service; there is a greater chance that their homelessness situation can be prevented.

2.10 The Rotherham Council Plan 2022-25 includes a Key Performance Indicator PE08- Proportion of households prevented or relieved from homelessness. Of the 422 homelessness cases in Quarter 1: 214 cases prevented or relieved from becoming homeless. Cases not prevented are due to various reasons, including loss of contact, case withdrawn at customers' request, refusal of suitable accommodation offer, customer making own arrangements or being placed in temporary accommodation. Work is taking place to improve performance by strengthening case management processes and the roles within the homelessness service have been refocused on early intervention and prevention. Homelessness outreach advice services continue to be delivered by Shiloh and work is also taking place to increase awareness and improve information to support those at risk of homelessness.

2.11 **Reasons for Homelessness**

2.12 For the Borough of Rotherham, the most prevalent reason that people become homelessness is that that their families or friends are 'no longer willing/able to accommodate'. This is an ongoing issue and represent 27% of all cases received in 2020/21 and is a 5% increase on the previous year. This is mainly due to the Homelessness team being unable to negotiate with family and friends to allow people to stay with them longer due to the lockdown rules of only one household in private homes.

- 2.13 As part of the ongoing work to support households where relations breakdown, housing options and advice is given at the earliest opportunity. The Homelessness Team provide opportunities for family mediation. For young people the Council's commissioned Housing Related Support Young Peoples 16–24-year-olds also supports young people to build on family relationships where it is appropriate and helps them to address issues which may have contributed towards the family breakdown. Some young people return home where it is safe to do so.
- 2.14 Second is due to violence or harassment at 19%. The Council supports households to remain in their home where it's safe to do so, working collaboratively with the police and other agencies to maintain regular contact and take action against perpetrators. The Council also provide safer homes works where required and will support rehousing as a last resort if the police identify they are at high risk.
- 2.15 A third is the end of a private tenancy at 14%. The council encourage households to seek help and advice early. The Homelessness Team are proactive in negotiating with landlords, aiming to find solutions to avoid tenancies ending. Where this is not possible a housing plan is developed to support a planned move.
- 2.16 The 'end of private rented tenancy' ratio may have been higher due earlier in the year there was a ban on Court evictions due to Covid restrictions.
- 2.17 Reasons for homelessness is then closely followed by domestic abuse at 13%. The Council supports households to remain in their home where it's safe to do so, working collaboratively with the police and other agencies to maintain regular contact and take action against perpetrators. The council also provide safer homes works where appropriate. Where it is not safe to remain in the home, specialist housing with support for victims fleeing domestic is provided. There is a range of commissioned, voluntary, and charity funded services that exist within Rotherham. These services provide a range of functions that are important to supporting the delivery of Domestic Abuse Services. There is increased work around prevention and early identification of issues before abusive situations develop. The Domestic Abuse Strategy for 2022 – 2027 aims to assist partnerships and agencies in delivering a joined-up response to those affected by domestic abuse.
- 2.18 **Demographics**
- 2.19 The age profile of presentations overall remains broadly inline with that in previous years. Following an increase in 2019/20 the proportion aged 65 and above has now returned to previous levels. However there has been a 2.7% increase in the 25-40 age band which remains the highest proportion at 50.8%.

2.20	Age Band	2018/19	2019/20	2020/21
	24 or below	23.1%	23.3%	22.0%
	25-40	48.1%	48.1%	50.8%
	41-64	22.1%	24.2%	24.6%
	65+	2.3%	4.0%	2.4%
	Not known	4.3%	0.4%	0.4%

2.21 The ethnicity of the main household applicant remains predominantly White British at 84.4% with 12.1% from Black or Minority Ethnic (BME) groups a decrease of 3.7% on the previous year. This decrease in BME is primarily linked to a decrease in presentations from an Asian or Asian British background, over the year there were 53 presentations compared to 85 in the previous year.

2.22 The number of families seeking homelessness support reduced on previous year's figures. 381 households (24.3% of total cases) had dependent children, compared to 516 (28.4%) in 2019/20 and 471 (29.9%) in 2018/19. Additionally 54 household were pregnant at application.

2.23 Homeless Prevention

2.24 The best way to tackle homelessness is to stop it happening in the first place. The Council and partners are committed to homeless prevention and have been proactive in a range of prevention initiatives, some of which are detailed in the Action Plan update – Appendix 1. Prevention work has included the refresh of the Councils homeless webpage, providing a dedicated page on homeless prevention, which encourages people to seek help early. Rotherham are part of the South Yorkshire Survival Guide which is a web- based information directory for a range of services, including homeless advice. A booklet called Helping Others Made Easy H.O.M.E has been produced in partnership with Shiloh, a local homeless charity. The booklet provides a range of support and advice services to people who are either experiencing homelessness or worried about becoming homeless. The Council's Financial Inclusion team provide financial support to council tenants who may be struggling financially in aid to maximise their finances and prioritise their expenditure which includes rent and rent arrear payments. The Council have helped grant fund the development of a tenancy ready learning portal, led by Rush House, a local homeless charity. The aim of this portal is to support people to greater independence to enable them to understand their rights and responsibilities to help them sustainment their long-term future housing.

2.25 Covid Pandemic - Impact of Homelessness and Rough Sleeping

2.26 The Council's Housing Options Service saw an increase in the complexity of demand for homelessness support during the pandemic, with families as well as couples and single people seeking support.

2.27 At the end of March 2020, the Government announced their 'Everyone In' scheme and plan to house everyone on the streets in England to protect from the spread of coronavirus. The Government called on local authorities to do everything they could to provide shelter to everyone sleeping rough during the Covid outbreak. Rotherham responded to this and accommodated everyone, who was rough sleeping or at risk of rough sleeping. People sofa surfing were significantly impacted through being no longer accommodated by friends and family. A continued flow of people newly at risk of homelessness throughout the early months of the pandemic led to a constant pressure on services and increasing demand for temporary accommodation. Also creating a shortage of affordable housing, including housing with support services, within the social and private rented sectors.

2.28 The Homelessness team established a working group of partners, under the title of 'First Steps Rotherham'

2.29 The group included Council Officers, (including homelessness and commissioned services,) Crisis, South Yorkshire Housing Association, Action, Target Housing, Shiloh (our local charity) mental health practitioner working within the rough sleeper team, primary care, and the hospital trusts.

This group worked together to provide:

- tenancy and specialist support
- provision of food and resettlement support
- whilst people are in temporary accommodation, and
- when people move into their own accommodation

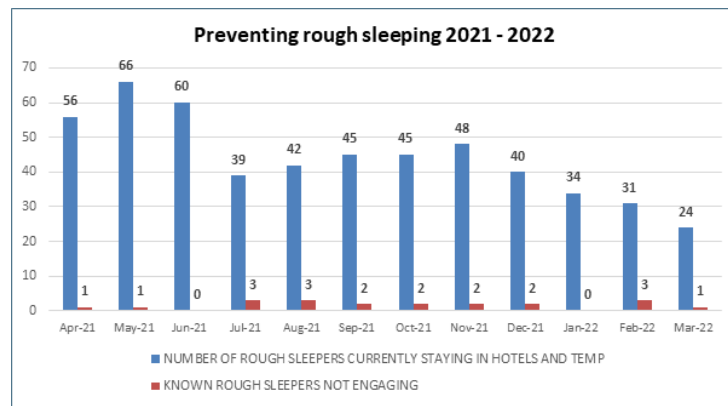
2.30 One of the biggest challenges for the council has been the ability to successfully move those housed in emergency COVID-19 accommodation into permanent and secure housing. The structural barriers that existed before the pandemic, including a lack of housing supply and a welfare system that does not address the underlying causes of homelessness have been exacerbated during the pandemic.

2.31 In response of Covid, the Homelessness team developed move on plans for those people who the council have prevented from rough sleeping who have been accommodated in temporary accommodation. Rehousing options have heavily relied on council housing stock and supported housing to help move people into more settled housing.

2.32 A total of 530 individuals were accommodated into temporary accommodation who were either rough sleeping or who faced rough sleeping, an average of 44 per month.

2.33 Chart 1 below, shows a total of 530 individuals who were at greater risk of rough sleeping or actually rough sleeping housed into temporary accommodation and supported by the Rough Sleepers Initiative team during April 2021 to end of March 2022. The data in the chart shows a peak of 66 individuals in May 2021. Steadily decreasing to year end to March 2022.

2.34 **Chart 1**



2.35 Recent performance reporting indicated on the 11th of July 2022, a total of 16 individuals were accommodated in temporary accommodation whilst receiving support by the Rough Sleepers Initiative team, some of whom are from the legacy of Everybody In, or who have been verified as rough sleeping follow the end of the Covid response.

2.36 The previous year April 2019 – end of March 2020 a total of 621 individuals, an average of 52 individuals per month were accommodated into hotels and tother temporary accommodation

2.37 The Action Plan, Appendix 1 details the progress that has been made in reducing rough sleepers over the 3-year strategy.

2.38 Annual Counts have seen a reduction, from 10 rough sleepers in 2019/20 to 3 in 2021/23. As of the 31st of July, there were 0 rough sleepers in Rotherham.

2.39 The Outreach continue to be proactive and respond to new intelligence and carry out frequent checks.

2.40 **Reducing begging**

2.41 The Rough Sleeper Outreach team have worked closely with the community protection and the police to carry out assertive outreach to beggars and are proactive in taking enforcement action where appropriate. During Covid the number of begging on the streets significantly reduced, this was due to a combination of the Governments “Everybody In” initiative and less opportunities for people to beg. The Outreach team have since started to attend the fortnightly Central Tasking meetings. The meetings largely involve various council colleagues and South Yorkshire Police (SYP). The purpose of the meetings is to look at hotspot areas, households, individuals etc and to work in partnership. To tackle a range of issues including begging, street drinking, drug taking and littering.

- 2.42 The regular partner rough sleeper walks which include the support from a arrange of voluntary sector partners and SYP provide opportunities to engage with individuals and offer support and advice. Some people are found to be genuinely homeless and are accommodated by the Council. Some individuals are not homeless but often have other support needs.
- 2.43 As part of the strategy action plan the Council set out to explore an alternative web-based giving scheme. The aim was to encourage members of the public to donate to a local charity rather than to hand money to people begging to ensure the money provides better value to the people in most need in Rotherham. Due to Covid and other priorities the launch of this initiative was low key. There are plans outlined in the Homelessness Strategy 2019-2022 Action Plan update Appendix 1 and include intentions to launch a publicity campaign.
- 2.44 **Experience for homeless families with children**
- 2.55 At the last IPSC meeting, members wanted to know the experience for families with children.
- 2.56 The Council has a statutory duty to provide temporary accommodation for homeless families, until such time as the duty is ended, either by an offer of settled accommodation or for another specified reason.
- 2.57 Due to prevailing service demands the Council has been reliant upon the use of hotel accommodation to supplement the Council's own temporary accommodation units. The Council strives to ensure that stays in hotels are provided as a last resort and for as short a period as possible. If a family is placed into a hotel, every effort is made to get them into more appropriate temporary or permanent accommodation as soon as possible
- 2.58 The Rotherham Council Plan 2022-25 includes a Key Performance Indicator PE09 –The Plan outlines the ambition to reduce the numbers in temporary accommodation to 95 households. As at end of Q1 this had reduced from 106 to 102. In addition, and separate to this figure, there are several households within hotel accommodation who the council have been working to move into more suitable housing options. At the end of 2021/22, there were 202 households in temporary accommodation. This consisted of 96 in hotels (of which 16 were family households) and 106 in Council or other arranged temporary accommodation. At the end of Q1 2022/23 this figure had reduced to 165, consisting of 63 households in hotels (10 of which were families) and 102 in Council (88) or other arranged temporary accommodation (14). The Council is continuing to support households in hotels and temporary accommodation to move on to suitable settled accommodation as swiftly as possible. The situation continues to be monitored on a weekly basis.

2.59 To provide a summary of the direction of travel, the current position is showing a reduction in families placed into hotels.

Date	Hotels single	Hotel families	Total households in hotels
Baseline on 31 March 22	80	16	96
End of 1 st quarter 24 June 22	53	13	66
29 th July 2022	39	5	44

2.60 As of 29 July, the number of days of family placements in hotels was as follows:

Stay Up to 7 days	Up to 14 days	Up to 21 days	Up to 28 days	Up to 35 days	Up to 42 days	Total Families
3	2					5

2.61 The tables above shows that the Council prioritises the movement of family households from hotels to permanent settled or self-contained temporary accommodation. The length of stay of families within hotels is being monitored regularly by the Homelessness Service to ensure that legislation is complied with, and hotels stays for families are kept to a minimum.

2.62 The Homelessness Service is also involved with supporting Ukrainian families. The government has issued guidance which sets out a range of responsibilities for local authorities under the Homes for Ukraine scheme.

2.63 In Rotherham, the overall approach is that every Ukrainian guest will be allocated a Refugee Council (RC) caseworker and receive an initial home visit. They will then have a follow up appointment(s) to complete initial needs assessments and complete benefit applications, school admissions, GP registrations, NINO applications etc. as applicable.

2.64 There are specific activities that will be retained for direct delivery by the Council and one of those is housing and homelessness – planning and policy issues.

2.65 The homeless team are attending outreach advice sessions and have established a new post of Resettlement Officer. Their role is to support Ukrainian guests to access alternative accommodation if their current living arrangements breaks down.

2.66 Move-On Options in the Private Rented Sector

2.67 During a 12-month period (2021/2022), 791 homeless households were assisted to alternative accommodation. The table below details the move on pathway.

2.68

Date	Council	Supported housing	RSLs	Private Rented
Total Year ending 2021/22	457	147	76	111
Between 1 April and 29 July 2022	152	38	11	13

2.69 The Housing Options Team continue to source private rented properties individually and are reliant upon their relationship with agents and landlords to source these properties. However, due to a continuing increase of demand in the sector, the number of available properties is reducing. Homeless people often struggle to get access to homes let by private landlords as the upfront costs of private renting can be high because tenants are asked to pay a deposit and rent in advance and rents are unaffordable. Some landlords also think, wrongly, that it is too risky to let their property to people claiming housing benefit. This makes it even harder to find a property to rent privately.

2.70 Reviewing the Homelessness Service with regards to retention of staff and skills.

There were several factors that underpinned the need to review the shape of this service; ultimately the service needed to position itself to respond to service challenges now and into the future. In addition, one of the main reasons was the high turnover of staff in the Homelessness team as the posts were mainly on a temporary basis and attracting suitable candidates for the temporary posts and staff retention was a key issue. At that time only 37% of the team were on a permanent contract. (13 FTE Permanent and 22 FTE on temporary contracts.) The temporary nature of posts created issues such as:

- Turnover and retention
- Time taken to recruit

- Initial training for the role
- Peer support
- Attracting well trained and experienced resource
- Time spent on induction and training new team members
- The impact on the remaining team when colleagues leave, e.g., taking on their caseloads.

2.71 This issue also recognised in the Outcomes from Working Group on Homes Allocation meeting on 8 January 2021 which was undertaken by Improving Places Scrutiny Review group. The findings were presented to the Overview and Scrutiny Management Board on 10 February 2021. One of the recommendations was to sustain funding for the homelessness and temporary accommodation team.

2.72 In August 2021, a service review was undertaken, and the positive outcome was that there was a long-term Council investment into the service, increasing the number of posts by 9 and 12 temporary contracts were made to permanent. This has helped to meet demand across the service and reduced staff turnover.

2.73 The team undertake a full training and development programme which is regularly reviewed and reoccurring. To ensure staff can apply legislative, policy and practice within their roles training is reviewed and supported by Legal Services

2.74 Further Investment in the Service

2.75 The homelessness team have been successful in various funding bids, as follows:

2.76 Rough Sleeping Funding – Ending Rough Sleeping

2.78 The Governments Rough Sleeping Initiative (RSI) was first announced in March 2018, prior to the pandemic and the current strategy. The purpose of the funding was to make an immediate impact on the rising levels of rough sleeping and across England. Funding is now combined the Rough Sleeping Initiative and Rapid Rehousing Pathway funding into a single, streamlined funding programme.

Funding Duration	Funding Awarded	Brief overview - funding allocation for:
2018 - 2019	Sub-regional bid Approx. £72,000	<ul style="list-style-type: none"> • Specialist workers - Outreach and Prevention Workers, X 2 posts
2020 - 2021	£378,726	<ul style="list-style-type: none"> • 5 additional units of Housing First

		<ul style="list-style-type: none"> • Emergency Accommodation Community Hub - Queen Street Hostel • Rough Sleeper Initiative Team retain and develop existing provisions- more frontline workers with specialist roles • Rough Sleeper Personalised Prevention Fund
2021 – 2022	£487,846	<ul style="list-style-type: none"> • Emergency Accommodation Community Hub - Queen Street Hostel • Rough Sleeper Initiative Team, Staffing • Rough Sleeper Personalised Prevention Fund • Housing First X 5 units • Mental Health Practitioner • Supported accommodation provision - SYHA Indigo
2022 – 2025	£1,250,260 (over the 3 year period the annual funding allocation is set to reduce year on year)	<ul style="list-style-type: none"> • Emergency Accommodation Community Hub - Queen Street Hostel • Rough Sleeper Initiative Team Staffing • Rough Sleeper Personalised Prevention Fund • Supported accommodation provision - SYHA Indigo

2.78 **Contain Outbreak Management Fund (COMF)**

2.79 The Government (COMF) funding aids the Council's response to Covid-19 and to support recovery in the borough from the impacts of the pandemic.

2.80 In response to the increasing pressures of temporary accommodation during Covid and in respect of move on accommodation options, in particular for those with higher support needs requiring supported housing or Housing First service £600,000 has been invested from the COMF which has helped procure critically needed additional support services to households with support needs, for those people residing in temporary accommodation/hotels to increase the availability of suitable move on accommodation.

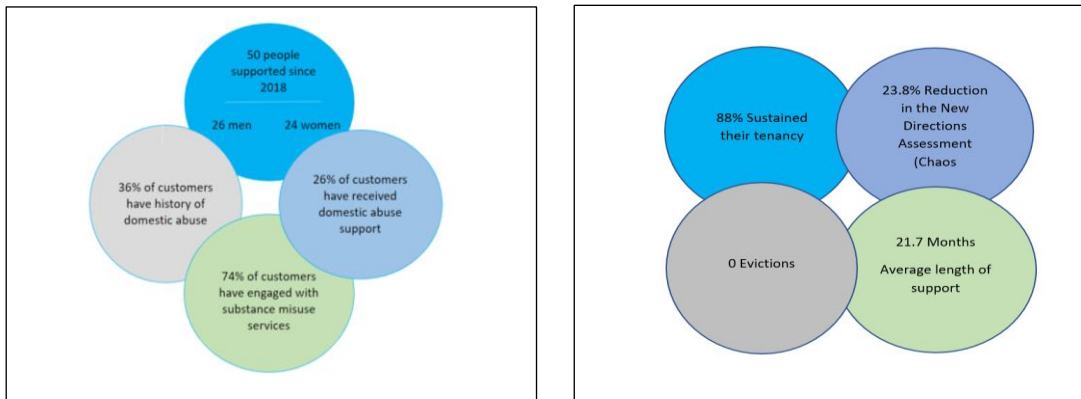
2.81 This has provided the following additional homeless provisions:

2.82 Specialist support service capacity to support up to 50 households with 2 or more areas of support needs, who are in temporary accommodation/hotels or

- 2.83 move on accommodation, to help the journey to more suitable and sustainable accommodation, freeing up temporary accommodation capacity.
- 2.84 Procured additional high-level support to increase Housing First provision (supported housing accommodation) by an additional 10 units.
- 2.85 **Funding - Rough Sleeping Accommodation Programme (RSAP) 2021/22 - 2023/24**
- 2.86 The Housing Options Team established the need for up to 20-30 homes. The Department for Levelling Up, Housing and Communities (DLUHC) asked local authorities to work closely with stakeholders and partners to support the funding bid.
- 2.87 The RSAP capital funding was successful and provided an opportunity to increase longer term secure accommodation, for those who find themselves without a home because of unaddressed issues around substance misuse and mental ill health.
- 2.88 South Yorkshire Housing and Action Housing were awarded direct funding for a total of 20 additional units through purchase and repair, providing a long-term national asset, available to the rough sleepers for 30 years.
- 2.89 In a more recent RSAP bid 2022-2023, Action Housing were successful in a further direct award supported by the council for a further 6 properties, which will bring this to a total of 26 homes.
- 2.90 **Housing Related Support – Commissioned Services, Complex Needs**
- 2.91 The council commission a range of Housing Related Support Services (HRS). Housing Related Support (HRS) services are non-statutory services that offer personalised support to individuals to prevent homelessness. The services generally fall into two categories: support for people who are homeless, to re-settle into their new home and community to reduce risk of repeat homelessness and support for people who are at risk of losing their home, to maintain their home and continue to live independently.
- 2.92 A Cabinet Report on Housing Related Support Pathway - proposal for future commissioning which is led by Strategic Commissioning is due to go Cabinet in October 2022. The HRS pathway proposals will align with the principles of ensuring services work together and codesign future homelessness service provisions to ensure they meet the future needs of Rotherham people. This will include a focus on early homelessness prevention.
- 2.93 Rotherham Housing First is a commissioned Housing Related Support Service. Housing First is a service model which is an internationally evidence-based approach and offers:
- People who have experienced homelessness and chronic health, and social care needs a stable home from which to rebuild their lives.

- Provides intensive, person-centred, holistic support that is open-ended.
- Places no conditions on individuals; however, they should desire to have a tenancy.

2.94 The Housing First performance data below, shows from the start of the Housing First Scheme in April 2018 to 30 July 2022, a total of 50 individuals have been accommodated, 88% of which sustained their tenancy. 74% of which have engaged with substance uses services whilst in receipt of support. shows that the service is utilised nearly equally between male and female customers. 36% of customer have experienced domestic abuse. The service is 100% utilised and is demand as complexity of customers increases.



2.95 The Council’s homelessness performance and impact measures

2.96 Effective performance monitoring regimes are in place which gives a much clearer picture about the demand and effectiveness of the Homelessness Service. The performance indicators and impact measures are aligned with the overall Homelessness Prevention and Rough Sleeper Strategy 2019-22 vision.

2.97 The impact measures provide an understanding of emerging changes to local trends, enabling the homelessness service to respond effectively.

Indicator	2018/2019	2019/2020	2020/2021	2021/2022
Reduce the number of rough sleepers	No data	10	6	3 (Currently-0)
Increase the number of applicants assisted to move to private rented sector (PRS)	30	21	96	111
Reduction in the number of young people (aged under 25) requiring the Homelessness team’s support	407	423	344	318

2.98 Council Plan Key Performance Indicators Performance Update

KPI	Year End 2021-22	Qtr. 1. 2022-23
PE08 Proportion of households prevented or relieved from homelessness	63.3%	51%
PE09 Number of households in temporary accommodation	105 households	102 households

3. Options Considered and Recommended Proposal

3.1 Progress in delivering the actions from the Homelessness Prevention and Rough Sleeper Strategy 2019 – 2022 are detailed within the action plan at Appendix 1.

4. Consultation on Proposal

4.1 The Homelessness Prevention and Rough Sleeper Strategy 2019-22 was approved by Cabinet in April 2019 and published in May 2019. The strategy had been developed in consultation with a wide range of partners and stakeholders. To help shape the strategy the Council held forums, worked with members, staff and volunteers from a range of local organisations, as well as seeking the input from officers across all Council directorates. One of the main themes arising from the consultation was for the Council to end rough sleeping and begging.

4.2 The Strategy is due to be reviewed this year and further consultation will be undertaken to help inform and shape the strategy going forward.

5. Timetable and Accountability for Implementing this Decision

5.1 Delivery against the recommendations in the action plan is being monitored by the Strategic Homelessness Board and the Strategic Housing Forum

5.2 The overall accountable officer is Paul Walsh, Acting Assistant Director for Housing.

6. Financial and Procurement Advice and Implications

6.1 There are no financial implications arising from the progress report.

7. Legal Advice and Implications

- 7.1 At all times processes must be compliant with Housing and Homelessness legislation, the Homelessness Code of Guidance for Local Authorities, Equality Act 2010, Human Rights and European Convention Rights.

It is advisable to ensure that Equality Impact Assessments are conducted as a safeguard and for demographics data to be collected regularly.

It is advised to input a timetable for regular reviews to identify areas of improvement or risk and to check the report against ongoing updates from the Department of Levelling up and government guidance on homelessness.

8. Human Resources Advice and Implications

- 8.1 None arising from progress report

9. Implications for Children and Young People and Vulnerable Adults

- 9.1 None arising from progress report

10. Equalities and Human Rights Advice and Implications

- 10.1 Ensuring that the customer voice is heard is instrumental in how the Council develops and delivers its services and is of paramount importance. The Homelessness Prevention and Rough Sleeper Strategy 2019-2022 was initially developed in consultation with people who had lived experience of homelessness. The progress of the strategy's action plan supports the continued journey of improvement for customers. The service aims to offer a high quality and accessible service to all customers, ensuring that our residents are safe, healthy and live well with dignity and independence.

11. Implications for CO₂ Emissions and Climate Change

- 11.1 There are digital service improvement actions that are being implemented and these will contribute to the Council's ambition to become carbon neutral by 2030. The improvements include virtual viewings and electronic signing of occupancy agreements. The website is also being updated to improve customer access and self-service opportunities. This will reduce the potential number of physical visits Council officers will make to complete all paperwork and assessments, by offering this digital solution. The creation of this digital service will reduce paper and printing requirements of the service as well as reducing multiple visits to customers where possible, reducing the services carbon emissions through reduced car usage.

12. Implications for Partners

- 12.1 The Homelessness Service will continue to work with partners towards delivering the recommendations in the action plan. Delivery of these recommendations will involve collaboration across relevant Council services and with key delivery partners.

13. Risks and Mitigation

None arising from this report

14. Accountable Officer(s)

Sandra Tolley, Head of Housing Options
Helen Caulfield- Browne. Operational Manager

Approvals obtained on behalf of:

	Name	Date
Chief Executive		Click here to enter a date.
Strategic Director of Finance & Customer Services (S.151 Officer)	Named officer	Click here to enter a date.
Assistant Director of Legal Services (Monitoring Officer)	Named officer	Click here to enter a date.
Assistant Director of Human Resources (if appropriate)		Click here to enter a date.
Head of Human Resources (if appropriate)		Click here to enter a date.
The Strategic Director with responsibility for this report	Ian Spicer, Strategic Director of Adult Care, Housing and Public Health	Click here to enter a date.
Consultation undertaken with the relevant Cabinet Member	Cabinet Member for Housing - Councillor Brookes	Click here to enter a date.

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