Homelessness Review 2014

September 2014
Introduction

Derby’s last comprehensive homelessness review was undertaken in 2010 as part of its Homelessness Strategy 2010-2014.

Since this time there have been significant changes to the political, legal and financial framework in which homelessness services are delivered and so a new review is now necessary.

This homelessness review will:

- analyse the key changes to the context in which homelessness services are delivered
- establish the extent of homelessness in Derby
- identify what is currently being done and by whom
- assess the level of resources available to prevent and tackle homelessness.

The findings of this review will inform the new Homelessness Strategy 2015-2019.

Data

Data has been gathered from a number of sources in preparing this review. The table below shows what information we have gathered and respective data sources.

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<td>Government and national resource websites such as Office for National Statistics and data.gov.uk</td>
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1 If substantial changes to national social and economic policy result from the 2015 general election, the next review and strategy might be brought forward from 2019.
**Terminology**

We have taken advice from the Council’s plain English guidance when writing this strategy. However, we have had to use some technical terminology but, where we have done this, we have provided an explanation. We have inserted referenced footnotes at the bottom of some pages.

We have also added a table of terms and abbreviations below.

### Table of Terms and Abbreviations

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<tr>
<td>AST</td>
<td>Assured Short hold Tenancy</td>
<td>HB</td>
<td>Housing Benefit</td>
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<td>B&amp;B</td>
<td>Bed &amp; Breakfast</td>
<td>HCA</td>
<td>Homes &amp; Communities Agency</td>
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<td>BME</td>
<td>Black and Minority Ethnic</td>
<td>HMA</td>
<td>Housing Market Area</td>
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<tr>
<td>CAB</td>
<td>Citizens Advice Bureau</td>
<td>HOAMS</td>
<td>Housing Options Advice Management System</td>
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<td>CBL</td>
<td>Choice Based Lettings</td>
<td>HOC</td>
<td>Housing Options Centre</td>
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<td>CCG</td>
<td>Clinical Commissioning Group</td>
<td>HRS</td>
<td>Housing Related Support</td>
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<td>CLAC</td>
<td>Community Legal Advice Centre</td>
<td>HTF</td>
<td>Homeless Transition Fund</td>
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<tr>
<td>CSP</td>
<td>Community Safety Partnership</td>
<td>JSA</td>
<td>Job Seekers Allowance</td>
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<tr>
<td>CYP</td>
<td>Children and Young Person's (Services)</td>
<td>LA</td>
<td>Local Authority</td>
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<tr>
<td>DA</td>
<td>Derby Advice</td>
<td>MAPPA</td>
<td>Multi-Agency Public Protection Arrangements</td>
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<tr>
<td>DASH</td>
<td>Decent And Safe Homes</td>
<td>MARAC</td>
<td>Multi-Agency Risk Assessment Conference</td>
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<tr>
<td>DCC</td>
<td>Derby City Council</td>
<td>MCF</td>
<td>Midlands Community Finance</td>
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<td>DCLG</td>
<td>Department for Communities &amp; Local Government</td>
<td>MRS</td>
<td>Mortgage Rescue Scheme</td>
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<td>DHA</td>
<td>Direct Help &amp; Advice</td>
<td>NPSS</td>
<td>National Practitioner Support Service</td>
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<td>DHOG</td>
<td>Derbyshire Homelessness Officers Group</td>
<td>NSNO</td>
<td>No Second Night Out</td>
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<td>DHP</td>
<td>Discretionary Housing Payments</td>
<td>P1E</td>
<td>Statistical returns to Government on homeless households</td>
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<td>DIAP</td>
<td>Derby Integrated Advice Partnership</td>
<td>PFI</td>
<td>Private Finance Initiative</td>
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<td>DUCU</td>
<td>Derby United Credit Union</td>
<td>PRS</td>
<td>Private Rented Sector</td>
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<tr>
<td>DV</td>
<td>Domestic Violence</td>
<td>RP</td>
<td>Registered Provider (usually a Housing Association)</td>
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<td>DWP</td>
<td>Department for Work &amp; Pensions</td>
<td>RBL</td>
<td>Royal British Legion</td>
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<td>ECHG</td>
<td>English Churches Housing Group</td>
<td>SHMA</td>
<td>Strategic Housing Market Area</td>
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<td>ECU</td>
<td>Erewash Credit Union</td>
<td>SPE</td>
<td>Single Point of Entry</td>
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<td>EEA</td>
<td>European Economic Area</td>
<td>UKBA</td>
<td>United Kingdom Border Agency</td>
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<td>HAT</td>
<td>Housing Advice Team</td>
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1.1 Government guidance and the changing political/legal framework

- Overview

1.1.1 The statutory basis for action on homelessness is provided in the Housing Act 1996 (part seven), and amended in the Homelessness Act (2002). The Localism Act (2011) made a significant further amendment, allowing a local authority to discharge its homeless duty by the offer of suitable accommodation in the private rented sector. It also required that in formulating a Homelessness Strategy, a local authority should take into account its Tenancy Strategy.

1.1.2 Government has supplemented legislation with evolving guidance to local authorities and a number of further policy initiatives. One the most recent of these initiatives is outlined in *Making Every Contact Count: A Joint Approach To Preventing Homelessness* (DCLG, 2012) This is the result of a cross-departmental ministerial working group which champions joint working as a way of reducing and tackling homelessness. The report highlights five key areas:

a) tackling troubled childhoods and adolescence
b) improving health
c) reducing involvement in crime
d) improving skills, employment and financial advice
e) pioneering social funding for homelessness.

1.1.3 Part of its remit is the nationwide introduction of *No Second Night Out* (2012). This project was initially launched in London but was so successful that Government felt that it would work in other British cities. In Derby the project is managed by Riverside English Churches Housing Group (ECHG) in partnership with the Council. A website and 24 hour helpline is available for members of the public to report and refer rough sleepers. The six commitments of No Second Night Out are:

a) helping people off the streets
b) helping people to access healthcare
c) helping people into work
d) reducing bureaucratic burdens
e) increasing local control over investment in services
f) devolving responsibility for tackling homelessness

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2 A comprehensive list of relevant legislation, guidance and policy initiatives is found in Appendix A
- **Prevention**

  1.1.4 Enabling people to stay in their existing accommodation, preventing them from becoming homeless and avoiding the need for a formal homelessness assessment benefits both the person in need and the Council.

  1.1.5 The Council continues to focus on prevention wherever possible. However, in recent years there has been a reduction in staffing and more particularly in Housing Related Support (HRS). This has resulted in a decline in supported accommodation bed spaces from 527 to 150. These factors reduce the scope for effective prevention.

- **Bed and Breakfast**

  1.1.6 The Homelessness (Suitability of Accommodation) (England) Order 2003 deemed B&B accommodation unsuitable for homeless families with children and for young people for more than six weeks, save in exceptional circumstances. The purpose of this change was to reduce the excessive costs incurred in providing B&B accommodation and to help ensure that families have access to better quality temporary accommodation.

- **Rough sleeping**

  1.1.7 Counts of rough sleepers in the current format began in 1998, following a Social Exclusion Unit investigation and report. Whilst earlier initiatives to tackle the level of rough sleeping have had considerable success, the numbers found to be sleeping rough nationally have risen over the past four years from 1768 in 2010 up to 2414 in 2013⁴.

  1.1.8 Government (Department of Communities and Local Government) stated it intended to build on earlier improvements and ‘help end rough sleeping for good’.⁵ It published a strategy to achieve this, *Vision to end rough sleeping: No Second Night Out Nationwide*. This outlines a number of measures to prevent and relieve rough sleeping. It contains six key commitments (see 1.1.3) based on:

  “The most successful action to tackle homelessness is rooted in local communities – local authorities working together with local community groups, charities and businesses”⁶.

  1.1.9 The emphasis of government guidance and local action is increasingly on a broader approach – not just providing ‘a bed for the night’ but to keep people off the streets permanently, by working with agencies, providing health, training and skills support.

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⁶ ibid
1.1.10 The Gold Standard.
In 2012 Government commissioned a new service to look at what additional activities could and should be carried out by local authorities to tackle and prevent homelessness. A series of ten ‘local challenges’ was set, which local authorities had to meet in order to achieve the Gold Standard. More details on this initiative can be found in Appendix B.

- Supporting vulnerable people

1.1.11 Poverty, old age & infirmity, a lack of life skills, mental or physical ill-health and drug & alcohol mis-use can all impact on people’s ability to keep their homes. HRS (formerly, Supporting People), funds a working partnership of local authorities, housing associations, support agencies and service users. It aims to assist people facing these types of challenges to remain living independently in the community, by a range of support services, including tenancy support and hostel and refuge provision.

1.1.12 In recent years the HRS budget has faced reductions in funding from Government and an end to ring-fencing. More detail on these changes is in 1.1.12.

1.2 Demographic Changes

1.2.1 Variations in demography can affect the demand on homelessness services in a number of different ways which are detailed below.

- Household units: volume and composition

1.2.2 There is a growing trend, nationally and locally, for the numbers of households to increase, while the average size of these households decreases. This is due to a number of cultural and economic factors: such as people remaining single for longer and smaller family units.

1.2.3 This trend impacts on the number of households presenting themselves as homeless and on the demand for affordable accommodation, particularly single-person accommodation and two-bed houses. Furthermore, it has contributed to the second largest cause of homelessness in Derby as a result of ‘persons no longer being allowed to live in the family home or a relative/friend’s home’.

- Migration

1.2.4 There is a growing diversity and size of Black and Minority Ethnic (BME) communities in Derby, with many arriving via the asylum dispersal system or as working migrants, or moving from other cities in the UK. The granting of refugee status by the Home Office to asylum seekers results in their support being withdrawn and this includes the withdrawal of
accommodation provision. Therefore, for many new refugees, this means they then become homeless within a very short timescale, usually less than 21 days.

1.2.5 The numbers granted refugee status has varied considerably over the past decade, but in peak times can impact significantly on the total numbers of homeless in the city. Between mid 2009 and mid 2011, the trend was broadly downwards, with 387 dispersals in the year to June 2009 compared with 226 in the year to June 2011. By March 2014 this figure had risen to 533 dispersals.

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Dispersals</th>
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<tr>
<td>2009</td>
<td>387</td>
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<tr>
<td>2011</td>
<td>226</td>
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<tr>
<td>2014</td>
<td>533</td>
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1.2.6 There is also prevalence amongst migrants for households to be either single persons or large families, exacerbating an existing shortage of accommodation for these types of household.

1.2.7 A trend over the last few years which has been subject to much media and popular interest, is the extent to which Britain has been a destination for migrants from Eastern Europe and the so-called ‘A10’ accession countries. The potential for increased strain on local housing services and the risk of greater numbers of homeless households has been a cause of particular concern.

1.2.8 Since April 2014 there have been new regulations governing Job Seekers Allowance (JSA) for migrants, which provide a three month period for newly arrived job seekers to gain meaningful employment. This change in legislation is likely to have an impact on the volume of homelessness applications.

- Population size and age profile

1.2.9 Derby has experienced an increase in the size of its population since 2000. This has resulted in more demand on the housing stock and more pressure on homelessness advice services.

1.2.10 Furthermore, and in common with the rest of the UK, Derby has also experienced an increase in the average age of its residents over this period.

1.2.11 However, unlike many other authorities, Derby has a relative over-supply of accommodation designated for older age groups\(^7\). Subject to appropriate

\(^7\) A report in 2011 showed that 48% of all 1 bedroom flats to let on the housing register were being offered to applicants aged 60+, but that only 12% of applicants on the housing register were aged over 60.
decision making and consultation, some of this excess accommodation may be re-designated for single people and couples.

1.3 Economic and financial context

1.3.1 There are many factors in this category which have impacted directly or indirectly on homelessness and the resources available to address it. The main ones are:

- Welfare Reform

1.3.2 The Welfare Reform Act (2012) has had broad-ranging and significant impacts on some Derby residents. The most notable changes it has made are described below.

a) Removal of the spare room subsidy
   This concerns under-occupation of social housing for housing benefits claimants. Those who are in receipt of housing benefit who are under-occupying by one bedroom now face a 14% reduction in their housing benefits; those who are under-occupying by two or more beds face a 25% reduction. This change is often referred to as the ‘bedroom tax’. The changes have affected 2053 Derby residents, of which 1352 live in Derby Homes properties.

b) Housing Benefit Cap
   The cap applies to the combined income from the main out-of-work benefits plus child benefits plus child tax credits. The limits are £500 per week for couples or lone parents and £350 per week for single people. In Derby 101 households have been affected.

c) Discretionary Housing Payments (DHP)
   This is a one-off payment that housing benefits claimants can apply for to help pay their rent. Extra funds have been released by Government which Derby City Council has successfully bid for to help more claimants. 1244 awards have been made so far, 195 of which were to private sector residents.

d) Local Assistance Scheme
   This has replaced the discretionary elements of the Department of Work and Pensions (DWP) Social Fund and provides non-monetary support to vulnerable residents in emergency. In Derby 478 awards have been made – 320 food vouchers, 40 home packs, 118 utility top-ups.

e) Universal Credit
   Once Universal Credit has been fully implemented it is intended that this benefit will be a single payment for all day-to-day living costs and will be

\footnote{All figures are as of February 2014}
paid directly to claimants. However owing to the phased national roll-out of this scheme, it is unlikely to happen in Derby before 2016.

- Housing Market

1.3.3 Although there were some house price falls in the immediate aftermath of the credit crunch, the general trajectory for house prices is upwards and we are currently seeing significant increases again. This reduces accessibility to the owner-occupied sector, with a knock-on effect for properties in the private rented sector and on the demand for social housing. Higher rents within the private sector also increase demand for social housing.

1.3.4 Problems of housing supply that were exacerbated by the recession are persisting even though we are now in a period of economic growth. Annual housing completions in England totalled 112,630 in the 12 months to March 2014\(^9\). Although this is an increase of four per cent compared with the previous 12 months, it is still well short of the rate required to meet the estimated increase in household numbers of 232,000 per year\(^10\).

- Public Funding Cuts

1.3.5 Since 2010, central government grant support to local authorities has been subject to significant cuts as part of national austerity measures intended to help address the budget deficit\(^11\).

1.3.6 The main impact on the provision of homelessness services is through cuts to the housing related support budget. The expenditure on HRS has reduced from approximately £10 million in 2011/12 to £3.765 million in 2013/14, and then to £1.765 million in 2014/15. This has resulted in a reduction in commissioned support from 49 services supporting around 5,000 vulnerable people to seven services supporting 165 vulnerable people – all of which are aimed at vulnerable homeless groups.

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SECTION 2: Meeting the challenge – how Derby has responded to the changing environment in which Homelessness Services are delivered

2.1 Introduction

2.1.1 National changes to the legal, political, economic, demographic and socio-cultural environment have impacted on Derby in a similar way to many other parts of the country.

2.1.2 However, there are local variations which result in specific challenges - which, though not necessarily unique to Derby, are not universally experienced. For example, Derby has been subject to a high level of United Kingdom Border Agency (UKBA) dispersals – households which when given refugee status have periodically swelled the numbers presenting as homeless.

2.1.3 Another example relates to Derby’s experience of increased demand from people with complex housing needs, such as ex-offenders and people with community care issues. The fact that Derby is a major urban centre in relatively close proximity to a number of prisons, coupled with the closure of some care institutions has led to an increase in demand for housing from these groups.

2.1.4 There have also been problems with a shortage of specialised provision for groups with specific health issues, such as those engaging in alcohol and substance misuse.

2.1.5 These are all crucial challenges that have been present in Derby over the last decade. The key responses by the organisations delivering homelessness services in Derby are further described below.

2.2 The Derby Response

2.2.1 a) **Sourcing a number of different funding streams to bolster resources.**
A good example of this was the bid in 2012 to the Homelessness Transition Fund. Riverside ECHG was successful in the bid for a street outreach team to cover Derby City and the eight district council areas across Derbyshire. This supports work with rough sleepers and homeless people, preventing new occurrences through improved identification of rough sleepers and ensuring local accountability. It has an 18-month duration. Another example is the funds received to support the ‘no second night out’ initiative. (See 1.1.8)

b) **Updating the allocations policy** to accelerate the flow through temporary accommodation, by reducing from three months to one month the bid period for homeless households to select a property from Homefinder. This has two benefits: it results in, more temporary accommodation likely to be available and that households are moved into more settled.
accommodation more quickly. However, it does mean that the person has less time to choose their property.

c) **Effective use of the Mortgage Rescue Scheme (MRS)** to enable households to avoid possession proceedings. Since 2009 this has seen:

a) 322 cases referred, of which 209 have proceeded, 58 to completion so far
b) £1.96m secured debt has been written off or restructured, usually through the use of a debt management plan
c) £2.7m unsecured debt has been written off or restructured
d) increased benefit take up by ‘at risk’ households totalling £10,700 per week

Funding for the MRS ended in March 2014.

d) **Maintaining an evaluation and review process** to ensure priorities remain relevant, within time limits, and fulfilled wherever possible. Also national and local performance indicators are monitored.

e) **Working towards achieving the ‘Gold Standard’**. In 2012 Central Government commissioned a new service to look at what additional activities could and should be carried out by local authorities to tackle and prevent homelessness. A series of ten 'local challenges' was set, which local authorities had to meet in order to achieve the Gold Standard. Derby City Council has made a pledge to achieving the Gold Standard, and is currently working towards achieving silver¹². More details on how this has been achieved can be found in Appendix C

- Partnership working

2.2.2 Homelessness services are typically delivered by the Council in partnership with a number of other stakeholders. These include social housing providers, the advice sector, hostel providers, charities, churches and other faith groups. Other statutory agencies such as the Probation Service, Citizens’ Advice, Connexions, health and social care providers, also play an important role.

2.2.3 The voluntary sector undertakes crucial work, particularly in alleviating some of the worst effects of homelessness.

2.2.4 Improved partnership working - coordination between the key agencies and the mobilisation of complimentary resources and expertise, have been critical to achieving success. Continued partnership working will certainly be at the heart of the new strategy. Examples from the last four years are as follows:

2.2.5 **Welfare Advice**
In April 2013 the Government stopped funding legal advice through legal aid

¹² As at August 2014
in most areas of Social Welfare Law. Although the majority of Derby’s legal and welfare advice was funded this way, the main partners – Derby Advice, the Citizens Advice/Law Centre and DHA - all agreed to continue working closely. Together they were awarded some Advice Services Transition Fund money from government to help make the transition by forming the Derby Integrated Advice Partnership (DIAP). This is two year funding which is now at the end of its first year. Work is currently underway on a sustainability plan.

2.2.6 *Expanded the range and volume of shared accommodation* available for homeless households, in partnership with a number of providers. Derventio Housing Trust is the largest provider in this context and has made 565 placements in the last two years.

2.2.7 *Increased work with the churches* to support severe weather provision. This took on the form of the Winter Night Shelter Project; seven city centre churches took it in turn to provide an additional 35 places for rough sleepers during the coldest winter months.

2.2.8 *Agreeing a hospital discharge process* to ensure that no-one is discharged from hospital unless they have an address to go to. This is managed by Derventio Housing Trust and funded by the Southern Derbyshire Clinical Commissioning Group.

2.2.9 *Increased use of and budget for the bond assurance scheme* – at any one time the Council can be under-writing up to £75,000 worth of bonds to landlords in the private rented sector to provide customers with a tenancy. Between April 2010 and March 2014, 676 households accessed a private sector tenancy with the support of the bond scheme.

2.2.10 *The ‘no second night out’ initiative* with ECHG. (See 1.1.8 for more detail)

2.2.11 *Housing Associations* 
Whilst there is no up to date statutory guidance for Registered Providers, the Homes and Communities Agency (HCA) did issue guidance in 2012 which stated that “Registered Providers shall co-operate with local authorities’ strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities’ homelessness duties, and through meeting obligations in nominations agreements.”13 Each local authority is therefore encouraged to lay out their own expectations of local providers in their housing and homelessness strategies and their allocation policies.

2.2.12 *Private Rented Sector:* The Government has also reiterated the need for increased procurement of properties from the private sector, through greater joint working with private landlords.

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13 [http://www.homesandcommunities.co.uk/ourwork/regulatory-framework](http://www.homesandcommunities.co.uk/ourwork/regulatory-framework)
The Voluntary Sector

2.2.13  

a) The Padley Day Centre and its ten-bed hostel accommodation are funded by voluntary donations and some housing benefit. It has volunteers who support the homeless and offers services such as meals, shower facilities, clothing, as well as support and advice. The Padley run a charity shop which is manned by volunteers and the money from this supports the charity.

b) Direct Help & Advice (formerly Derbyshire Housing Aid) has a strong volunteer base active in advice and other support services.

c) The churches\textsuperscript{14} do a great deal for homeless people such as providing free hot meals, snacks, clothing exchange and advice. These services are almost entirely run by volunteers. The churches worked alongside the local authority during the severe weather with their Winter Night Shelter. This service provided an additional 35 bed spaces through the winter months at seven church locations throughout the city.

d) The Royal British Legion (RBL) offers support and practical assistance to ex-Service men and women and their dependants, particularly if homeless or living in temporary accommodation. RBL voluntary case workers can assist with delivering this support.

2.3  

Additional measures to prevent youth homelessness

2.3.1  
Homelessness amongst 16-24 year olds consistently comprises over 40% of all homeless cases. Many of the measures described above will therefore impact substantially on this age range, but there are several other initiatives introduced specifically for this group.

2.3.2  
The ‘Crash pads’ service has been discontinued since autumn 2013. The HRS contract is now with Riverside ECHG which provides supported accommodation for young people for a maximum of three months.

2.3.3  
The Space is an independent information and advice centre which is now part of the Connexions service.

2.3.4  
The lead for young people’s housing advice within Housing Options is the Senior Community Care & Young Persons Housing Adviser.

\textsuperscript{14} Including the Salvation Army, Jake's New Life Christian Centre, Storehouse, St Alkmund's Church, St Augustine’s Church, Osmaston Road Baptist Church (soup kitchen) and Derby City Mission
2.4 Performance appraisal and evaluation

2.4.1 Alongside this, national and local performance indicators measure progress against key priorities. These are subject to change from time to time and currently contain both locally agreed priorities and statutory indicators from the national indicator set. It comprises targets in respect of:

a) the number of people placed in bed and breakfast accommodation
b) the number of people placed in temporary accommodation
c) number of homelessness preventions
d) number of homelessness acceptances.

2.4.2 The delivery of homelessness services and the development of an appropriate over-arching strategy are of course subject to political scrutiny. Cabinet Members for Housing have always taken a keen interest as has the appropriate overview and scrutiny board.

Formal approval from full Council is required to adopt any new homelessness strategy.
SECTION 3: The incidence and scope of homelessness in Derby - an examination of the major trends and critical drivers.

- Strategic context

3.1 Derby’s Homelessness Strategy 2010-2014 identified several key areas for tackling the causes and symptoms of homelessness across the city. These included measures under the following themes...

a) continually improve measures to prevent and reduce homelessness
b) support vulnerable homeless people and specialist needs groups to access suitable and stable accommodation
c) integrate housing support more closely with other support services to tackle social and financial exclusion and promote long term sustainable solutions
d) further strengthen partnership working and the co-ordination of services.

3.2 These key areas along with several supporting recommendations gave rise to a detailed action plan for bringing about change. The action plan is in Appendix F, which also outlines the progress made against specified targets.

3.3 However, to assess any success that has been achieved fully, it is also necessary to analyse the main causes of homelessness, its occurrence and scope in Derby and how service providers have responded given the level of resources available.

This analysis is provided in the following pages (Sections 3A, 3B, and 3C).

3A Housing Options Service Enquiries and Prevention Measures

3A.1 HOUSING OPTIONS SERVICE

3A.1.1 The Housing Options Service is the hub of Derby’s response to homelessness. It provides advice and information for people on finding or keeping a home and seeks, through early intervention and other initiatives, to prevent homelessness. The number of people seeking advice can help to provide an early indication of the levels of and reasons for homelessness.

3A.1.2 Housing advice and homelessness services for 16 and 17 year olds, victims of domestic violence and families with or expecting children, are predominantly provided at the Council House. There is a dedicated advice and homelessness service for single persons and couples without children, delivered by the Single Point of Entry (SPE) Team at Milestone House.
3A.1.3 Findings: Exhaustive data is not available covering all aspects of customer contact\textsuperscript{15} across the service for the period 2010-14.

However, we do have information on:

a) Visits to the SPE reception 2010-14  
b) Visits to housing options service at the Council House 2011-2013  
c) Volume of telephone calls to housing options service at the Council House 2012-14  
d) A comparison of case load volumes for housing advisors between 2012-13 and 2013-14

This information, coupled with performance measures relating to the numbers of homeless households, the demand for temporary accommodation etc., enable us to build up a picture of overall service demand. It is analysed below…

3A.1.4 Visits to the SPE reception 2010-14

The graph below shows the number of visits per year to the SPE reception for the period 2010-2014:

\textit{Figure 1: Visits to SPE reception per annum}

3A1.5 There has been a substantial increase in the number of visits comparing 2010 with 2011, albeit with a slight levelling off between 2013 and 2014.

\textsuperscript{15} i.e. visits, phone calls, emails, letters and bids for properties
The most likely reason for this is - during the period from 2011 onwards there have been significant amendments through welfare reform, with the introduction of a shared room rate for those customers under the age of 35. Under occupancy charge and a tightening of sanctions imposed on those customers seeking employment but failing to achieve targets set, or missing appointments. These factors have had a detrimental effect on customers who lead chaotic lifestyles or are deemed to be vulnerable. In addition to these elements of change, the Council has reduced services available in response to the financial pressures it was facing. This has seen floating support, deleted and accommodation based support reduced substantially, both of which impact on the ability of more vulnerable customers to sustain a tenancy and live autonomously in the community.

Visits to Housing Options at the Council House

These are illustrated below:

![Visits to Housing Options at the Council House](image)

The graph shows how visits to the housing options service have risen in the two year period 2011-2013. Visits specifically around homelessness have risen fairly gradually. But visits concerning more general housing advice – often a precursor to contact specifically about homelessness – have risen more dramatically.

<table>
<thead>
<tr>
<th>Telephone calls to housing advisers</th>
<th>Case load levels for housing advisers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-13</td>
<td>2013-14</td>
</tr>
<tr>
<td>9346</td>
<td>17121</td>
</tr>
<tr>
<td>2012-13</td>
<td>2013-14</td>
</tr>
<tr>
<td>2522</td>
<td>2868</td>
</tr>
</tbody>
</table>
The number of telephone calls has almost doubled. It seems unlikely this is all due to an increase in the number of enquiries, so we are currently investigating what other factors may be relevant. The significant but less dramatic rise in caseload numbers seems consistent with experience and is most likely due to increased levels of demand on the service.

Summary

3A.1.9 Although the information available is not completely comprehensive, it does point to ever higher levels of demand on the service. The general increase in demand for service provision is also demonstrated by the numbers of statutory homeless (applications/acceptances/preventions). These are analysed in 3A.2 below.

3A.2 PREVENTION

Overview

3A.2.1 Enabling people to stay in their existing accommodation and preventing them from becoming homeless is to the benefit of both the customer and the Council. Because of this, prevention is always a preferable outcome than dealing with the situation at ‘crisis point’ where the household has already become homeless.

3A.2.2 The graph shows a sharp increase between 2009 and 2011, with a gradual reduction between 2011 and 2014.

The rise between 2009 and 2011 is a continuation of an earlier trend and is the result of increased focus on prevention as the preferred approach. The subsequent fall in prevention levels is largely due to:

a) a general increase in the number of enquiries putting a strain on all aspects of the service
b) a loss of supported accommodation owing to HRS cuts
c) a reduction in front line staffing capacity which affects the ability to prevent homelessness, as this is a labour intensive activity
d) the wider economic downturn has reduced the capacity of partners and other agencies to assist in collaborative working to prevent homelessness\textsuperscript{16}.

3B

STATUTORY HOMELESSNESS

Applications

Applications were generally falling between 2009 and 2012 but have then increased dramatically between 2012-2014:

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{Figure4.png}
\caption{Total Homeless Applications}
\end{figure}

3B.1

This trend is related to the reasons for the reduction in preventions – as we were able to prevent fewer approaches, so more households had no alternative but to make a formal homeless application.

3B.1.1 Acceptances

\textsuperscript{16} Much of this analysis is based on a report to the PHL Performance Surgery, 28 November 2013
3B.1.2

Total Homeless Acceptances

![Bar chart showing homeless acceptances from 2009/10 to 2013/14](chart.png)

*Figure 6: Homeless Acceptances*

3B.1.3

For the beginning of the period the level of acceptances was falling significantly. But this has been reversed in the last 12 months and acceptances are now at their highest rate for over 4 years. This rise is due to the following reasons:

a) as preventions fall and applications rise it is almost inevitable that acceptances will also rise

b) the introduction of wide-ranging welfare reforms has had an adverse impact on many households who are suffering financial difficulties. This has affected their ability to maintain housing or to source suitable alternative accommodation.

c) funding cuts have impacted on staffing levels in the Housing Options Service; levels of HRS supported accommodation and the capacity of partner agencies to assist in prevention.

Analysing specific reasons for homelessness also provides insight into the reasons for increasing numbers – this is considered below.

3B.2

**Reasons for Statutory Homelessness**

3B.2.1

Local authorities are required to report on 21 different possible reasons for statutory homelessness. The full list is provided in Appendix C.

3B.2.2

Of these, there are four main categories of reason which typically account for between two thirds and three quarters of all cases. The changes in the relative proportions of these factors are illustrated below:
3B.2.3 The following trends can be noted:

a) ‘End of short hold tenancy’ has replaced ‘Parents or friends/relatives no longer willing/able to accommodate’, as the primary cause of homelessness, though both remain key factors. This is likely to be for the following reasons:

- The private rented sector (PRS) has grown dramatically in recent years, resulting in more households renting on Assured Shorthold Tenancies (ASTs).
- The recent improvement in the housing market has meant that a number of ‘reluctant landlords’ are now able to sell their rented properties, necessitating in most cases the end of the tenancy.
- The general ‘squeeze’ on household incomes resulting in greater arrears.

b) Relationship breakdown is becoming an increasingly important factor. There has been a reduction in the domestic violence (DV) service provision – Rebecca Court closed in March 2013 and in October 2013 the Hadhari Nari Women’s Refuge also closed. The latter provision re-opened in November 2013 under the sole DV service provider, Refuge. Financial strain may also be a factor in relationship breakdown.

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17 In common with national trends, Derby’s PRS has seen substantial growth. It has grown from approximately 9,000 dwellings in 2008 to approximately 15,000 dwellings in 2013.

18 Those who would have preferred to sell in the recession but were unable to do so because of the poor housing market.
c) Leaving asylum supported accommodation has fallen through most of the period but has shown a slight rise in the last 12 months. This is entirely due to the numbers of decisions made by UKBA on asylum claims.

d) Despite pressures on household finances, ‘mortgage arrears’ as a factor has remained low and fairly constant throughout. This is due in part to the large number of financial and legal measures in place to prevent repossession, including:

- Record low interest rates and Government guidance to financial institutions which slows down or stops the repossession process – the so called ‘pre-action protocol’
- Mortgage Rescue Scheme (this has now ceased but more details in 2.2.10)
- Direct Help and Advice (DHA) court desk – which intervenes at possession hearings on behalf of the homeowner.
- The post of Financial Inclusion Officer based at Housing Options
- Homelessness Prevention Fund
- There are also a large number of other organisations providing debt advice through the Derby Integrated Advice Partnership (DIAP).

**Household Type**

3B.3.1 The main trends over the last four years are illustrated below:

![Household Types](image)

Figure 8: Household Types

3B.3.2 Against a backdrop of falling overall numbers, the period 2009-2014 shows consistent proportions between the different household types.

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19 See: [www.justice.gov.uk/civil/procrules_fin/menus/protocol.htm](http://www.justice.gov.uk/civil/procrules_fin/menus/protocol.htm)
3B.3.3 Single parents remain the most vulnerable group to becoming statutorily homeless, comprising more than half the total throughout the period. Couples with dependent children* are the second largest group consistently accounting for over one quarter of the total.

3B.3.4 “Other” comprises childless couples and couples with non-dependent children. These households rarely have priority need and therefore this figure reflects national trends.

3B.3.5 **Ethnicity**

![Figure 9: Ethnicity](image)

Throughout the period the falls and subsequent rises in overall levels are more or less reflected in each ethnic grouping. We are currently investigating the extent to which BME groups are represented amongst those accepted as homeless compared to representation in Derby’s population as a whole.\(^{20}\)

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* Including pregnant women with no other children

\(^{20}\) There was a change in recording methodology from 2013. From this time ‘white British’ was no longer recorded as a separate category but combined with all other ‘white’ groups. There was also a reduction in the number of different BME categories. These changes were intended partly to reflect the homelessness provisions in the Localism Act 2011 which commenced on 9 November 2012 and partly to reduce the amount of detailed information collected on the form
3C. **Non-Statutory Homeless and Other Vulnerable Groups**

3C.1 **NON-STATUTORY HOMELESS GROUPS**

- **Overview**

3C.2 A person or household is said to be non-statutorily homeless if found to be homeless but either intentionally, or not in priority need (or both).

3C.3 In contrast to dealing with the statutory homeless, there is not the same duty on the local authority to find alternative permanent housing for these cases. However, there is a duty to provide advice and assistance. And in the case of intentionally homeless households in priority need, a duty to provide temporary accommodation for a reasonable period, to enable them to find alternative accommodation.

3C.4 Despite the comparatively lesser duty in respect of non-statutory groups, there is an increasing emphasis on taking appropriate action to prevent or relieve homelessness.

3C.5 This includes actions such as - case working, referrals to other agencies, housing related support services and assessments at SPE. It may also include the provision of temporary accommodation in cases of vulnerable persons, found to be homeless but intentionally so. For non-vulnerable persons, advice and other forms of assistance may be appropriate.

3C.6 **Volumes of Non-statutory Homelessness**

![Graph: Non-statutory Homelessness](Figure 14: Non-statutory homelessness)

3C.7 This pattern reflects the pattern for statutory homelessness, and again is most likely due to the HRS cuts and our inability to refer people to appropriate
3C.8 OTHER VULNERABLE GROUPS

- Rough sleepers

Overview

3C.9 Rough sleepers have been described as being at the ‘sharp end’ of the homelessness spectrum, with nowhere to stay and being on the street. For this reason they are often referred to as ‘roofless’ or ‘the street homeless’.

3C.10 Reasons for rough sleeping – key points

- There can be a number of different causes for sleeping rough, including drug and alcohol misuse and mental health issues.
- There can also be non-medical reasons, such as relationship breakdown or leaving prison (or another ‘institution’ such as the armed forces) without taking up alternative accommodation.
- Financial problems, which may initially stem from unemployment or gambling, can also initiate a downward spiral.
- For some individuals multiple causes can overlap, while in others, alcohol or drug abuse can arise after the commencement of sleeping rough rather than before.
- It has also been reported that some rough sleepers choose that lifestyle, while others are unwilling to disclose the reason(s).
- As a result of this multiplicity of factors, it is not possible to record accurately the precise causes of sleeping rough for any individual.
- The worsening economy, recession and greater levels of personal debt, may increase numbers in the future.
- There is also anecdotal evidence that increasing numbers of Eastern European migrants unable to access mainstream funding or accommodation which may further swell the numbers sleeping rough.

Analysis

3C.11 Rough sleeping is particularly difficult to measure, with estimates only being available via particular one-off data collections, which are typically made on a ‘snapshot’ basis i.e. the observed number of rough sleepers on a given night or a given week.

3C.12 However, the recorded figures for Derby do show a consistent rise in numbers as illustrated below:
Clearly there has been a considerable rise in the number of rough sleepers in Derby over this period. Furthermore, Crisis suggests\textsuperscript{21}, that the observed number on a snapshot count is a small proportion of the total sleeping rough at some point during the year.

The main reasons for this rise are:

a) A reduction in the quantity of supported accommodation
b) Reduction in on-going support, including tenancy support
c) A general squeeze in the resources of voluntary and community organisations that have supported rough sleepers.

\textbullet\ Persons from abroad

\textit{Overview}

There has been much media and public attention given to the impact of foreign nationals seeking residence in Britain. The potential for increased strain on local housing services and the risk of greater numbers of homeless households, particularly with regard to economic migrants from Eastern Europe and the ‘A10’ accession countries, has been an area of particular interest.

\textit{Findings}

Data was analysed over the five year period from 2009/10 to 2013-14 in respect of total acceptances of foreign nationals and the proportions therein accounted for by A10 nationals. The results are as follows:

\textsuperscript{21} \url{http://www.crisis.org.uk/policywatch/pages/rough_sleepers.html#2}
Foreign Nationals – General

3C.16 The total number of foreign national who have been accepted as homeless has fallen for the first part of the period and risen in the last two years, as illustrated by the graph:

![Persons from Abroad](image)

Figure 16: Persons from Abroad

3C.17 The high figure in 2009 is largely due to the high number of positive decisions taken by UKBA in respect of asylum claims. A positive decision means asylum seekers have the right to remain in the UK and are eligible for benefits including housing. A slightly reduced number of decisions were made in 2010/11. There is anecdotal evidence of increasing numbers of Eastern Europeans in the private rented sector, some with large families who may be hit by the benefit ‘cap’. Other foreign nationals are not eligible for homelessness support so may not be recorded in the official homelessness figures.
SECTION 4: Resources

- Introduction

4.1 A detailed analysis of projected future resources and the demands on the service are not within the remit of this review. That analysis, coupled with a discussion of our key priorities for future service delivery, can be found in the strategy, which is currently under development\textsuperscript{22}.

4.2 However, a critical part of the review is an assessment of current resources available to tackle existing demands on the service, along with some level of anticipation of any major changes likely in the near future. This final section addresses these points.

- Physical Resources and the Housing Stock

4.3 The Council owns a sizeable stock of homes, as do registered providers (RPs). A proportion of these is used to meet the needs of homeless households.

4.4 There are approximately 13,300 units of council-owned accommodation,\textsuperscript{23} ranging from studio flats to six-bedroomed houses. Over 40% are three bedroom houses with most of the remainder being one and two bedroom flats.

4.5 RPs own a further 7,300 units, making the total social housing stock in Derby just over 20,000. With the exception of a small proportion of RP stock being let at market rents, most of these properties are let at affordable rents. They are available for those households in greatest need - households that are frequently unable to access the private rented sector.

4.6 However, there is something of a mis-match between demand for properties and available stock. Particularly since welfare reform (as previously discussed) there is an unmet and growing demand for one bed properties and two bed houses (not flats). But over 50% of council stock comprises three-beds or larger houses and two-bed flats.

4.7 Specialist accommodation designed to meet the needs of specific vulnerable groups includes hostels, refuges and supported accommodation which is invariably funded by HRS. In some cases the properties are procured from and run by a private owner/landlord.

4.8 Those facilities configured specifically for homeless groups are shown in appendix E.

\textsuperscript{22} Time of writing is August 2014
\textsuperscript{23} Figures from 2013 SHMA
- Accessing the private sector

4.9 Approximately 80% of the housing stock in Derby is privately owned and making greater use of this valuable resource to meet housing need is a key priority.

4.10 Currently, the main mechanism for achieving this for households at risk of homelessness has been our Bond Assurance/Rent-In-Advance scheme. This provides either rent in advance or the equivalent of a deposit to enable households to take on a tenancy with a private landlord. Property inspections are carried out by Council staff to ensure the properties are fit for prospective occupants. About 150 households per year use the private sector through this route. The budget in 2013-14 to support the bond scheme was £10,000.

A more recent development is to use DHP for the same purpose.

Empty Homes

4.11 The Council’s Empty Homes Service works to bring vacant private sector properties back into occupation. More than 500 properties have been returned to use with the help of the Empty Homes Service since 2010. Following the announcement of the £100million funding made available to (RPs) by central government to return empty homes to use in 2010, the Empty Homes Service worked with a number of RPs including Derbyshire YMCA, Action Housing & Support and Nottingham Community Housing Association, to encourage them to bid for this funding and allocate it to Derby. The Empty Homes Service also works with the Council’s Housing Development Team on projects such as the Private Finance Initiative (PFI). This is a multi-million pound scheme to deliver 170 new homes, of which 66 will be former empty properties returned to use.

4.12 As a result, more than 60 previously empty properties – many of which had been empty for several years - have been renovated and reoccupied as affordable housing in the City, with several more nearing completion. Many of these properties are one bedroom units, now in high demand following changes to benefits implemented by the government.

ADVICE SERVICES

- Housing Advice Team (HAT)

4.13 The HAT is the Council’s main resource for housing advice and homelessness services, which also includes the Housing Register function. Following a restructure in 2012 the team comprises of 31 posts which are divided between two sites. Six posts are for the Single Point of Entry team which deals with single people and couples without children. The remaining posts are sited at the Council House where the majority of the work is with families and 16-17 year olds. Some of the specialist posts cover the whole remit of advice and homelessness. At March 2014, however, only 24 posts
were filled – funding cuts preventing four of the seven vacant posts being filled.

4.14 **Direct Help & Advice (Formerly Derbyshire Housing Aid)**
This service provides free legal advice, advocacy and representation services. It supports clients who are facing debt and housing difficulty whilst working to prevent and alleviate homelessness. It also provides assistance with related matters such as debt advice, initial information and advice on welfare benefit and community care issues. The service also offers free training and workshops which are designed to help people get back into work.

4.15 **Advice for Young People**

Senior Community Care and Young Persons Housing Adviser posts within Housing Options provide advice for young people. The Space is an independent information and advice centre for young people based within the Connexions service. It offers information, advice and support on a wide range of subjects. Housing advice is a frequent area of enquiry.

*Connexions.*

4.16 This is the Government’s youth support service for all 13 to 19 year olds and is delivered by local partnerships.

4.17 Connexions aims to provide advice, information, guidance and access to personal development opportunities, in order to help young people move into adulthood more smoothly.

4.18 It brings together all the services that support young people in various ways, such as careers services, youth services, social services, voluntary organisations, schools and colleges.

**General advice**

4.19 **Derby Integrated Advice Partnership (DIAP)**

Derby Advice, the Citizens Advice and Law Centre and DHA work together. They provide a mixture of housing, financial and legal advice to customers.

**Other Statutory agencies**

**Derby Advice** (part of DIAP)

4.20 This is the Council’s in-house Welfare Rights and Money Advice service, which delivers additional services to Derby Homes’ tenants and Derby residents. By helping to mitigate the size and effects of debt, the service can
impact directly in the prevention of homelessness.

**Corporate and Adult Services Department**

4.21 Leaving Care teams also have a remit which includes housing advice and homelessness prevention.

**Housing Standards Team**

4.22 This function is in the Council’s Environment and Regulatory Services and acts to maintain standards within the private rented sector. It advises tenants and landlords on the minimum standards applicable to rented properties and has legal powers to enforce improvement works in certain circumstances.

It therefore helps to prevent occupants presenting themselves as homeless on the grounds that their accommodation is ‘unreasonable to occupy’.

4.23 **The Youth Offending Service** gives housing advice to young offenders and young persons at risk of offending.

**The Demand for Homelessness Services**

4.24 Previously the partnership of agencies delivering homelessness services in Derby has had considerable success in meeting the needs of most client groups that are homeless or at risk of homelessness. However, recent expenditure cuts and the impact of the Welfare Reform Act have had significant effect on the ability to prevent homelessness. There remain a number of areas where greater resources would be required or where service delivery would need reconfiguring. This is evidenced by:

   a) a number of turn-aways at accommodation based services (such as hostels) that offer support due to lack of space
   b) a shortage of single person long-term accommodation
   c) a shortage of shared accommodation for the under 35s
   d) a shortage of specialist accommodation for more complex cases, for example those with dual diagnosis
   e) the ‘silting up’ of temporary accommodation provided for both families and single persons

4.25 Expenditure cuts from 2010 onwards have impacted severely on service delivery across the public sector. Consequently, the level of resources available to meet these demands from homeless groups has been affected. The outlook for the next few years is not good, with further cuts from central government expected. These are likely to impact on the funds available to local authorities and other organisations in the sector.

4.26 However, an explicit and detailed statement of projected resources, along with our key priorities for the next five years, will be provided by building on
the work in this review. This will form the subject matter of Derby’s next Homelessness Strategy.
APPENDIX A: HOMELESSNESS LEGISLATION AND GOVERNMENT GUIDANCE

Below is a schedule of the major items of legislation and guidance relevant to tackling homelessness.

- Housing Act 1996, Part Seven, as amended by the Homelessness Order, 2002
- Guidance for Rough Sleeper Services, 1997 (Rough Sleeper Unit established)
- Sustainable Communities: Settled Homes; Changing Lives – A Strategy for Tackling Homelessness 2005; which details the government’s national homelessness strategy
- Tackling Homelessness: Housing Associations and local authorities Working in Partnership 2006; which provides a blue-print for joint working between Councils and Housing Associations
- Independence and Opportunity 2007. This outlines how the Supporting People programme (now ‘Housing Related Support’) helps to reduce homelessness by providing support to enable households to remain in their own homes.
- No One Left Out – Communities Ending Rough Sleeping 2008; which sets out a series of measures for eliminating rough sleeping
- No Second Night Out (Piloted in London 2010 and subsequently rolled out nationally)
- Making Every Adult Matter, 2010
- Localism Act, 2011
- The Homelessness (Suitability of Accommodation) (England) Order 2012
- Making Every Contact Count: A Joint Approach to Preventing Homelessness, 2012
- The Gold Standard 2013
APPENDIX B: THE GOLD STANDARD

In 2012 Central Government commissioned a new service called the National Practitioner Support Service (NPSS) to look at what additional activities could and should be carried out by local authority housing departments to tackle and prevent homelessness. The NPSS service compiled a series of ten ‘local challenges’ which are to:

1. adopt a corporate commitment to prevent homelessness which has buy in across all local authority services
2. actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs
3. offer a Housing Options prevention service, including written advice, to all clients
4. adopt a No Second Night Out model or an effective local alternative
5. have housing pathways agreed or in development with each key partner and client group that includes appropriate accommodation and support
6. develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords
7. actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
8. have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs
9. not place any young person aged 16 or 17 in Bed and Breakfast accommodation
10. not place any families in Bed and Breakfast accommodation unless in an emergency and then for no longer than 6 weeks

The Gold Standard Challenge operates by a peer review scheme, designed to help local authorities deliver more efficient and cost effective homelessness prevention services.

By achieving the ten challenges, local authorities demonstrate that they have comprehensive prevention services in place for all customers, both the statutorily and non-statutorily homeless.

24 These are set out in the report: Making Every Contact Count: A Joint Approach to the Prevention of Homelessness.
APPENDIX C: ACHIEVING THE GOLD STANDARD IN DERBY

Derby City Council, in common with the vast majority of local authorities in England, has made a ‘pledge’ to achieving the Gold Standard, which is to fulfil all ten of the challenges. The Gold Standard Challenge operates by way of a peer review scheme designed to help local authorities deliver more efficient and cost effective homelessness prevention services.

By achieving the ten challenges, Derby City Council will be demonstrating that it has comprehensive prevention services in place for all customers, both the statutorily and non-statutorily homeless.

The Ten Challenges in more detail

Each of the ten local challenges has been considered by the Housing Options Service, looking at what we are already doing. There is a good evidence base that suggests we are performing well against each challenge. Currently, we have achieved ‘Silver’ though there is still considerable work to be completed if we are to attain ‘Gold Standard’. The NPSS states that they will work with authorities to develop a continuous improvement action plan for any authorities that do not achieve Gold standard\textsuperscript{25}.

The evidence for our progress against each of the challenges is as follows:

Challenge 1: Adopt a corporate commitment to prevent homelessness which has buy in across all local authority services

a) There is a young persons’ joint housing protocol which provides an agreement between Housing and Children’s Services when a young person aged 16 or 17 becomes homeless.

b) The Ordinary Lives project developed by colleagues in the Learning Disability Team is supported by Housing Options but also provides support for housing for these people who may otherwise present as homeless, triggering a statutory duty for housing.

c) Colleagues in Public Health have worked closely with Housing, to assist some of the more vulnerable people who require our services. This has seen the development of a street drinkers’ co-ordinator who works with them to help street drinkers from a life on the streets. The complex needs worker who was funded as a pilot project, has been mainstream funded by Public Health, to work alongside the street drinkers’ co-ordinator with people who have complex issues including substance misuse, offending, learning disabilities and mental health problems.

d) Derby Advice provides a valuable resource that assists people who have financial problems and/or welfare benefits problems. This has been particularly beneficial to Housing, in the prevention of homelessness, whilst also bringing in additional funding for residents of the city that will often be spent locally.

\textsuperscript{25} There is a Bronze standard award for Authorities that achieve between 1 and 4 of the ten challenges and a Silver standard award for those that achieve between 5 and 9 of the challenges.
e) The Welfare Reform Board has a collaborative approach within the Council to tackle issues by which Derby residents are affected and which may also have an adverse effect on the Council. Housing is a lead member of this board and chairs the sub-group with responsibility for exempt and temporary accommodation.

f) Derby City Council is a panel member for the Multi Agency Public Protection Arrangements (MAPPA) which manages the risks for high risk serious offenders across Derbyshire, including the city. Similarly, Housing Options are also core panel members of a multi-agency panel for victims of domestic violence and abuse known as MARAC.

g) Other examples include the Children, Families and Learners Board, Priority Families Project, Empty Homes work, Decent and Safe Homes (DASH), Tenancy Sustainment and Councillor involvement in the Homeless Prevention Fund.

**Challenge 2: Actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs**

a) As discussed above, the street drinkers and complex needs workers are funded through Public Health. A monthly panel is convened to provide direction to these workers, as well as ensuring agencies are all working together. This also includes the promotion of education, training and employment.

b) The Housing Options service is also an active member of Homeless Link and works closely with this Central Government affiliated charity and its partners. Much of the work Homeless Link are undertaking centres on education, employment and training, which is seen as a key element to breaking the cycle of repeat homelessness.

c) The No Second Night Out service operated by Riverside ECHG is another example of close partnership working with support being provided to people who find themselves in a situation of being street homeless.

d) Derbyshire Homeless Officers Group (DHOG) meets monthly and comprises service managers from each of the nine councils within Derbyshire including Derby City Council. The single homeless funding the group received has provided an opportunity for work across the county to address support, education, training and employment. This group is chaired by Derby City Council which affords us a greater degree of influence in steering the direction of travel.

e) Direct Housing Advice (DHA) work closely with DCC providing a weekly surgery within the Council House to support people who have debt issues and are threatened with repossession or illegal evictions. In addition to this, DHA also provide a court desk service for these people who may not have sought advice and assistance before a court hearing.

f) Derventio Housing Trust provides practical skills training for homeless people at their Boyer Street complex, workshops and some therapeutic sessions.

g) The YMCA has a training kitchen on their campus which is utilised to develop skills for people that will assist them to progress in a catering career. In addition to this the YMCA have developed a maintenance team, which provides an opportunity for residents of the campus and other trainees to gain practical experience.

h) The Priority Families Scheme has seconded an employment advisor to work with this group.
Challenge 3: Offer a Housing Options prevention service, including written advice, to all clients

a) Housing Options provide a preventive homelessness service which includes some written advice. However this is not always possible to deliver at present. This situation is the same in the county and is a piece of work that is to be considered by the group as part of an approach to provide standard consistent advice across the whole of Derbyshire. There is a group currently working on providing standard letters, forms and advice templates that will be adopted across Derbyshire. This is a large piece of work and will take several months to complete.

Challenge 4: Adopt a No Second Night Out model or an effective local alternative

a) A No Second Night Out model has been adopted across Derbyshire and is run by Riverside ECHG. This was funded through an allocation of money from the “Homeless Transition Fund” administered by Homeless Link. The objectives of the Derby/Derbyshire No Second Night Out (NSNO) project are:

- To ensure that new rough sleepers can be identified and helped off the street immediately.
- Rough sleepers can go to a place of safety, where their needs can be assessed and they can get help.
- Rough sleepers are able to get emergency accommodation and other services they need.
- Rough sleepers from outside an area can be reconnected with their community, where they can be near family and friends, and can get housing support.
- In addition to this the NSNO service has made several reconnections back to the country of origin.

Challenge 5: Have housing pathways agreed or in development with each key partner and client group that includes appropriate accommodation and support

a) Derby City Council has a series of pathways that are developed and used by Housing Options and its partners. These include a Care Leaver’s pathway, a Young Persons Housing Pathway, and a Hospital Discharge Protocol which has been enhanced by the successful bid for a hospital discharge worker by Derwentio Housing Trust. In addition there is the first contact service and the customer pathway for adult social care.

b) Senior Housing Advisors within Housing Options are currently working on a series of pathways that will fit with a self-service model within their team. This will need to be developed ahead of any restructure being implemented.

Challenge 6: Develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords

a) Derby City Council Housing Options service has a successful Bond Assurance Scheme which is key to preventing homelessness and ensuring an alternative is available for those people who have previously failed in social housing tenancies. In the financial
year 2012/13, we provided 161 bonds with a total value of £78,949.00. There were 22 claims that were paid out against the 161 bonds issued with a total cost of £9,231.

b) The success of Derby City Council’s bond scheme has led to the development of a county-wide bond assurance scheme which has been funded through a proportion of the £377k single homeless funding. This scheme has only just been launched and so there are no figures available yet that demonstrate the success and impact this had had for this customer group.

c) There is a private rented sector policy currently being developed, which will enable Housing Options to discharge our homeless duty in the private rented sector. This will use the bond assurance scheme where a deposit is required and the person is unable to provide their own.

d) Erewash Credit Union has been working closely with DCC Housing Options to develop rent paying accounts for people in the private rented sector. This will mean that rents are paid directly to landlords rather than the person and will provide reassurances to private landlords that they will receive their rents. DCC Housing Options have been considering the possibilities and opportunity of expanding the services of Derby Homefinder to include private landlords. Further research and feasibility studies need to be carried out before any consultation with the Homefinder partners and possible launch of such a service.

Challenge 7: Actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme

a) The Mortgage Rescue Scheme (MRS) is run by the Financial Inclusion Officer who delivers money advice as well as welfare benefits advice. Derby City Council has performed particularly well with the MRS and are the second best performing Authority in the East Midlands. To date there have been 58 successful MRS applications with a further 4 pending cases.

b) The scheme has dealt with over 322 cases of which 209 have been eligible for MRS assistance. The prevention work that has been run concurrently with MRS has meant that customers have been assisted with alternative solutions, in the majority of cases. Some of these cases have become eligible for mortgage interest payment through the Department of Work and Pensions while others have found employment.

c) There have been some people who have not met the criteria for the MRS scheme and some where the applications have been unsuccessful owing to a variety of reasons. These include cases declined by the Registered Provider because of affordability issues for the applicant, those where one of the partners on a joint mortgage has refused to give consent and cases where there has been negative equity in the property.

d) In total there has been £577,284 of additional benefits gained for the applicants.

e) The MRS scheme finished in April 2014 when funding came to an end.

Challenge 8: Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs

a) Derby City Councils Homeless Strategy was written to cover the period 2010 until 2014. Like all local authorities, Derby has been forced to make some challenging decisions in order to produce a balanced budget. The Housing Related Support
programme along with voluntary sector funding and changes to legal aid that affect people with housing complications have seen a step change in service delivered.

b) The current Homelessness Strategy expires at the end of 2014 and a new one is currently in development.

**Challenge 9: Not place any young person aged 16 or 17 in Bed and Breakfast accommodation**

a) This target has not been achieved even with the previous provision of Crash Pads. The de-commissioning of the service is likely to mean that this target will not be achieved in the near future.

b) The new service specifications that have recently been tendered include 25 bed spaces for young people aged 16 to 18 years old. Within this service specification there has been a requirement for the provider to develop a Nightstop service. This will offset against the requirement to place some young people in bed and breakfast but it is highly unlikely that it will eliminate the use of bed and breakfast.

**Challenge 10: Not place any families in Bed and Breakfast accommodation unless in an emergency and then for no longer than 6 weeks**

a) Whilst this is a challenging goal to achieve the Housing Options service has succeeded in the majority of cases with this target. There have been some exceptions to this, which have been complex cases and it is likely that there will be future exceptional cases that mean this target will not be achieved in its entirety.

b) There is a clear focus within the Housing Options service to move people out of bed and breakfast into temporary accommodation provision. Furthermore, these people placed in temporary accommodation are then assisted to move into their own permanent settled accommodation, at the earliest opportunity. This approach has seen a good through-put, ensuring available provision for people thus reducing the need to use bed and breakfast for extended periods.
APPENDIX D: REASONS FOR STATUTORY HOMELESSNESS

Local authorities are required to report on eleven groups of reasons (comprising a total of 21 different reasons) for statutory homelessness. These are as follows:

1. Parents no longer willing or able to accommodate
2. Other relatives or friends no longer willing or able to accommodate.
3. Non-violent breakdown of relationship with partner
4. Violence
   a. Violent breakdown of relationship, involving partner
   b. Violent breakdown of relationship involving associated persons
   c. Racially motivated violence
   d. Other forms of violence
5. Harassment, threats intimidation
   a. Racially motivated harassment
   b. Other forms of harassment
6. Mortgage arrears (repossession or other loss of homes)
7. Rent arrears on:
   a. Local authority or other public sector dwellings
   b. Registered social landlord or other housing association dwellings
   c. Private sector dwellings
8. Loss of rented or tied accommodation due to:
   a. Termination of assured short hold tenancy
   b. Reasons other than termination of assured short hold tenancy
9. Required to leave National Asylum Support Service accommodation
10. Left an institution or LA care:
    a. Left prison/is on remand
    b. Left hospital
    c. Left other institution or LA care
11. Other reason for loss of last settled home
    a. Left HM Forces
    b. Other reason
APPENDIX E: FACILITIES CONFIGURED SPECIFICALLY FOR HOMELESS GROUPS

<table>
<thead>
<tr>
<th>Organisation Name / Service Area</th>
<th>Client Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;E – High Impact Users</td>
<td>RS</td>
</tr>
<tr>
<td>Action Housing</td>
<td>SHLS</td>
</tr>
<tr>
<td>Aspire – leaving care</td>
<td>YP</td>
</tr>
<tr>
<td>Bed &amp; Breakfast</td>
<td>GEN</td>
</tr>
<tr>
<td>Betel</td>
<td>SHLS</td>
</tr>
<tr>
<td>CAMHS</td>
<td>YP</td>
</tr>
<tr>
<td>Connexions</td>
<td>YP</td>
</tr>
<tr>
<td>Credit Unions (Derby and Erewash)</td>
<td>GEN</td>
</tr>
<tr>
<td>Crisis</td>
<td>WOM</td>
</tr>
<tr>
<td>Derby Advice</td>
<td>GEN</td>
</tr>
<tr>
<td>Derby Churches Night Shelter</td>
<td>SHLS</td>
</tr>
<tr>
<td>Derby City Mission</td>
<td>GEN</td>
</tr>
<tr>
<td>Derventio – shared accommodation</td>
<td>GEN</td>
</tr>
<tr>
<td>Direct Help &amp; Advice</td>
<td>GEN</td>
</tr>
<tr>
<td>FIP</td>
<td>HLFS</td>
</tr>
<tr>
<td>Food Banks</td>
<td>GEN</td>
</tr>
<tr>
<td>Freedom Project</td>
<td>WOM</td>
</tr>
<tr>
<td>Hostels – Centenary, Padley, Jericho</td>
<td>GEN</td>
</tr>
<tr>
<td>Riverside English Churches Housing Group</td>
<td>YP</td>
</tr>
<tr>
<td>Milestone House</td>
<td>SHLS</td>
</tr>
<tr>
<td>Priority Families</td>
<td>HLFS</td>
</tr>
<tr>
<td>Safe &amp; Sound</td>
<td>YP</td>
</tr>
<tr>
<td>SSAFA (armed forces only)</td>
<td>HLFS</td>
</tr>
<tr>
<td>Women’s Work</td>
<td>WOM</td>
</tr>
<tr>
<td>YMCA</td>
<td>SHLS</td>
</tr>
<tr>
<td>No Second Night Out – Riverside</td>
<td>SHLS</td>
</tr>
<tr>
<td>Refuge</td>
<td>WOM</td>
</tr>
<tr>
<td>Rippelz</td>
<td>YP</td>
</tr>
<tr>
<td>Royal British Legion (armed forces only)</td>
<td>HLFS</td>
</tr>
<tr>
<td>Housing Framework</td>
<td>YP</td>
</tr>
</tbody>
</table>

Key to the client group category:

<table>
<thead>
<tr>
<th>GEN: Generic</th>
<th>RS: Rough Sleepers</th>
<th>HLFS: Homeless Families</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHLS: Single Homeless</td>
<td>YP: Young People</td>
<td>WOM: Women</td>
</tr>
</tbody>
</table>
# Homelessness Strategy 2010-2014
## Action Plan Review June 2014

### STRATEGIC PRIORITY A: CONTINUALLY IMPROVE MEASURES TO PREVENT AND REDUCE HOMELESSNESS

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<tr>
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<th>Target date</th>
<th>Achieved?</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A1:</strong> Carry out rough sleeper Street Audits on a six weekly basis</td>
<td>Sep 2010</td>
<td>Y</td>
<td>Street audits undertaken, rough sleeper count conducted November 2012</td>
</tr>
<tr>
<td><strong>A2:</strong> Provide individual plans for each rough sleeper which identifies exactly what each agency needs to do and what the individual themselves need to do to address the issues</td>
<td>Mar 2012</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td><strong>A3:</strong> Develop a full time outreach team to address rough sleeping</td>
<td>Mar 2012</td>
<td>Y</td>
<td>No Second Night Out NSNO team now in place via Homeless Transition Funding (HTF)</td>
</tr>
<tr>
<td><strong>A4:</strong> Complete the review of the allocations policy and implement necessary changes</td>
<td>Dec 2010</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td><strong>A5:</strong> Invite an elected member to be ‘Homelessness Champion’. Implement as soon as practicable.</td>
<td>Oct 2010</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td><strong>A6:</strong> Meet the departmental targets for the number of people sleeping rough on a single night.</td>
<td>Target: reduce to zero by 2012-13</td>
<td>N</td>
<td>Due to economic climate, increase in rough sleeping, migrant workers falling out of work and having no recourse to public fund</td>
</tr>
<tr>
<td><strong>A7:</strong> Meet the departmental targets for homelessness prevention.</td>
<td>Targets: 2011: 1300 2012: 1400 2013: 1500</td>
<td>P (Partially)</td>
<td>This was being achieved until 2013-14</td>
</tr>
<tr>
<td><strong>A8:</strong> Meet the departmental targets for the number of homeless households (per thousand households) where Council intervention resolved their situation.</td>
<td>12 p.a. in 2010-11</td>
<td>N/A</td>
<td>No longer reported on (or collated)</td>
</tr>
<tr>
<td><strong>A9:</strong> Meet the departmental targets for the number of homelessness acceptances.</td>
<td>Target: reduce year on year to</td>
<td>P</td>
<td>This was being achieved until 2013-14</td>
</tr>
<tr>
<td>Action</td>
<td>Target date</td>
<td>Achieved?</td>
<td>Commentary</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------</td>
<td>-----------</td>
<td>-----------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>A10</strong>: Develop a ‘reconnections’ policy for those presenting as homeless with no local connection.</td>
<td>Mar 2012</td>
<td>P</td>
<td>Development of policy is on going.</td>
</tr>
<tr>
<td><strong>A11</strong>: Make home visits in <em>all</em> cases where homelessness is threatened due to relationship breakdown and ‘family eviction’.</td>
<td>Dec 2010</td>
<td>P</td>
<td>Increased home visits but not in all cases due to increase in customer demand. However, was achieved in terms of stat homeless customers</td>
</tr>
<tr>
<td><strong>A12</strong>: Offer a housing options interview for all those approaching HOC for the first time</td>
<td>Dec 2011</td>
<td>Y</td>
<td>Wizzard, HOAMS, telephone interviews</td>
</tr>
</tbody>
</table>

**Further Research and Investigation**

| A13: Examine and evaluate the reason for and numbers of “turn-aways” at Milestone House in order to find an appropriate solution | Mar 2011 | Y | Increased focus on move-on accommodation |

**STRATEGIC PRIORITY B: SUPPORT VULNERABLE HOMELESS PEOPLE AND SPECIALIST NEEDS GROUPS TO ACCESS SUITABLE AND STABLE ACCOMMODATION**

<table>
<thead>
<tr>
<th>Action</th>
<th>Target date</th>
<th>Achieved?</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B1</strong>: Secure continued funding for the DV worker</td>
<td>Mar 2011</td>
<td>Y</td>
<td>Permanent post in new structure</td>
</tr>
<tr>
<td><strong>B2</strong>: Establish partnership funding to secure continued operation of the Sanctuary Scheme.</td>
<td>Mar 2011</td>
<td>Y</td>
<td>Police deliver sanctuary scheme</td>
</tr>
<tr>
<td><strong>B3</strong>: Expand mediation services for landlord/tenant disputes and for where family and friends are no longer able/willing to accommodate</td>
<td>Mar 2012</td>
<td>N</td>
<td>Budget cuts in HRS budget, no mediation services</td>
</tr>
<tr>
<td><strong>B4</strong>: Complete the preparation of a ‘welcome pack’ for foreign nationals and distribute widely.</td>
<td>Oct 2010</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td><strong>B5</strong>: Report to the Gang and Licensing Authority all employers who have breached requirements to register</td>
<td>Dec 2010</td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

26 Derby Community Safety Partnership Action – Community Cohesion Strategy
migrant workers.

<table>
<thead>
<tr>
<th>B6: Improve clarity of and access to pertinent information and sign posting – particularly for those emergency cases where persons become homeless ‘out of hours’ and have no previous experience of the system.</th>
<th>Mar 2011</th>
<th>Y</th>
<th>Introduction of QR codes in strategic locations, Council House opening at Christmas time</th>
</tr>
</thead>
<tbody>
<tr>
<td>B7: Expand equalities monitoring through HOAMS (Housing Options Advice Management System) to cover all six equalities strands.</td>
<td>Dec 2011</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>B8: Improve engagement with and service provision for older persons.</td>
<td>March – Dec 2011</td>
<td>Y</td>
<td>Auto bidding for older customers</td>
</tr>
<tr>
<td>B9: Develop six new properties to provide accommodation and training facilities for care leavers.</td>
<td>Dec 2010</td>
<td>P</td>
<td>Was achieved but properties now gone.</td>
</tr>
<tr>
<td>B10: Meet the departmental targets for the number of households living in Temporary Accommodation.</td>
<td>Target: reduce to 30 by 2012-13</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>B11: Meet the departmental targets for the number of people placed in bed and breakfast accommodation.</td>
<td>Target: reduce to 2 by 2012-13</td>
<td>N</td>
<td>Due to economic climate, increase in customer demand. Target has since been raised to 10 and this is largely achieved</td>
</tr>
<tr>
<td>B12: Provide annual reports on the delivery of the strategy to the equalities forums in order to facilitate greater feedback and scrutiny from equalities groups and community reps.</td>
<td>November 2011 / annually</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>Further Research and Investigation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B13: Explore the prospects of setting up a destitution fund or some suitable alternative provision for destitute migrants with no access to public funds.</td>
<td>Report by July 2011</td>
<td>Y</td>
<td>£5k provided to Mark Evans street drinker case worker for reconnection</td>
</tr>
<tr>
<td>B14: Explore options of utilising existing resources for a one stop shop for new arrivals</td>
<td>Autumn 2010</td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

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27 Derby Community Safety Partnership Action – Community Cohesion Strategy
**B15**: Investigate supported accommodation provision for persons with both care needs and alcohol misuse issues.

<table>
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<tr>
<td>C1: Increase financial support and advice to prevent homelessness caused by debt and financial issues. This will include increased referrals and signposting to the Derby CLAC, and direct support through the prevention fund, repossession fund, and mortgage rescue scheme.</td>
<td>Mar 2011</td>
<td>Y</td>
<td>MRS, ECU, MCF, DA – debt and money advice</td>
</tr>
<tr>
<td>C2: Implement the joint housing protocol with Children’s and Young Peoples Services.</td>
<td>Dec 2010</td>
<td>Y</td>
<td>Joint working protocol in place</td>
</tr>
<tr>
<td>C3: Meet the departmental targets for the number of single homeless people supported to access education, employment and training.</td>
<td>Target: increase to 80 by 2012-13</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>C4: Develop a written procedure outlining the ‘steps from homelessness to settled accommodation’. To include an assessment of the full range of support needs of the household, along with a specification of which agency will deliver on them and at what stage in the process.</td>
<td>Mar 2011</td>
<td>N</td>
<td>Carry Forward to 2014 strategy as an action</td>
</tr>
<tr>
<td>C5: Agree protocol with benefits to fast-track HB for those threatened with homelessness.</td>
<td>Mar 2011</td>
<td>N</td>
<td>HB will not agree to a fast track process.</td>
</tr>
<tr>
<td>C6: Commence on-site GP support at Milestone House</td>
<td>Oct 2010</td>
<td>Y</td>
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</tr>
</tbody>
</table>

**Further Research and Investigation**

**C7**: Examine and research the viability of adopting a

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**STRATEGIC PRIORITY C: INTEGRATE HOUSING SUPPORT MORE CLOSELY WITH OTHER SUPPORT SERVICES IN ORDER TO TACKLE SOCIAL AND FINANCIAL EXCLUSION AND PROMOTE LONG TERM SUSTAINABLE SOLUTIONS**

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<td>Mar 2011</td>
<td>N</td>
<td>Carry Forward to 2014 strategy as an action</td>
</tr>
<tr>
<td>C5: Agree protocol with benefits to fast-track HB for those threatened with homelessness.</td>
<td>Mar 2011</td>
<td>N</td>
<td>HB will not agree to a fast track process.</td>
</tr>
<tr>
<td>C6: Commence on-site GP support at Milestone House</td>
<td>Oct 2010</td>
<td>Y</td>
<td></td>
</tr>
</tbody>
</table>

**Further Research and Investigation**

**C7**: Examine and research the viability of adopting a

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**STRATEGIC PRIORITY C: INTEGRATE HOUSING SUPPORT MORE CLOSELY WITH OTHER SUPPORT SERVICES IN ORDER TO TACKLE SOCIAL AND FINANCIAL EXCLUSION AND PROMOTE LONG TERM SUSTAINABLE SOLUTIONS**

<table>
<thead>
<tr>
<th>Action</th>
<th>Target date</th>
<th>Achieved?</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1: Increase financial support and advice to prevent homelessness caused by debt and financial issues. This will include increased referrals and signposting to the Derby CLAC, and direct support through the prevention fund, repossession fund, and mortgage rescue scheme.</td>
<td>Mar 2011</td>
<td>Y</td>
<td>MRS, ECU, MCF, DA – debt and money advice</td>
</tr>
<tr>
<td>C2: Implement the joint housing protocol with Children’s and Young Peoples Services.</td>
<td>Dec 2010</td>
<td>Y</td>
<td>Joint working protocol in place</td>
</tr>
<tr>
<td>C3: Meet the departmental targets for the number of single homeless people supported to access education, employment and training.</td>
<td>Target: increase to 80 by 2012-13</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>C4: Develop a written procedure outlining the ‘steps from homelessness to settled accommodation’. To include an assessment of the full range of support needs of the household, along with a specification of which agency will deliver on them and at what stage in the process.</td>
<td>Mar 2011</td>
<td>N</td>
<td>Carry Forward to 2014 strategy as an action</td>
</tr>
<tr>
<td>C5: Agree protocol with benefits to fast-track HB for those threatened with homelessness.</td>
<td>Mar 2011</td>
<td>N</td>
<td>HB will not agree to a fast track process.</td>
</tr>
<tr>
<td>C6: Commence on-site GP support at Milestone House</td>
<td>Oct 2010</td>
<td>Y</td>
<td></td>
</tr>
</tbody>
</table>

**Further Research and Investigation**

**C7**: Examine and research the viability of adopting a
system of online alerts to social housing providers regarding for example: benefit suspension, claim processing or problems obtaining information. Dec 2010 N

STRATEGIC PRIORITY D: FURTHER STRENGTHEN PARTNERSHIP WORKING AND THE CO-ORDINATION OF SERVICES SO THAT DERBY CAN MEET ITS OBJECTIVES WITH GREATER EFFICIENCY AND EFFECTIVENESS

<table>
<thead>
<tr>
<th>Action</th>
<th>Target date</th>
<th>Achieved?</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>D1:</strong> Work more closely with the CSP in provision of additional services for homeless persons with alcohol dependency</td>
<td>Sep 2010</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td><strong>D2:</strong> Fully implement a cross boundary CBL</td>
<td>Mar 2012</td>
<td>N</td>
<td>Cross boundary working no longer a priority</td>
</tr>
<tr>
<td><strong>D3:</strong> Further develop access to information, advice and a holistic range of support services through HOAMS.</td>
<td>Dec 2010</td>
<td>Y</td>
<td>However, late implementation date</td>
</tr>
<tr>
<td><strong>D4:</strong> Develop a common exclusions policy signed up to by all providers</td>
<td>Dec 2010</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td><strong>D5:</strong> Continue to develop the PRS alongside partners:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1) Maintain £65,000 funding for the acquisition of units via the bond/rent in advance scheme</td>
<td>On-going</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>2) Meet the property targets set by DASH for the Local Lettings Agency. (Targets are for across the HMA, not just for Derby city)</td>
<td>25 units by Feb 2011; 100 units by Feb 2012; Mar 2011</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>3) Assemble a landlord advice and info pack in order to forge greater links with private landlords.</td>
<td>Mar 2011</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td><strong>D6:</strong> Develop a complex case panel to coordinate a response to the needs of client groups with multiple and complex needs</td>
<td>Mar 2011</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td><strong>D7:</strong> Negotiate with providers to put all 2nd stage accommodation through SPE</td>
<td>Mar 2013</td>
<td>N</td>
<td>No longer any second stage accommodation provision</td>
</tr>
<tr>
<td><strong>D8</strong>: Arrange training for the service providers in the new allocations policy.</td>
<td>Mar 2011</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>---</td>
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<td></td>
</tr>
</tbody>
</table>
| **Further Research and Investigation**  
**D9**: Establish close links and partnership working with the new Derby based credit union, Derby United Credit Union (DUCU) | Mar 2012 | N | However housing options are now working in partnership with Erewash Credit Union |