



South Ribble Borough Council

Homelessness Review

2020

BACKGROUND

The Council has a statutory duty under the Homelessness Act 2002 to carry out review of homelessness in the borough and to publish a strategy. This document replaces the previous Prevention of Homelessness Review and Strategy 2017 – 2020. It is timely to carry out a review now as the Homelessness Reduction Act 2017 (HRA 2017) which came into force on 1 April 2018. The Act significantly changed the way that Local Authorities assess and record homelessness.

The purpose of the review and strategy is to outline how the Council will implement the following objectives

- Reduce the number of homeless by increasing prevention and early intervention
- Enhance the housing offer available for temporary and longer-term options
- Improve health and wellbeing
- Ensure that levels of rough sleeping remain low

South Ribble Borough Council will have regard to this strategy when discharging its functions in relation to homelessness

THE DEFINITION OF HOMELESSNESS

The legal definition of homelessness is contained in the Housing Act 1996, part 7, this provides that a person is homeless if he or she:

1. Has no accommodation physically available for him or her to occupy in the UK or elsewhere
2. Has no accommodation which is available which he or she is legally entitled to occupy
3. Has accommodation which is available and which he or she is legally entitled to occupy but cannot secure entry to that accommodation or;
4. Has accommodation available which he or she is entitled to occupy but that accommodation consists of a moveable structure and there is no place where the applicant is entitled or permitted both to place and reside in it or;
5. Has accommodation available, which he or she is entitled to occupy and entry can be secured to it, but that accommodation is not reasonable to continue to occupy.

There are a number of legal duties and powers contained in the Housing Act which range from the provision of advice and assistance through to a full housing duty being owed. Some, but not all, homeless households are entitled to temporary accommodation pending full enquiries into their situation and a decision being issued.

Whilst the housing service is responsive to households presenting in crisis the main approach for a number of years has been to intervene at an earlier stage to prevent homelessness occurring in the first place, this approach has been brought into the statutory framework by the HRA 2017 which guides the work of the Housing Options Services.

THE HOMELESSNESS REDUCTION ACT 2017

The main changes brought in by the 2017 Act can be summarised as follows:-

- A household or person can now be assessed as threatened with homelessness in 56 days where it was previously 28 days.
- For all households who are homeless or threatened with homelessness their case worker will agree with them a personal housing plan setting out what the case worker will do and what the household will do to prevent or alleviate their homelessness. Agencies working with the household may contribute to some of the steps in a personal housing plan.
- The Act formalises the Prevention and Relief duty – for those threatened with homelessness the Councils have a duty to take steps to prevent homelessness and for those already homeless the Councils have a duty to relieve homelessness. It is only at the end of this process that a full duty decision can be made.
- Households can present anywhere in the Country and Local Connection referrals cannot be made at the prevention stage – only once a relief duty has been accepted.
- The Duty to Refer - Since 1/10/2018 Public Bodies have a duty to refer households to the Council where there is a threat of homelessness (as long as they get the consent of their client). This is an area of work which has grown since the Act and in South Ribble we have had 63 households referred to the Council under the duty to refer (between 1/10/18 and 31/12/19). The main agency undertaking referrals has been the Department of Work and Pensions but also increased referrals are being received from Probation / Police / Prisons and mental health services. The referrals do support the prevention agenda and are a tangible sign of a more joined up and holistic approach to preventing homelessness. Alongside of this the Housing Associations in the borough have recently agreed a process to refer tenants who are at risk of eviction.

NATIONAL AND LOCAL CONTEXT

NATIONAL

Many factors can influence the loss of a home- relationship breakdown, job loss, bereavement and health problems to name a few. Whatever the cause the impact of the loss of a home is devastating.

Over the last 10 years homelessness nationally has increased. During this period, we have seen welfare reforms freeze local housing allowance levels, the introduction of the benefit cap for low income families and the introduction of universal credit. Demand for social housing is outstripping supply although affordability in the private sector outside of London appears to be improving according to the latest homelessness monitor compiled by crisis.

LOCAL

Corporate plan

The South Ribble Corporate Plan has the following priorities

- Health, Wellbeing and Safety – within this priority there is an action to reduce the number of homeless through developing a health and prevention focused approach
- Excellence, Investment and Financial Sustainability
- Place, Homes and Environment
- Our People and Communities

The South Ribble Housing Strategy is currently being reviewed and will focus on

- Quality Homes
- Housing delivery
- Health and wellbeing
- Homelessness

HOMELESSNESS REVIEW

The purpose of the Homelessness review is to

- Establish the current and likely future levels of homelessness
- Identify the people at risk of homelessness
- Identify the main causes of homelessness
- Review the homelessness prevention and relief measures carried out by the Council
- Review the accommodation and support options available for those who are homeless or threatened with homelessness

The data used to carry out the review is from a number of sources:

- South Ribble Borough Councils database
- P1e statistical returns to government (Pre April 2018)
- H-CLIC statistical return to government (Post April 2018)
- Office for National Statistics
- UK Price Index
- Shelter Housing Databank

National and regional Homelessness data

Where possible, homelessness data on a national and regional basis has been compared with local statistics. The Ministry of Housing, Communities & Local Government produces a Housing Statistical Release on a quarterly basis that provides information on the number of households making homeless presentations.

Due to the introduction of the HRA 17, the way homelessness statistics are recorded has changed. The statistics published for the period January – March 2018 were the last to be produced using the P1E Return. As of April 2018, the statistics are based on the new collection regime called H-CLIC.

At the time of the review data submitted via H-CLIC is available for 2018/19 and the first quarter of 2019/20 (1/4/19 – 30/6/19)

Housing Supply and Demand in South Ribble

Table 1: Housing supply in the borough

South Ribble has around 49, 000 households and tenure is as follows

	2011 - %	2001 - %
Owned outright	37.3	35.1
Owned with a mortgage or loan	41.5	48.1
Shared Ownership	0.5	0.8
Social Rented	10.5	11
Private rented	9.3	3.9
Living rent free	0.9	0.13

Source census data 2011

The breakdown above is the latest available broken down however the South Ribble Housing strategy details that there are now 49,720 dwellings of which 85% are in the private sector and 10.5% are within social housing – consistent with the breakdown above. A current housing needs study is being undertaken.

Private rented accommodation in the borough has increased slightly, however affordability particularly for the under 35's and those requiring larger accommodation is an issue.

Table 2: current LHA rates

Shared room rate	£55.28
1 Bedroom	£89.46
2 Bedroom	£109.32
3 Bedroom	£126.58
4 Bedroom	£161.10

A check on Zoopla found no shared accommodation in the borough within these rates, there were 8 one-bedroom properties, 6 two bedroom properties, 2 three bedroom properties and a couple with considerably higher rents and 2 4 bedroom properties Larger accommodation was not available within the LHA rates at the time this snap shot was done. Many of properties for rent are above LHA rates and in addition many landlords now require guarantors, bonds and rent in advance. The Council is able to assist with bonds however is not able to act as a guarantor.

The mean private rents in South Ribble are higher than Lancashire but lower than the North west and at a national level as shown below

Table 3: Rent levels in South Ribble

South Ribble	£596
Lancashire	£558
North West	£610
National	£858

Source shelter databank

The average selling price of a property in South Ribble is £169,073 which is higher than Lancashire at £141,466. The lower quartile house price to earnings ratio on South Ribble is 6.57%- the second highest in Lancashire and the median house price to earnings ratio is 5.82% which is higher than many other Lancashire authorities. Affordability is therefore more of an issue than for some of the other Lancashire Authority areas.

New houses continue to be built in the Borough to meet demand. Completions over the last few years are as follows:

Table 4: New Home Completions: (this includes all tenures for affordable)

	Total Completions	Affordable Completions
2016/2017	189	25
2017/2018	318	40
2018/2019	491	97
Total	998	162

Social Housing in the borough is let via Select Move, all of the registered providers in the borough participate in Select Move and allocate the majority of their properties via the shared register. Since January 2016 more flexibility has been introduced to the scheme and up to 25% of properties can now be advertised via other platforms.

Table 5: Lettings via select Move are analysed by size in the table below – South Ribble figures

Year	1 bed	2 Bed	3 Bed	4 bed +	Total
2016/17	165	130	61	3	359
2017/18	183	160	63	3	409
2018/19	153	140	67	0	360

The Waiting List for South Ribble is broken down in the table below – statistics are as at year end

Year	1 bed	2 bed	3 bed	Over 3 bed	Total
2016/17	689	418	153	32	1292
2017/18	467	268	129	22	886
2018/19	548	290	126	19	983

As of 29/01/2020 the South Ribble waiting list by banding and bedroom size is as follows

	1 bedroom	2 bedrooms	3 bedrooms	4 bedrooms	Total
Band A	15	12	12	1	40
Band B	32	18	10	3	63
Band C	37	29	9	3	78
Band D	116	108	50	11	285
Band E	215	102	26	3	346
OPR	175	47	25	10	257
	590	316	132	31	1069

Source selectmove housing register

The number of lets within social housing via Selectmove has decreased in 2018/19 added to which there has been an increase in numbers of the waiting list since 2017/18. The decrease in numbers on the waiting list from 2016/17 can be in part attributed to the Council's participation in the national fraud initiative and partners efforts to keep the list under review . Whilst there were no fraudulent applications the exercise highlighted applications that could be closed for a variety of reasons – eg the household had moved or deceased.

OVERVIEW OF HOMELESSNESS

Homelessness presentations and decisions

Table 6 : presentations in South Ribble, Regionally and Nationally- this data includes all presentations to service and not just those where a full decision has been issued.

Year	South Ribble	National	Regional
2016/17	713	119,000	12,590
2017/18	712	112,510	13,123
2018/19 Full year	817	286,410	38,390
1/4 -30/6/20 Quarter 1	154	72,190	9,850

Source ; South Ribble data and Government statistical data – live tables

The increase in 2018/19 in South Ribble reflects the picture nationally and regionally and is not unexpected in view of the changes introduced by the HRA 2017. The statistics have been obtained

from the official H-Clic (H-Clic is the Governments statistical return for homelessness introduced in April 2018) figures and from South Ribble Council’s database

Table 7: Initial assessment outcomes of households presenting for advice

	Total number	Advice only	Prevention duty owed	Relief Duty Owed	Enquiries establish not homeless	Local connection referral
2018/19	817	48	482	177	109	1
1/4 - 30/9/20	194	15	108	39	32	0

Source south Ribble borough Council database

Again can you provide some further clarification on the reasons for the significant decline? As above

Table 8 : National, regional and local comparison

	Prevention duty owed	Relief duty owed
2018/19		
National	145,290	118,700
Regional (Lancashire wide or North West? Please clarify) North West	18,410	17,760
1/4/20 – 30/6/20		
National	35,950	32,220
Regional	4,810	4,690

Government statistical data – live tables

This data is not comparable with previous years due to the changes implemented by the HRA 2017 – Prior to the HRA cases were recorded as advice and prevention cases and only those where a statutory decision was made were reported on. The HRA introduced a new regime which involved a change in the database used and the information collected on it.

The HRA 2017 encourages earlier presentations to service in order that there is greater opportunity to prevent homelessness rather than deal with crisis situations – the expectation therefore is that there should be more cases assessed as owed a prevention duty rather than a relief duty. Recent comparisons undertaken by MHCLG show that South Ribble has accepted a prevention duty in 73% of cases and a Relief duty in 27% of cases. This compares favourably with the National ((54% prevention and 46% relief) and Regional acceptances (50% prevention and 50% relief) – can you add the national and regional figures here so its clear and it is easy to compare SRBC performance.

Table 9: Housing Advice presentations - Employment status

The employment status of those who are owed a prevention or relief duty in South Ribble is shown in the table below – data is only available for 2018/19 at the time of writing

Working full time	90
Working part time	47
Student	17
Registered unemployed Seeking work	165
Not registered but seeking work	14
Not seeking work	67
Not seeking work due to illness or disability	68
Retired	8
Other	67
Not known	81

DRAFT

Reasons for presenting for advice are as follows

Prior to the HRA households presenting to service were initially dealt with as Housing options cases with a focus on prevention. The reasons that people came in for advice are shown in the table below.

Table 10 : Presentation reasons prior to the HRA Act

Reason	2016/17	2017/18
Advice- Benefit issue		
Advice - Debt		1
Advice finding temporary or supported housing	12	7
Advice – finding private renting	42	20
Advice- finding social housing / selectmove	97	69
Advice – health Issues	2	1
Advice – mental health	4	1
Advice-private rented enquiry	3	2
Affordability – debt / financial difficulty	3	8
Affordability – job loss	2	1
Affordability – universal credit	1	2
Arrears – Owner Occupier		
Arrears – private sector housing	4	5
Arrears – Social Sector Housing	1	
Asked to leave by family and friends	101	96
Asked to leave by resident landlord	2	1
Disrepair	8	2
Evicted – hostel/supported housing / refuge	4	5
Evicted by private landlord – illegal eviction	6	6
Evicted by private landlord – NTQ / court order	28	27
Evicted by social sector landlord	8	9
Harassment, anti social behaviour, violence including racial	13	4
Harassment - landlord	2	5
Leaving Care	3	1
Leaving HM Forces		
Leaving hospital / institutional care	3	3

Leaving or move on from supported housing	3	9
Leaving prison	17	19
Misc – houseboat / caravan		
Misc - other	9	10
Misc - overcrowding	6	1
Misc – return from abroad		1
Misc – rough sleeper	2	6
No fixed abode	61	44
Possession action threatened – owner occupier	1	7
Possession action threatened – private sector housing	51	66
Possession action threatened – social sector housing	2	9
Possession action threatened – Supported Housing	1	3
Possession action threatened – flexible tenancy ending		
Relationship breakdown – non-violent	55	54
Relationship breakdown-violent	44	45
Relationship breakdown – violent – associated persons	6	1
Under occupation	2	3

NB these figures exclude Sanctuary and Discretionary Housing payments which were not recorded on the database in these years

Table 11: Reasons for loss of last settled home Post April 2018

NB the statistics for 2018/19 are not comparable with previous years as the recording categories have changed

	2018/19	2019/20
Loss of social rent social rent arrears	24	6
Domestic Violence	107	23
Other violence / harassment	14	2
Left institution to No Fixed Abode	8	0
Required to leave Home office accommodation	3	0
End of private rent not Assured Shorthold Tenancy	11	1
Family Friends /relatives no longer able to accommodate	214	32
Relationship Breakdown (non violent)	73	21
Fire/Flood/other emergency	4	
Left HM forces	2	
Mortgage Repossession	10	
Property disrepair	9	
End of Assured Shorthold Tenancy / arrears	121	25
Eviction from Supported Housing	13	0
Other /not known	128	29

Government statistical data – live tables

Nationally the main causes of homelessness are Parents/friends/relatives unable to accommodate (64,210), Other reasons (58,040), End of Assured Shorthold tenancies (57,710), Domestic violence (22,440) and relationship breakdown (20,870)

The Council is consistent with the national and regional picture of Loss of assured Shorthold tenancies and family / friends exclusions being major contributors to homelessness however Domestic Violence is higher than the national and regional average by 7%.

Whilst these may be the primary cause there are often other contributory factors.

A deeper analysis of the top 5 reasons for presenting in South Ribble 2018/19 are as follows

Family no longer willing to accommodate (190)

Of these

- 110 cases were owed a prevention duty
- 68 cases were owed a relief duty
- 12 cases were not deemed as being homeless

In the year

- 43 cases were prevented
- 20 cases were relieved
- 58 cases were closed – We have lost contact or the applicant has stated that they no longer require advice 14 cases had their duty discharged – These are cases where they have moved on from the relief stage and made a main housing decision. We have discharged the duty

either by accommodating them or by them losing the accommodation provided in the interim

1- Other (128)

These cases in the main relate to cases added so that Discretionary housing payments can be recorded. We work closely with the Housing Benefit service who can award additional payments of housing benefit to assist people to remain in their home, an example would be if a person is subject to an under occupation charge or have had a change in circumstances and can't afford the rent. Discretionary housing payments can also be used to fund things such as moving costs where people need to move but cannot meet the costs. If a Discretionary Housing Payment were not made in these cases the result would be them becoming homeless. This category also includes move on from supported housing and cases that do not relate to other categories.

In the year

- 93 cases were prevented
- 3 cases were relived
- 1 case required the main duty to be discharged

- All the remaining cases were closed apart from 6 cases which are still ongoing

2- End of Assured Shorthold Tenancy (121)

These are mainly used for private lets and the break- down is as follows

- 62 cases were due to the landlord selling the property
- 18 cases related to rent arrears due to a change in circumstances
- 1 case involved a breach of tenancy (not rent arrears)
- 1 case involved an illegal eviction
- 1 case was due a rent increase
- 4 cases related to rent arrears due to reduction in employment income
- 10 cases related to difficulty with budgeting
- 2 cases were due to changes in benefit entitlement
- 2 cases were due to complaints about disrepair
- 20 cases of "other" were recorded

For Assured Shorthold Tenancies as a whole

- 47 cases were prevented
- 12 cases were relived
- 41 cases were closed
- 8 cases had a duty discharged

4. Domestic Violence (107)

The Council supports victims of domestic violence both through providing additional security into the victims home and helping with securing suitable alternative accommodation when it is not safe to stay in the family home. The breakdown for domestic violence is as follows:

- 72 cases were owed a prevention duty (these include 40 referrals under the sanctuary Scheme where we put additional security in place so that victims of domestic violence feel safer to remain in their home)
- 31 cases were owed a relief duty
- 55 cases were prevented
- 10 cases were relieved
- 6 cases had main duty awarded and discharged
- 3 were given advice
- 30 were closed of these 13 were closed because the customer did not respond to contact requests
- 2 had no duty

The Council deals with a number of presentations from out of area where women have accessed the local refuge

Suzanne just keep the Sanctuary information at a high level and summary level rather than going into great detail.

5. Relationship breakdown (73)

The number of relationship breakdown cases are outlined below:

- 32 cases were owed a prevention duty
- 29 cases were owed a relief duty
- 12 cases were not deemed to be homeless

In the year

- 7 cases were prevented
- 8 cases were relieved
- 5 cases had a duty discharged
- 46 cases were closed

It is worth noting that the main reasons for loss of social rent were difficulty in budgeting and change of circumstances and the main reasons for the loss of supported housing were breach of tenancy other than rent arrears. Only 1 case was due to rent arrears and 1 person was no longer eligible for supported housing.

Post HRA information regarding support needs has also been collected – South Ribble has a specific drop in service for young people aged 16-25. This is a well established service run by KEY, young people are able to access other support as well as housing advice at KEY. The Council works very closely with KEY in respect of these young people to prevent their situation escalating to homelessness wherever possible. Offending is one of the top three support needs nationally and

regionally which is not replicated in South Ribble, this may, however, be under recorded and will be addressed going forward

Table 12: Support needs of those presenting for advice

	SRBC	National	Regional
None	326	141670	16760
Unknown	0	5750	160
One or more needs	286	116320	19250
Of which			
young people aged 16/17	26	2850	420
Young People aged 18/25	39	10230	1700
Young parent	4	2760	410
Care Leaver 18/20	7	2700	490
Care leaver 21 plus	5	2850	490
Physical ill health / disability	36	34900	5730
Mental Health	59	45640	9670
Learning Disability	16	10830	1660
At risk of or experienced sexual exploitation	2	5210	870
At risk of or experienced domestic abuse	94	23430	3980
At risk of or experienced abuse	10	6630	1400
Drug dependency	15	13850	2640
Alcohol dependency	26	10760	1920
Offending	9	18790	4060
Repeat homelessness	2	16000	3660
History of Rough sleeping	3	12870	2700
Former Asylum Seeker	1	2610	830
Old Age	3	3090	450
Served in HM forces	1	1780	350
Access to education / employment and training	1	8670	1480

Government statistical data – live tables

Across England the top three support needs identified were :

- History of mental health
- Physical ill health and disability
- At risk of /has experienced domestic abuse

In South Ribble the top three identified are

- At risk of / has experienced domestic abuse
- History of mental health
- Young People aged 18-25

Physical Health / disability is a very close fourth

Table 13: For the 6 months from 1/4/20 to 30/9/20 the figures are as follows:

	SRBC	National	Regional
None	79	35,140	4640
Unknown	0	2,370	20
One or more needs	61	30,670	4840
Of which			
young people aged 16/17	1	650	130
Young People aged 18/25	10	2160	410
Young parent	0	610	80
Care Leaver 18/20	2	790	150
Care leaver 21 plus	1	770	130
Physical ill health / disability	4	9510	1490
Mental Health	18	14,950	2450
Learning Disability	2	2830	430
At risk of or experienced sexual exploitation	3	1350	210
At risk of or experienced domestic abuse	22	6120	930
At risk of or experienced abuse	3	1560	280
Drug dependency	1	3720	690
Alcohol dependency	4	2880	540
Offending	3	4960	980
Repeat homelessness	1	4030	750
History of Rough sleeping	0	3020	550
Former Asylum Seeker	1	720	200
Old Age	0	790	90
Served in HM forces	1	430	90
Access to education / employment and training	0	1820	300

Government statistical data – live tables

Preventions and Reliefs

2016/17 and 2017/18

In 2016 /17 359 cases of homelessness were prevented and 10 relieved

in 2017/18 preventions totalled 377 and reliefs 10

Resolving housing benefit issues, debt advice and Sanctuary were the largest number of preventions for those who remained at home.

Assisting into social rented or supported housing were the largest group that found alternative accommodation.

Preventions and reliefs post HRA

For those presenting in 2018/19 and the first 6 months of 2019/20 the outcomes of the initial assessment are as follows. Some cases opened during this period will still have case work on going. These are marked as ongoing in the table below – these households are still being assessed or assisted at the time of the review

Table 14: outcomes of initial assessment

Outcome	2018/19	1/4/2019 – 30/6/2019
Household given advice only	109	75
Closed no further contact	251	82
Cases in triage (ongoing)	12	4
Cases undergoing prevention (ongoing)	4	39
Cases under relief (ongoing)	3	16
Ineligible for assistance	2	0
Homelessness prevented	306	140
Homelessness relieved	65	32
Main duty accepted (ongoing)	6	5
Main duty discharged	30	5
No duty or reasonable assistance duty (cases where an adverse homeless decision has been issued)	31	8

SRBC database

Table 15: A snapshot of cases on 5/12/19 showed cases to be in the following state:

Triage	44	Main duty accepted	12
Under Intervention	1	Reasonable Assistance duty	1
Under Prevention	85	No duty suggested	1
Under Relief	44	TOTAL	189

SRBC database

Table 16: Outcome of cases where a prevention duty was accepted for 2018/19 and April to June 2019/20

Outcome	SRBC 2018/19	National 2018/19	Regional 2018/19	SRBC Q1 2019/2020	National Q1 2019/20	Regional Q1 2019/20
56 days elapsed	7	6590	800	4	2,540	270
Contact lost	60	9640	1530	21	3,210	640
Became homeless	29	19190	2010	12	6,580	630
Refused an offer	2	620	120	1	210	50
Secured alternative accommodation	119	58290	8210	49	12,530	1,990
Secured existing accommodation	117	Included in above	Included in above	19	6,790	810
Applicant withdrew or deceased	8	4350	670	1	1,620	180
Total positive preventions	236			69		

Government statistical data – live tables

Table 17: Accommodation outcomes of households owed the prevention duty for 2018/19 and April to June 2019/20

Outcome	SRBC 2018/19	National 2018/19	Regional 2018/19	SRBC Q1 2019/20	National Q1 2019/20	Regional Q1 2019/20
Council tenancy		6800	690	0	2,310	160
Not known	1	1860	260	0	280	40
Other	6	1280	150	1	420	40
Owner Occupier	7	580	90	0	220	40
PRS lodging (not with family or friends)	2	530	30	0	170	10
PRS self-contained	57	21240	2270	17	7,250	830
Supported Housing	13	5780	1140	3	1,770	380
Registered Social Landlord	141	11190	2910	41	4,080	1,070
Staying with family	6	5350	420	5	1,680	140
Staying with friends	3	1560	110	0	490	50
House of multiple occupation	0	1850	170	0	650	60

Government statistical data – live tables

Recent benchmarking conducted by MHCLG has shown that South Ribble Council secures accommodation for 65% of households who are owed the prevention duty – compared to 59% regionally and 57% nationally. This research is broken down into households moving to alternative accommodation which for South Ribble is 58% (16% lower than the regional figure and 7% lower than the national figure) and households remaining in their existing accommodation which is 42% for South Ribble (16% higher than the regional and 7% higher than the national figure).

Table 18: Outcome of cases where relief duty was accepted 2018/19 and April to June 2019/20

Outcome	SRBC 2018/19	National 2018/19	Regional 2018/19	SRBC Q1 2019/20	National Q1 2019/20	Regional Q1 2019/20
No longer eligible	0	1370	130	0	460	30
Not known	0	170	0	0	30	0
Local Connection referral	0	1010	140	0	310	50
Intentional from accommodation provided	0	920	170	10	290	50
56 days elapsed	49	30040	4010	0	12,930	1,280
Contact lost	48	12180	2740	0	4,420	870
Refused to co-operate	2	360	120	0	150	10
Refused an offer	2	1170	240	0	400	60
Secured alternative accommodation	48	40010	6670	11	14,310	2,290
Applicant withdrew or deceased	12	6010	1170	0	2,130	320
Total positive reliefs	48			11		

Government statistical data – live tables

Table 19: Accommodation outcomes of households owed the Relief duty 2018/19 and April to June 2019/20

Outcome	SRBC 2018/19	National 2018/19	Regional 2018/19	SRBC Q1 2019/20	National Q1 2019/20	Regional Q1 2019/20
Council tenancy	0	3510	370	0	1,550	190
Not known	6	8230	2060	0	1,060	60
Other	4	1660	130	1	630	40
Owner Occupier	0	100	10	0	50	10
PRS lodging (not with family or friends)	1	420	30	6	140	10
PRS self-contained	8	7230	950	3	3,070	490
Supported Housing	7	9830	1550	3	3,740	720
Registered Social Landlord	21	4510	1230	7	2,090	600
Staying with family	2	1600	150	3	600	80
Staying with friends	0	770	60	0	300	30
House in Multiple Occupation	2	2160	160	1	880	90

Government statistical data – live tables

MHCLG benchmarking over 12 months shows that accommodation is secured in 31% of cases for South Ribble. This compares to 41% nationally and 44% regionally. It highlights that relief outcomes are not as positive for those owed a prevention duty, however we are operating in very different housing markets across the region and country with private rent being more difficult to secure than in other areas of Lancashire alongside the fact the Council is no longer a stock holding Council with fewer lets last year being made to social housing in general. The banding system for the sub regional allocations policy have recently been amended to reflect the HRA changes and it remains to be seen what the impact of this will be.

The reasons for cases being closed have been analysed in more detail to try and establish the reasons for this. A 6-month snapshot of relief cases closed with no positive outcome was undertaken.

The results are shown below. The total number in a category is shown and then broken down into household types, whether there is a history of offending, whether the case was a duty to refer and whether there are additional needs.

The snapshot shows that the main reasons for closure were failure to engage with an assessment or contact being lost following an assessment. In all these cases advice will have been given by either Gateway or Housing and there is possible potential to record a positive outcome. The single under 35's were the largest group to stop engaging and a large number had additional needs.

The biggest group where contact has been lost is single people under the age of 35 possibly because there is a lack of options for this client group if they are unable to access social housing and are on benefits.

Table 20: Reasons for loss of contact

Reason	Total Number	Single under 35	Single Over 35	Family	History of offending	Duty to refer	Complex or additional needs
Didn't respond following Gateway assessment or didn't turn up to appointment	22	10	5	7	3	4	9
Not homeless but offered advice	3					1	
Duplicate	3						
KEY referral	8	7		1		1	4
No way of contacting	1	1			1		
Abandoned temporary accommodation	4	3		1	1	1	3
Stopped engaging following assessment and Personal Housing Plan being issued	35	16	10	11	2	2	17
Should be a positive outcome	2						
Went into temporary accommodation and decision made	1 accepted 1 refused						
Applicant withdrew	3	1		2			1
Recalled to prison	1	1			1	1	1
TOTAL	85	39	15	22	8	10	35

Table 21: Presentations and decisions

Not all presentations lead to a full homelessness decision being made. Following the HRA 2017 the process of preventing or relieving homelessness must be followed before a full decision is made. Ideally homelessness should be averted prior to full decisions being taken. Decisions over the last 3 years are as follows. Post HRA is highlighted

Year	Ineligible	Not Homeless	Non Priority	Intentional	Full duty	total
2016/17						
South Ribble	0	4	8	12	44	68
Regional	457	3,240	3,181	760	4,694	12,332
National	3410	27,140	19,500	9860	59,110	119,020
2017/18						
South Ribble	0	5	6	11	51	73
Regional	281	2,961	2,046	605	4,518	10,411
National	3,040	25,720	18,450	8,700	56,600	112,510
2018/19						
South Ribble	0	3	17	5	41	66
Regional	0	370	2,010	480	2,660	5,520
National	0	19,170	19,880	9,010	63,100	111,160
1/4/19 - 30/9/19 SOUTH RIBBLE	0	0	6	5	16	27 for 6 months

Government statistical data – live tables. 1/4/19 – 30/9/19 South Ribble database

Acceptances of full duty are higher than regional acceptances but lower than national, households found to be not in priority need are lower than the regional but higher than national. Some of the homeless decisions are legacy cases that were opened prior to the HRA coming into force.

MHCLG benchmarking shows that 87% of full duty cases are ended with the household moving into settled accommodation.

Table 22: Age of households accepted**South Ribble**

For 2016/17 and 2018/19 this is household types where a full homelessness decision has been made from April 2018 this information is for all households accepted as having a prevention or relief duty. The reporting age bands have also been changed and therefore the data for previous years is not comparable. This data is not available for Quarter 1 of 2019/20

Year	16-24	25-44	45-59	60-64	65-74	75+
2016/17	17	24	5	0	0	0
2017/18	20	25	4	1	1	0

	16/17	18/24	25/34	35/44	45/54	55/64	65/74	75+
2018/19	28	153	185	114	86	34	10	2

Government statistical data – live tables

Table 23: Ages of households accepted Nationally

Year	16-24	25-44	45-59	60-64	65-74	75+
2016/17	12,940	34,530	9,170	950	1,010	510
2017/18	12,020	33,270	8,810	990	1,080	430

	16/17	18/24	25/34	35/44	45/54	55/64	65/74	75+
2018/19	2,750	53,960	82,250	59,660	38,400	17,790	5,920	2,310

Government statistical data – live tables

Table 24: Ages of households accepted Regionally

Year	16-24	25-44	45-59	60-64	65-74	75+
2016/17	1,004	2,842	624	24	12	10
2017/18	1,123	3,164	734	27	20	0

	16/17	18/24	25/34	35/44	45/54	55/64	65/74	75+
2018/19	440	7,410	11,640	8,250	5,270	2,180	730	260

Government statistical data – live tables

South Ribble presentations by age are consistent with the national and regional picture

Table 25: Household type of households presenting

For 2016/17 this is household types where a homelessness decision has been made from April 2018 this information is for all households accepted as having a prevention or relief duty

South Ribble

Year	Couple with dependent children or pregnant	Couple with no dependents	Lone parent Male	Lone parent female	One person Male	One person female	Other household groups
2016/17	7		9	26	9	2	4
2017/18	10		6	27	6	3	6
2018/19	38	35	15	136	115	112	8
1/4 – 30/9/20	8	5	3	50	47	25	2

Government statistical data – live tables

Table 26: Household type Nationally

	2016/17	2017/18	2018/19	1/4 – 30/9/20
Single male parent with dependent children	2,230	2,290	15,280	1640
Single female parent with dependent children	27,710	26,610	51,500	15,560
Other/gender not known with dependent children	3,120	2,710	620	550
Single male	7,360	8,060	95,080	24,750
Single female	5,660	5,730	60,660	14,530
Single other / gender not known	0	0	1,240	910
Couple / two adults with dependent children	12,760	11,210	20,720	5210
Couple / two adults without dependent children	0	0	13,820	3660
Three+ adults with dependent children	0	0	2,550	730
Three+ adults without dependent children	0	0	2,300	630

Government statistical data – live tables

Table 27: Household type Regionally

	2016/17	2017/18	2018/19	1/4 – 30/9/20
Single male parent with dependent children	87	120	770	180
Single female parent with dependent children	1,927	2,259	7,920	2120
Other/gender not known with dependent children	209	220	10	10
Single male	935	1,079	13,690	3970
Single female	645	679	7,030	1930
Single other / gender not known	0	0	80	20
Couple / two adults with dependent children	684	673	2,380	620
Couple / two adults without dependent children	0	0	1,810	480
Three+ adults with dependent children	0	0	290	90
Three+ adults without dependent children	0	0	290	70

Government statistical data – live tables

MHCLG benchmarking shows that the split of household types owed a prevention duty is 42% families and 58% single people consistent with the national and regional picture for those owed a relief duty we have a higher percentage of single people (73%) which is consistent with the region but slightly lower than nationally. Taken together there is a higher percentage of single people owed a duty than families.

Homelessness & Ethnicity

The data provided in this section is only relevant to South Ribble. Government does not yet collect the personal data of the person presenting as homeless, therefore, we are not able to carry out national and regional comparisons.

South Ribble Borough Council records the ethnicity of all homeless applicants for equal opportunities monitoring purposes. The figures show that the majority of requests for assistance come from those who class themselves as white British. This has been consistent over the last 10 years.

Table 28 : Ethnic origin of those presenting as homeless

	2016/17	2017/18	2018/19
White British/English/Welsh/Scottish/Northern Irish	68	70	584
White: Any other white background	0	0	4
White Gypsy/Traveller	0	0	0
Mixed: White & Black Caribbean	1	0	2
Mixed: White & Black African	0	0	0
Mixed: White & Black Asian	0	0	0
Other Mixed	0	0	0
Indian	0	0	0
Pakistani	0	0	0
Bangladeshi	0	0	0
Other Asian	0	1	10
Caribbean	0	0	0
Black African	0	0	2
Other Black	0	2	0
Chinese	0	0	0
Other	1	0	4
Not Known	0	0	10
Arab	0	0	0

Source: SRBC Homelessness Data

Foreign Nationals & UK Nationals from Abroad

The data provided in this section is only relevant to South Ribble. Government does not yet collect the personal data of the person presenting as homeless, therefore, we are not able to carry out national and regional comparisons.

The following tables shows the number of homeless presentations broken down by the applicants' country of origin. The figures show that 96% of all homeless presentations are made by UK nationals.

Table 29: Homeless applications by country of origin

	2016/17	2017/18	2018/19
British/Irish resident in the UK	64	71	600
UK national (returning to UK or arriving in the UK for the first time)	3	0	0
Czech Republic	0	0	0
Estonia	0	0	0
Hungary	0	0	0
Latvia	0	0	0
Lithuania	0	0	0
Poland	1	1	0
Slovakia	0	0	0
Slovenia	0	0	0
Bulgaria	0	0	0
Romania	1	1	0
Other EEA National	0	1	16
Non EEA National	0	0	8
EEA Citizen permanent right to reside	0	0	0
EEA citizen worker	0	0	0

Non UK/EEA granted refugee status	0	0	0
Non UK/EEA indefinite leave to remain	0	0	0
Non UK/EEA limited leave to remain	0	0	0

Source: SRBC Homelessness Data

There has been an increase in 2018/19 in EEA nationals approaching the Council for assistance , however the majority of people presenting are British residents.

DRAFT

Homelessness and Priority Need

S.193 (2) and s.195 (2) of the Housing Act 1996 (as amended by the Homelessness Act 2002) and the Homelessness (Priority Need for Accommodation) (England) Order 2002 set out the priority need categories.

If an applicant falls into one of the following categories, they will automatically be in priority need:

- A pregnant women or a person with whom she resides or might reasonably be expected to reside
- A person with whom dependent children reside or might reasonably be expected to reside
- A person aged 16/17 who is not a 'relevant child' or a child in need to whom a local authority owes a duty under s.20 of the Children Act 1989
- A person under 21 who was (but is no longer) looked after, accommodated or fostered between the ages of 16 & 18 (except a person who is a relevant student)
- A person who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster

If an applicant falls into one of the categories below, they will only have a priority need if they are considered to be 'vulnerable' and it is for the local authority to make that decision.

- A person aged 21 or more who is vulnerable as a result of having been looked after, accommodated or fostered (except a person who is a relevant student)
- A person who is vulnerable as a result of old age, mental illness or handicap or physical disability or other special reason or with whom such a person resides or might reasonably be expected to reside
- A person who is vulnerable as a result of having been a member of HM regular naval, military or air forces
- A person who is vulnerable as a result of:
 - a) having served a custodial sentence
 - b) having been committed for contempt of court or any other kindred offence; or
 - c) having been remanded in custody
- A person who is vulnerable as a result of ceasing to occupy accommodation because of violence from another person or threats of violence from another person which are likely to be carried out
- A person who is vulnerable for any other special reason, or with whom such a person resides or might reasonably be expected to reside

Table 30: Reasons for priority need

	SRBC 2016/17	National 2016/17	Regional 2016/17	SRBC 2017/18	National 2017/18	Regional 2017/18
Emergency flood/fire/disaster	2	220	24	1	380	32
Dependent children	30	40,140	2,674	27	37,230	2,980
Pregnancy – no other children	3	3,780	197	11	3,760	267
Young applicant 16/17 or care leaver 18-20	3	1,030	104	1	870	77
Vulnerable due to old age	0	860	12	0	840	15
Vulnerable Physical/mental Disability	2	9,830	377	6	10,230	1,173
Vulnerable due to domestic violence	2	3,250	394	5	3,300	384
*Other	0	1,350	251	2	1,330	237

Government statistical data – live tables

- Other includes alcohol/drug dependency, Learning difficulty, time in custody, time in care, former asylum seeker, violence/threats of violence other than DV

	SRBC 2018/19	National 2018/19	Regional 2018/19	SRBC Q1 2019/20	National Q1 2019/20	Regional Q1 2019/20
Emergency flood/fire/disaster	0	110	0	0	30	0
Dependent children	23	18,630	1,460	4	5,190	350
Pregnancy – no other children	3	1,460	120	1	420	40
Young applicant 16/17 or care leaver 18-20	1	450	50	0	140	20
Vulnerable due to old age	0	350	40	0	90	0
Vulnerable Physical/mental Disability	8	5,950	620	0	1,830	190
Vulnerable due to domestic violence	2	960	190	2	270	50
*Other	4	2,110	180	2	390	30

Government statistical data – live tables

In all years the major reason for priority need is dependent children in South Ribble and also nationally and regionally.

Temporary accommodation

The Council has access to a mix of 30 self-contained flats managed by Registered Providers. In addition there are 4 units of accommodation leased from a private landlord in the Preston area. This accommodation is used to house homeless households in priority need pending an investigation into their homeless application or pending an offer of accommodation once the housing duty has been accepted. The Senior Housing officer visits the residents of this accommodation regularly to ensure that issues are dealt with promptly and to facilitate move on as quickly as possible. Bed and Breakfast accommodation is rarely used although in some circumstances it is the only option available at short notice. The Council does not place 16/17 year olds in Bed and Breakfast accommodation and rarely uses it for families.

Table 31: Placements in temporary accommodation – all household types

Year	Bed and Breakfast	Dispersed	Private sector leased	Supported	B&B longest stay (days)	B&B average stay (days)	All other Longest stay (days)	All other average length of stay (days)
2016 /17	6	36	30	15	18	3.75	597	75.6
2017 /18	4	49	30	11	1	1	953	88.1
2018 /19	6	40	30	12	33	10.0	451	76.9

For 2018/19 the average length of stay in temporary accommodation per bed size is:

1 bedroom	6.5 months
2 bedroom	4.2 months
3 bedroom	4.75 months
4 bedroom	4.5 months

These figures can be skewed by households who have very specific needs in terms of location or property requirements and also those who are unable to access the housing register. The most common reasons for this are :

Former or current tenant arrears

Unmet support needs

Unspent criminal convictions deemed to pose a risk

Failed tenancies for anti social behaviour

Groups affected by Homelessness and services available

This section provides a breakdown of the services that are available to various groups who may present as homeless.

Families/ Single Parents /Teenage parents

In 2019/20 88 families presented to the Council and were owed a prevention or relief duty, this equates to 19% of all presentations.

The following accommodation, support and prevention services are available for this client group:

Temporary accommodation

The Council has 30 flats available managed by Registered Providers in the borough. The flats are 1 and 2 bedroom with 1 larger flat for larger families. Placement is subject to an interim duty to accommodate being assessed by the Council. Bed and Breakfast is rarely used for this group and then only for a very short time in an emergency.

Supported Housing

There is a 6 bedroom supported housing project in Chorley – The Charnocks- which is supported housing for teenage / young parents.

Children and Family Wellbeing Service

This service offers practical support to children, young people and their families across Lancashire. It is delivered via Lancashire County Council and is an early help and prevention service that helps households access services they need.

Foodbanks

There are 2 food banks in South Ribble that provide food and food parcels to households in need

South Ribble Integrated Team (SRIT)

This is a police led multi agency forum that provides interventions to individuals and families with multiple needs to prevent and alleviate crisis situations

Citizens Advice

Based in Leyland and operating a surgery in the Council offices. Offers advice on a range of issues including benefits, debt law and housing

Single people (all ages)

In 2018/19 227 single people were owed a prevention or relief duty, in Q1 of 2019/20 this figure was 72. There were more males than females and for the first quarter the number of single people approaching was higher than the number of lone parents.

Of these 16/17 year olds, care leavers and 18-25 year olds

	Age 16/17	Age 18-24
2018/2019	28	153

In 2018/19 12 young people had care leaver listed as a support need.

The needs, including accommodation, of all young people leaving care are assessed and regularly reviewed via a Pathway Plan. The Looked After Children Team at LCC and the Housing Options Team work closely together in respect of care leavers that need the assistance of the Council and a recent meeting has taken place to encourage early referrals.

Care leavers are awarded priority on the Housing register if they are ready for move on to independent living.

KEY

KEY Youth Charity are based at Balfour Court in Leyland. They provide a range of services for 16 – 25 year olds including

- A drop in service for young people requiring housing advice
- Family mediation and family support (this also caters for under 16's)
- Counselling services
- Employment mentoring
- Housing related support (all ages)
- Housing Coach for young people
- Pre tenancy training (this also caters for over 25's)

The Council makes a contribution to KEY and all 16-25 year old single people are referred to KEY in the first instance in order that joint working and prevention with Social Care can be carried out for under 18's and prevention work for the over 18 age group. The Council retains responsibility for assessment under the homelessness legislation and the discharge of duties under this legislation.

The Joint Protocol with Children's Social Care in respect of homeless 16/17 year olds was re launched in 2018 and has been agreed with Lancashire Childrens Social Care and the 12 Councils in Lancashire. It sets out the joint responsibilities for 16/17 year olds. Not all districts have the provision of a support service for young people and anecdotally they have lower numbers of 16/17 year olds presenting as young people are less inclined to seek assistance from statutory services.

Table 32: Presentations to KEY are as follows

Number of young people presenting to key	April 2017/ March 2018	April 2018/ March 2019	April 2019/ January 2020
All	321	229	150
Of which 16/17	81	38	36
Of which 18 -25	213	191	114
Number threatened with homelessness	191 (64 were 16 or 17)	134 (34 were 16 or 17)	90 (36 were 16 or 17)
Number referred to Children’s Social care	16 plus 29 already open	20 plus 5 already open	34 plus two already open

Supported Accommodation Options

There are a number of supported housing schemes in South Ribble:

- BAY6 / Haddon Lodge
- Belgrave Court
- The Mill

These schemes are for young people aged 16-21. Funding for supported housing via the LCC Supporting People Program has been cut in recent years. The prioritisation for allocations was amended following this and priority is given to young people for whom the County have a responsibility. Historically young people aged 16-25 were able to access the schemes, however this is no longer the case and this leaves a gap for young people aged 18-25 who are not the responsibility of the County Council.

- SLEAP – Provide emergency and longer term placements in family homes for young people up to age 25

Young people up to the age of 35 are subject to the single room rent (currently £55.28). This is the maximum amount they can claim towards housing costs. Those under 25 also receive a lower rate of Universal Credit as there is an assumption they will live at home. For those who can’t it is extremely difficult to budget for bills and everyday expenses. The current rate of universal credit for a young person under 25 is £25.00 per week compared to £73.00 for over 25’s. Young people who are unable to access social housing are very limited in options – there are very few shared accommodation options in South Ribble and most landlords require a guarantor. Shared rooms has also moved recently to taking people in employment.

Single people are able to apply to access schemes out of area however many have local connection restrictions. Some that do not are Recycling lives in Preston and also Emmaus

Victims of Domestic Abuse / relationship breakdown

Domestic Abuse is one of the top three reasons for presentations to service in South Ribble. Referrals to the sanctuary scheme account for 37% of There are a number of services in place currently to support those at risk of domestic abuse

Refuge

The Chorley and South Ribble womens refuge is run by Progress Housing group and offers the following services

- Providing safe accommodation to woman and their children
- Specialist support for children in the refuge
- Offer recovery courses
- Providing a 24-7 helpline 365 days a year
- An outreach service to those not currently in refuge including those in temporary accommodation

Women are also referred to out of area refuges including those that offer specific support for complex needs

Lancashire has benefitted from the MHCLG fund for Domestic abuse Services over the last 3 years to enhance services across Lancashire - bids will be submitted for further rounds of this

Sanctuary Scheme

The Council, in partnership with Preston care and Repair delivers a sanctuary scheme to enable victims and their children to feel safer in their homes. The scheme offers a range of security measures including but not limited to lock changes, security lights, additional locks and window alarms. In 2018/19 40 Sanctuaries were carried out.

Lancashire Victim service

This is a new service from 1st April 2017 that provides a new service for victims, on behalf of Lancashire's Police and Crime Commissioner (PCC). The model brings together, for the first time, services for victims of hate crime, young victims, sexual abuse and domestic abuse as well victims of more general crime types and of repeat anti-social behaviour (ASB). Service delivery, in particular for Domestic Abuse and Sexual Abuse services, are provided either by home visits or 1-2-1 meetings in community venues. The services is also supported by accredited volunteers based in the multi-crime teams who will offer additional "step-down" support for victims.

Lancashire Women's Centre

Works with all women to ensure that they can achieve their potential, develop their assets and skills and live safe, healthy and prosperous lives. The centre in Accrington offers a variety of services to support mental health and wellbeing, employment and skills support, money, benefit and debt advice and on keeping safe.

Multi Agency Risk assessment Conference (MARAC)

The MARAC meets monthly and is attended by a member of the Housing Options Team. The MARAC is police led and brings together a range of agencies to provide a co-ordinated response to domestic Abuse

People involved with the criminal justice system

People involved with the criminal justice system tend to be those in prison or about to leave prison or are in the community but involved with Community Rehabilitation Companies, Probation or youth offending teams.

Since the Duty to Refer was introduced in October 2018 we have had 13 people referred by prisons, police or probation. This figure should be viewed with caution as recording has not been consistent. The number of people approaching with an offending background is likely to be higher.

Present accommodation, support and prevention services

Cumbria and Lancashire Community Rehabilitation Company (CRC)

The CRC manage individuals convicted of crimes such as shoplifting, burglary, harassment, motoring offences and domestic abuse who are assessed as low or medium risk of harm. They work closely with a range of partners such as the National Probation Service (which manages individuals assessed as high risk of harm), the courts, prison service, police, local housing authority, health service and community-based organisations.

Shelter services for Offenders

Shelter works with people who have been convicted of an offence and given a custodial or community sentence. The main part of their work is helping people to find accommodation or to keep the accommodation they already have, and working with them to address finance, debt and welfare benefit issues. Shelter teams are based in prisons and community locations across the North West.

Their advice and support forms part of the 'Enhanced Through the Gate' service delivered by the CRC. This service aims to offer a seamless service to service users by joining up custodial and community advice and support services to prevent unplanned discharges.

The aim of Shelter's element of the service is to achieve the following outcomes for service users:

- To obtain safe suitable accommodation
- To maintain safe, suitable accommodation
- To increase an individuals' ability to obtain and maintain safe, suitable accommodation
- To help reduce / eliminate debts
- To maximise income
- To improve money management skills

Shelter also work with people in the community who have been convicted of an offence and who are under supervision in the community, either after leaving custody or as part of a community sentence.

Approved Premises

There are two Home Office Approved Premises in Lancashire for a whole range of offenders on prison licences or with community sentences. Places are allocated via the Probation Service to those under 'supervision' based on a risk assessment for stays of 3 to 6 months. In addition to the

monitoring and supervision of offenders' resident, which is undertaken in conjunction with the Police, support offered includes counselling, rehabilitation, education and training and life skills. They assist residents into employment and in accessing move-on accommodation – which is often difficult due to the nature of offences.

Multi-agency working

Much of the work to prevent homelessness for this client group relies on multi-agency work between the CRC, Probation, Shelter and the Council' housing options team.

MAPPA (Multi Agency Public Protection Arrangements) – these are joint arrangements for assessing and managing the risks posed by sexual, violent and dangerous offenders in the community. Local authorities have a duty to cooperate by being involved in these arrangements.

Reducing Reoffending Board – Local Reducing Reoffending meetings are held which discuss particular cases where people are leaving custody to consider what options are available to help avoid the offender becomes homeless on release.

People with Drug and Alcohol Problems

Between April 2018 and June 2019 16 households identified drug addiction as a support need and 30 identified alcohol addiction – this information is dependent on the information given by the customer and may therefore be under reported

Inspire (Change, Grow, Live)

This is a substance misuse service offering rapid and open access to assessment and treatment for people experiencing problems with drugs and/or alcohol, promoting recovery from addiction and dependence. This is an adult substance misuse service commissioned by Lancashire CC. Currently based in Chorley but sessions are run in South ribble, including once a week in the Council's Offices

Red Rose recovery

Commissioned by Lancashire County Council public Health to provide support to the recovery community. It comprises of volunteers and workers to support individuals and families to improve wellbeing and reduce dependency on alcohol and /or drugs. The nearest centre is in Preston

Young Addaction

A substance mis use service across Lancashire for under 25's. They offer information, advice, guidance, or treatment for any substance.

Lancashire recovery Housing Workshop

Lancashire CC Public Health has recently facilitated a cross Lancashire multi-agency workshop to establish what recovery housing is available, what pathways exist, are there gaps in provision and what opportunities exist to develop services. Further discussions will take place in localities to develop local responses to gaps. This discussion also impacts on people involved with the criminal justice system.

People with Mental Health problems

Between April 2018 and June 2019 a total of 77 households identified mental health as a support need. This is the second highest recorded support need for South Ribble.

Lancashire MIND

Work across Lancashire to support people with all levels of mental health. In Preston, Chorley and South Ribble MIND offer accommodation with support to those with low level mental health problems. The Housing option Team work refer in to MIND accommodation and also prioritise households ready for move on via the housing register.

The Haven

The Haven is run by the Richmond Fellowship and operates across Central Lancashire and services are available to anyone over the age of 16 living in Preston, Chorley and South Ribble. The Haven is based in Preston and offers support, including peer support, guidance and information on managing mental health and developing coping mechanisms.

Hospital discharge

The Council has recently refreshed its hospital discharge procedures with Preston and Chorley hospitals to try, wherever possible to offer housing support, as early as possible, to those likely to be discharged as homeless.

People with a Physical disability

Between April 2018 and June 2019 a total of 40 households owed a prevention or relief duty stated they had support needs due to physical ill health or disability.

Most cases of homelessness due to a physical disability are caused by an illness or an accident that makes it unreasonable for a person to continue to occupy their present accommodation or they are unable to be discharged from hospital or rehab due to the unsuitability of their accommodation. Households, via an Occupational Therapist assessment, often get adaptations made to their existing accommodation to make it more suitable for their occupation and therefore prevent homelessness. This may be assisted through the installation of minor aids or adaptations or by awarding a disabled facility grant from the Council.

The Council has in the past had to use hotels to accommodate people with a physical disability and as a result has adapted a ground floor flat within temporary accommodation stock in order to provide a unit of wheelchair accessible accommodation. Out of area supported housing has also been used to accommodate this need.

Clients in such circumstances are afforded greater priority under the SelectMove choice-based lettings scheme due to their medical circumstances and in many cases will also get priority through the homelessness legislation.

There are no specific prevention initiatives in place to prevent homelessness caused by physical disability however hospital discharge procedures are in place to help prepare for such cases.

Table 33: Rough sleeping

The Council has in previous years undertaken a mix of counts and estimates to provide a snap shot figure of rough sleeping in the borough.

Year	Estimate or count	Number of rough sleepers
2017	Estimate	0
2018	Estimate	5
2019	Estimate	1

The decision to undertake a count is made using intelligence from the homeless network and also the housing options team. Decisions to undertake a count have been taken where we have knowledge of individuals sleeping rough and wish to make contact. We also receive referrals throughout the year from other Council services, other agencies and via streetlink. In all cases members of the housing options team visit the site to either make contact if possible or leave information if a site is found but no one is there. Where people are found to be rough sleeping the option of accessing services and accommodation is given but not always taken up. The Council also works with the Foxton centre in Preston and Cotswold House in Chorley to access services for rough sleepers.

It should be noted that this is an estimate on a single night. In 2018/19 the Council responded to 14 reports of people sleeping rough

Cold Weather Provision

The Council has benefitted from the Cold weather fund in 2018 and 2019 to assist with provision for those who would otherwise be sleeping rough.

Black and Minority Ethnic Households

96% of households owed a prevention or relief duty in 2018/19 were White British which is reflective of the population of South Ribble. Only 2 households approaching the Council were assessed as being ineligible for assistance.

Asylum seekers and refugees

Asylum Seekers

Asylum seekers are unable to access the housing advice services provided by the Council but have their needs met by SERCO – the Home Office accommodation provider for asylum seekers in Lancashire – and Migrant Help the support provider.

If a household receives a positive decision to their asylum claim they are able to approach the Council for assistance in securing accommodation. Since April 2018 South Ribble BC has assisted 7 households following their positive decision. This is likely to increase in the future as SERCO secure additional properties in the borough.

Refugees

As a response to the Syrian Refugee crisis, the Council has welcomed 9 Syrian refugee households to the borough through the Lancashire wide Syrian Resettlement Programme. We have committed to a further 6 over the forthcoming 12 months. The families received furnished accommodation, intensive caseworker support and have humanitarian protection leave / refugee status which allows them to stay initially for five years. After 5 years families can decide whether to apply for asylum if

they wish to stay. The families are able to claim benefits or work, broadly have the same rights as British citizens and are eligible for support via homelessness legislation if it is needed. Therefore should they become homeless, they would be dealt with in the same way as other British citizens.

Older People

Old age on its own is very rarely the sole cause for a homeless presentation and is often accompanied by significant health issues either of a physical or mental health nature. In 2018/19 3 households identified old age as a support need.

There is no specific emergency accommodation for older people available. Clients are able to access sheltered housing and rehousing via the SelectMove Choice-based lettings scheme.

Disabled Facilities Grants

The council continues to be proactive in supporting people to remain independent in their own homes. This involves arranging the delivery of a range of housing related interventions including disrepair assistance and advice, energy measure, etc utilising the Better Care Funding (BCF) this enables the council to continue to deliver a high-quality service for disabled facilities grants.

The Councils Housing Strategy has identified a need for an Extra Care Scheme to be delivered in the borough and this will be a priority over the coming years

Gypsies and Travellers

In the Census 2011 there were 7 households who identified themselves as 'White, Gypsy or Irish Traveller'. There have been presentations to the service from this client group, however there is not a mechanism for recording this at present. There are no designated pitches in the borough for gypsies and travellers and the recent Housing Needs Study has not highlighted a need for this.

There are no specific plans or procedures in place for this client group.

Members of the armed Forces

South Ribble Borough Council has few approaches from HM Forces households who are homeless. There are no records of ex HM Forces sleeping rough in the Borough.

Armed Forces Covenant – the South Ribble Armed Forces Community Covenant was signed in 2013 by partners from the Public, Private, Voluntary and Community Sectors including local charities that work directly with the armed forces community. It is a voluntary statement of mutual support between a civilian community and its local Armed Forces Community. The Borough also has an Armed Forces Champion. The covenant commits to develop specific actions to support the delivery of agreed priorities including housing

SelectMove choice based lettings - in accordance with legislation and guidance priority is given to ex armed forces households applying for assistance with housing through the Council's housing register.

Victims of Modern Day Slavery

Modern slavery includes human trafficking, and slavery, servitude and forced or compulsory labour. Exploitation takes a number of forms, including sexual exploitation, forced manual labour and domestic servitude, and victims come from all walks of life.

Victims may be unwilling to come forward to law enforcement or public protection agencies, not seeing themselves as victims, or fearing further reprisals from their abusers. Victims may also not always be recognised as such by those who come into contact with them.

The scale of modern slavery in the UK is significant. Modern slavery crimes are being committed across the country and there has been year on year increases in the number of victims identified. Work by the Home Office Chief Scientific Adviser has estimated that in 2013 there were between 10,000 and 13,000 potential victims of modern slavery in the UK.

South Ribble situation

Evidence indicates that Modern Day Slavery has not been a significant issue in South Ribble to date. Lancashire Constabulary have a dedicated team tackling Human Trafficking throughout Lancashire and its borders and the localised GENGA partnership provide vital support to this team.

Homelessness Prevention

South Ribble Borough Council Service delivery

Initial contact with the team continues to be via the Gateway service using scripting and guidance which is amended accordingly when there are changes to legislation and working practises. Since the last strategy a new script for assessing priority need has been implemented with gateway gathering and collating the relevant information and the decision making and gathering of additional information to support this remaining with the housing options team.

The work with the Gateway Team has been in place for a number of years and is supported by updates as required and regular training where there is an identified need.

Households who present to the Gateway Team are not always homeless or threatened with homelessness and these enquiries are dealt with by the Gateway Team. The cases that are referred to the Housing options Team are those where there is a reason to believe that there is a threat of homelessness.

Resources and support available

As previously mentioned the Councils Gateway Team has 10 Officers that have had housing and homelessness training. They provide the front line service for households presenting to the Council for housing advice. Although there are 10 officers housing is not their full time role and they have a number of other priorities within the Gateway. All households with a threat of homelessness are allocated a case worker within the Housing Options Team which consists of

4.4 x Housing Options Officers

1 x Senior Housing Officer

1X Housing Options Team Leader

The Senior Housing Options Officer also manages the temporary accommodation, is the first point of contact for MAPPA and MARAC and is a support for the team in respect of complex case work. The team Leader also has responsibility for strategic work and the homelessness strategy.

The out of hour's service is delivered by New Progress Housing Association under a service level agreement.

The Prevention of homelessness is undertaken by the Housing Options Team as part of casework. Prevention work is also undertaken by KEY for young people aged 16-25. The Sanctuary scheme covers the South Ribble Borough and is co-ordinated within the South Ribble Housing options team. The scheme offers enhanced security measures to help victims of domestic abuse or domestic burglary feel safer in their own homes rather than having to move. Support and safety planning is carried out by the Independent Domestic Violence service, with support and also training being available from the team at the women's refuge.

Social Housing is accessed via the Select Move partnership which covers the Preston and Chorley areas. All of the Registered Providers of social housing in South Ribble are partners to Select Move.

Benefit issues and the use of discretionary housing payments is a valuable prevention method and this is reinforced by close working relationships between the housing options and housing benefit services currently focussing on ensuring Discretionary Housing payments are applied for where possible.

Since the last strategy there has been a reduction in services funded by Lancashire County Council. The Floating Support Service, ex-offenders accommodation and complex needs scheme have ceased while others have seen a reduction in funding. Funding is still available for complex needs however there have been difficulties in securing a building for this provision and work is ongoing at present. The refuges in Lancashire are now managed by one provider, SafeNet, who sub contract to other local providers and schemes for young people are now predominantly accessed by those owed a duty by Children's Social care.

Funding

The Council has for a number of years received Prevention Grant and also received funding to assist with the implementation of the Homelessness Reduction Act. This funding has been used to deliver the following

- 2 Additional staff members in the Housing options Team to deliver the additional work introduced by the HRA
- Sanctuary Scheme
- Contribution to KEY drop in service
- Part time Floating Support worker employed by KEY to support those at risk of homelessness and in temporary accommodation
- Underwriting cash bonds
- Payment of cash bonds and other incentives to private landlords
- Facilitating options to enable rough sleepers to leave the streets

The funding has been confirmed to 2021 and after this date is uncertain

Review of the Homelessness Strategy 2017 – 2020

Table 34: Actions successfully delivered from the 2017 – 2020 strategy

Actions	Outcomes
Seek to extend shared accommodation options with RP's and or Private landlords.	Partly completed – discussions ongoing with private landlords
Review the common allocations policy to ensure it remains lawful and meets the needs of the borough	Allocations policy reviewed and new policy adopted
Review the landlord incentive scheme and work pro actively with private landlords	Partly successful – letters have been sent out to all landlords. Low response rate to this but some contacts made
On going engagement with Lancashire resettlement protocol for offenders	Ongoing engagement with this but needs to be monitored and reviewed regularly.
Engage with LCC on the commissioning of accommodation based services in Lancashire	Refuges re commissioned Young Peoples schemes ongoing
Review temporary accommodation allocation and procurement policies	completed
Carry out procurement exercise for shared temporary accommodation in Preston	Completed and contract re-issued
Review existing service level agreements and management arrangements with providers of temporary accommodation	completed
Draft a procedure for illegal eviction	completed
Review and re launch hospital discharge protocol	Completed with Chorley and Preston – also incorporates duty to refer
Roll out eviction notification procedure with all partner Housing associations	This was delayed but has now been completed
Work with the benefits service to ensure that DHP use is maximised	This is completed and ongoing
Re launch joint protocol with Childrens Social Care	Completed June 2018
Commission a small floating support service	completed
Review Sanctuary scheme and contract	completed
Identify and bid for funding for Domestic abuse	Completed and successful
Review and commission services to support young people and prevent youth homelessness	Completed and contract awarded
Review and re commission Pre tenancy training for all age groups	Re commissioned for 2018/19
Ensure that the Housing Options Service is fit for purpose to meet the requirements of the Homelessness Reduction Act	Scripts and training completed. 2 additional members of staff recruited and database updated to meet the new reporting requirements
Agree and publicise referral pathways for agencies to refer those who are homeless or threatened with it.	Signed up to ALERT system Signed up to Refernet system Duty to refer email in place and information on website

Maintain a robust approach to sightings of rough sleepers and ensure information is available to members of the public on how to report a sighting	All sightings are responded to. Information on streetlink or how to report to the Council is on the website
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Table 35: Actions not delivered from the 2017 – 20 Strategy

Actions	Outcomes
Explore the viability of developing shared housing options via empty homes	This was not viable in the properties available
Matching people for sharing through pre tenancy training or move on from supported housing	This was an action to mitigate the extension of the shared room rate to social housing which was eventually dropped by government
Implement information exchange protocol with probation	GDPR legislation introduced and information exchange is done with consent
Strengthen referral pathways to services providing money and employability advice	This was not completed however the Council has now signed up to referent
Offer reciprocal training to partner agencies	This is outstanding and needs to be carried forward
Update information on services available to meet the needs of those who are homeless and identify gaps in provision to the South Ribble Partnership	Not completed – work is ongoing on mapping services

Consultation and Partner involvement

In September 2019 consultation was undertaken at the Chorley and South Ribble Homeless Network. The consultation was also e mailed to the forum for those unable to attend. The questions asked and responses received are detailed below:

1. What services currently exist to assist those who are homeless or threatened with it

KEY tenancy support, Family mediation. Young Peoples Advice
 Childrens Social Care
 SRBC / Chorley Council
 Joint protocol
 SLEAP
 BAY6
 The Mill
 Cotswold House
 The Bridge
 Parker House
 Lancashire MIND
 Shelter
 DWP
 Interim flats – SRBC
 CAB
 Housing associations
 Housing Benefit and Discretionary housing Payments
 Duty to refer
 Welfare Rights

Help the Homeless

2. What services have changed / ceased to exist (or have never existed) that have an impact on homelessness and how best can these be delivered

Supporting people funded Services

Lancashire Wellbeing service ceases December 2019

Supported Housing – changes to funding for Young Peoples Schemes / SLEAP

Youth Service

Breakdown in networks

Funding changes (lottery)

Cuts to youth services

Access to young peoples supported housing change in ages

Long waiting list for Mental health service and Dis engagement with inflexible process - co location in Chorley a positive

Batting customers around with dual diagnosis – drug / mental health

Discover / Inspire – less presence

LCC floating support ceased

Change in benefits to UC, affordability re deductions / paying back advances, length of time to process claims,

Sanctions, money not being paid to landlord

3. What are the main concerns around homelessness – what are the main priorities that need to be addressed in relation to homelessness

Lack of support

Lack of safe places to go

Young people falling through the gap – particularly due to funding changes

UC – impact on people , advances impact under reported

Accommodation this stable most important thing for everyone to move forward

Affordability for under 25's

Joint protocol issues

Lack of supported accommodation for over 18's

Shared accommodation for under 35's

Intermediary accommodation – different packages of support brought in

Supported housing for complex needs

Chaotic lifestyles – lack of support

Stress when notice served because of UC in arrears

Criminality – hard to access social housing – may be easier with support

Lack of affordable 1 bedroom accommodation

4. Have you seen any difference since the Homelessness Reduction Act came into force in April last year – what could be done better

Most services seeing a gap / decrease in referrals to service

Portal to make referrals in to service well implemented

Structural housing issues haven't changed – lack of options

Can approach any LA but options still determined by local connection – raised expectations

Duty to refer and hospital discharge improved
Homeless officers more involvement but raises expectations as no more options
Some Councils just log as advice and side step HRA

Conclusion and recommendations

The Council already has a focus on the prevention of homelessness and the Councils Corporate plan has a target to ensure that more people are prevented from becoming homeless. The review of homelessness has highlighted the following:

South Ribble has 79% home ownership – either outright or with a mortgage, 10.5% is social rented and 9.3% private rented. There is a lack of shared housing and affordability poses an issue for the under 35's, particularly those under 25 and also larger households on benefits. Social Housing lets have decreased slightly over the last 4 years and at time of writing the waiting list consisted of 1069 households. The largest list is for 1 bedroomed accommodation and 1 and 2 bedroomed properties attract the most expressions of interest and have the longest waiting time. Affordability in the private sector can prove to be a barrier particularly for younger people.

The implementation of the Homelessness Reduction Act changed the way of recording presentations as homeless so the statistics are not comparable. Since the implementation of the HRA the three main reasons for people presenting to the Council are:

- Family and friends no longer willing to accommodate
- Ending of Assured shorthold tenancies
- Domestic violence

And the main identified support needs are:

- Domestic Abuse
- Mental Health
- Young People
- Physical health

South Ribble does not have many rough sleepers – between 2 and 3 are usually reported at the single night snapshot . The Council does have procedures in place to accommodate verified rough sleepers where there is provision available.

Presentations from single people have increased in particular males, however lone female parents remain the single biggest group of people presenting. The main reason for a household having priority need is dependent children. It is likely that this trend will continue

MHCLG benchmarking has indicated that South Ribble is achieving a good split of prevention and relief duties ie more prevention duties accepted than relief duties and that prevention work is positive. The percentage of cases relieved are lower and the snapshot indicates that the biggest group of people who dis engage with the service are single people under 35, perhaps due to a lack of affordable options.

There are several factors outside of the control of the Council such as the impact of universal credit and the levels of Local housing allowance that impact on the ability to prevent homelessness. These are impacts that the Council needs to be aware of and influence where possible. It is helpful that at South Ribble the DWP are in the same building and therefore relationships can be built.

The Homelessness reduction Act has strengthened the help and advice that can be offered by Councils, however the consultation indicates that it can raise expectations in that every customer is issued with a personalised plan, but in reality, there are no additional accommodation options for some client groups, in particular those who have multiple complex needs.

The new strategy and action plan will seek to address the issues identified by the review and the success of the new strategy will be measured on the following factors:

- Increasing the number of preventions/reliefs achieved - base line 284
- Ensuring that statutory presentations reduce – base line 66
- No increase in the use of temporary accommodation and that Bed and Breakfast accommodation use does not increase – base line 5 in a year, no more than 4 weeks for families

The strategy will focus on the following priorities

- Reduce homelessness by increasing prevention
- Working with landlords and suppliers of accommodation to enhance the housing offer available for temporary and longer-term options
- Improve health and wellbeing
- Ensure that levels of rough sleeping remain low

An action plan to support these priorities will be drawn up and reported on annually to Extended Leadership Team

DRAFT