One borough; one community; London’s growth opportunity

Encouraging civic pride

Enabling social responsibility

Growing the borough
Homelessness Strategy
2016-2021
What is homelessness?

- A person is homeless if they have no accommodation available for occupation/threatened with homelessness if they are likely to become homeless within 28 days

- **Statutory homelessness** – people who have made a homelessness application, met the legislative criteria, accepted by the Council as eligible for assistance, homeless and in priority need

- **Non-statutory/non-priority homelessness** – usually single people/childless couples assessed as not priority need but entitled to ‘advice and assistance’

- **Rough sleepers** – ‘roofless’ and bedded down in the open air, sofa-surfing or ‘hidden’. No statutory duty/non-priority but strong policy ethos to tackle
1. Need for a homelessness strategy

- Homelessness Act 2002 – five yearly review of homelessness trends
- Planning services for the next five years requires an appreciation of the emerging trends, balanced against diminishing resources:

<table>
<thead>
<tr>
<th>Welfare reform phase 2</th>
<th>Local authority resources squeezed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of PRS, squeezed supply</td>
<td>Prevention initiatives/self-resolution critical</td>
</tr>
<tr>
<td>Parental ejection rising</td>
<td>Housing advice services need integrated and creative</td>
</tr>
<tr>
<td>Rough sleeping increasing</td>
<td>Resources need to be targeted at most acute circumstances</td>
</tr>
<tr>
<td>Priority need lone parent households up</td>
<td>Robust partnerships with external/third sector required</td>
</tr>
<tr>
<td>Demand for supported people housing choice</td>
<td>Innovation in housing supply/choice essential</td>
</tr>
</tbody>
</table>
2. The Policy Context

- No Second Night Out 2011, Cost of Homelessness Report and Making Every Contact Count 2012 – improving/integrating services
- Welfare reforms – impact on ability to pay rent
- Localism Act 2011 – allocations policy and discharge of duty into PRS
- Local strategies and corporate programmes
3. Homeless Review

- Impact of welfare reform, public funding reductions and challenging housing market have heightened demand for housing advice services from 2012 onwards

- **Approaches** to John Smith House doubled in 2015 to 3,000

- **Decisions on** homelessness increased from 1,790 to 1,900 in 2014/15

- **Acceptances** for homelessness fell from 853 to 764 in 2014/15

- **Preventions** fell from 2,181 to 1,947 in 2014/15
4. Approaches, decisions and acceptances

![Graph showing trends in approaches, decisions, and statutory acceptances from 2010/11 to 2014/15.]

Legend:
- Blue diamonds: Approaches
- Red squares: Decisions
- Green triangles: Statutory acceptances

[Graph data and trends not explicitly transcribed here.]
## 5. LBBD key figures – Homelessness reasons

<table>
<thead>
<tr>
<th>Reasons</th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parental/familial/friend breakdown</td>
<td>122</td>
<td>77</td>
<td>277</td>
<td>207</td>
<td>316</td>
</tr>
<tr>
<td>Violence</td>
<td>24</td>
<td>27</td>
<td>62</td>
<td>48</td>
<td>44</td>
</tr>
<tr>
<td>Harassment</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Mortgage arrears/repossession</td>
<td>5</td>
<td>4</td>
<td>16</td>
<td>20</td>
<td>6</td>
</tr>
<tr>
<td>Rent arrears (LA/RP/PRS)</td>
<td>9</td>
<td>12</td>
<td>45</td>
<td>23</td>
<td>10</td>
</tr>
<tr>
<td>Loss of rented accommodation</td>
<td>42</td>
<td>59</td>
<td>193</td>
<td>341</td>
<td>357</td>
</tr>
<tr>
<td>Left care/hospital/custody</td>
<td>10</td>
<td>1</td>
<td>24</td>
<td>32</td>
<td>22</td>
</tr>
<tr>
<td>Other loss of settled home</td>
<td>8</td>
<td>18</td>
<td>40</td>
<td>25</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>221</strong></td>
<td><strong>199</strong></td>
<td><strong>664</strong></td>
<td><strong>853</strong></td>
<td><strong>764</strong></td>
</tr>
</tbody>
</table>
6. Homeless prevention

- Resolving housing benefit issues a major intervention in between 62%-80% of cases
- Other interventions by the Housing Options Service:
  - mediation/conciliation
  - debt advice and tenancy sustainment/HART team
  - Sanctuary scheme for domestic violence
  - mortgage arrears interventions/rent deposit
  - employment and skills support
  - fostering personal responsibility and self-reliance

<table>
<thead>
<tr>
<th></th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases</td>
<td>516</td>
<td>724</td>
<td>1,856</td>
<td>2,181</td>
<td>1,947</td>
</tr>
</tbody>
</table>
Obj.1: Reducing demand through prevention

Outcomes:

- Homelessness prevented through housing support, advice and initiatives for vulnerable/at risk households
- Encouraging self-resolution of housing crises
- Co-ordinated multiagency interventions to assist households affected by welfare reform
- Increased access to employment support for families and young people
Obj.2: Enabling pathways away from homelessness

Outcomes:

• Re-established Homelessness Forum

• Successful partnership with voluntary sector and external providers supporting those suffering homelessness

• Greater tenancy sustainment across all tenures

• More effective identification of hidden homelessness, in particular rough sleepers and LGBT person

• Utilised external partnerships to support vulnerable single persons who are homeless
Obj.3: Creating integrated services at first contact

Outcomes:

• Gold Standard accreditation for housing options service

• Co-ordinated ‘single pathways’ protocols, processes and mapping between services

• Development of one-stop shop approach to housing services such as HousingPlus model

• Joint commissioning of services to provide seamless housing options to all clients
Obj.4: Provide appropriate accommodation

Outcomes:

• Creation of new affordable housing supply

• Maximised use of own assets for temporary accommodation

• Reconfigured portfolio of hostel accommodation

• Professional private sector solutions including a local lettings agency

• Increased housing choice for supported people