

Cambridgeshire & Peterborough Homelessness Transformation Project

Cambridgeshire County Council

Report Appendices

June 2020

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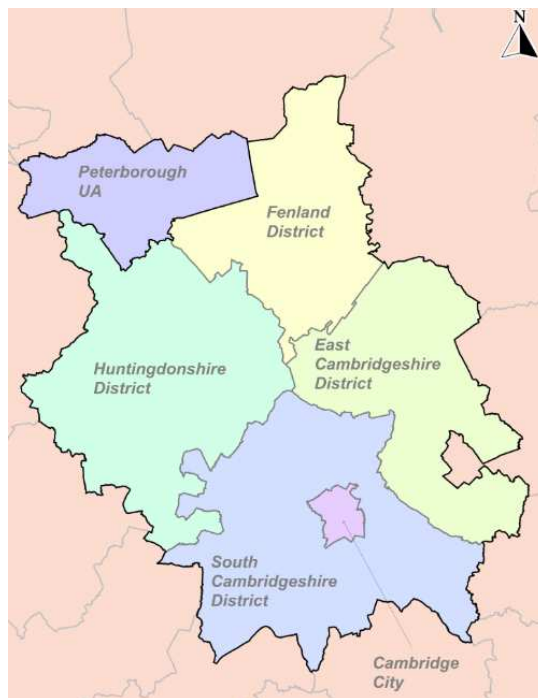
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Appendix A: Profile of Cambridgeshire & Peterborough

- A.1 The Cambridgeshire and Peterborough areas are home to over 800,000 people and cover an area of 3,400 sq. km.
- A.2 It consists of six local authority districts – the cities of Cambridge and Peterborough, and the rural districts of East Cambridgeshire, Fenland, Huntingdonshire, and South Cambridgeshire. Its largest settlements include Cambridge in the south, Peterborough in the north-west, Wisbech to the north-east, Huntingdon to the west and Ely to the east.

Map A.1 Combined Authority Districts



Source: Cambridge Insight Open Data: GIS Maps

Combined Authority

- A.3 The Cambridgeshire and Peterborough Combined Authority (CPCA) was formed and officially met for the first time on 20th March 2017. The CPCA is made up of representatives from 8 organisations which are:
1. Cambridge City Council;
 2. Cambridgeshire County Council;
 3. East Cambridgeshire District Council;
 4. Fenland District Council;
 5. Huntingdonshire District Council;
 6. Peterborough City Council;
 7. South Cambridgeshire District Council; and

8. The Business Board.

- A.4 The Combined Authority is led by Mayor James Palmer, who was elected on 5th May 2017.
- A.5 A key feature of English urban and spatial development over the last decade has been the establishment of combined authorities to facilitate collaboration around economic growth, spatial planning and new housing supply. Working in collaboration with the Local Enterprise Partnership's (LEP) for example, can make the best use of the resources that are available and effectively compete for new resources. In some cases, this has allowed the remit locally to be extended to include public service reform and policies to meet housing need. The approaches which have developed are many and varied and reflect the unique social, economic and political circumstances of each area.

Map A.2 CPCA (Cambridge and Peterborough Combined Authority) / LEP (Local Enterprise Partnerships)



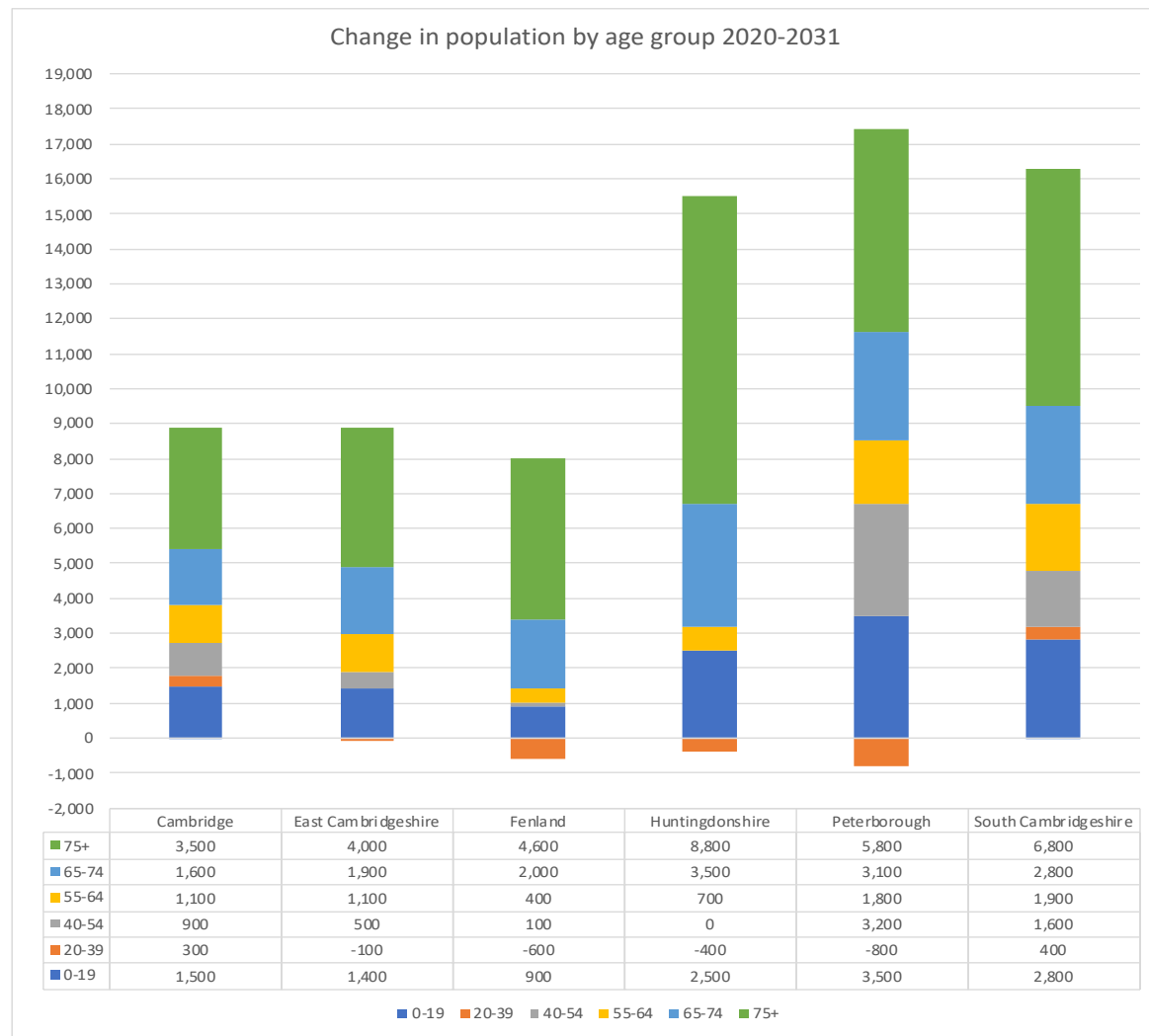
Source: The Cambridgeshire and Peterborough Independent Economic Review (CPIER) Sept 2019

Population projection summary

- A.6 The Office for National Statistics produce population projections and for this study data from the 2014-based projections have been used. This provides consistency with the use of 2014-based household projections which are used to assess future housing need.
- A.7 Population projections to 2031 have been considered as this ties in with the majority of plan period end dates across the study area. Table A.1 summarises overall population change over this period. Analysis indicates that across each district the population is expected to increase between 6.6% (Cambridge) and 9.9% (South Cambridgeshire).

Table A.1 Total population change 2020-2031 by local authority area						
Total population	Local Authority					
	Cambridge	East Cambridgeshire	Fenland	Huntingdonshire	Peterborough	South Cambridgeshire
2020	133,900	92,800	102,100	182,800	203,200	164,500
2031	142,800	101,600	109,500	197,900	219,800	180,800
Change 2020-31	8,900	8,800	7,400	15,100	16,600	16,300
% change 2020-31	6.6	9.5	7.2	8.3	8.2	9.9

- A.8 Figure A.1 breaks down the projected change in population into broad age groups. This shows that across all areas, the greatest increase in population will be amongst the 75+ age group followed by the 65-74 age group. There is a decrease across the 20-39 age groups in some areas.
- A.9 Table A.2 shows the percentage change in population by age group 2020-2031. This clearly illustrates that the ageing population is a key component of population change, with the growth in 75 and over residents increasing by over 40% across all districts and is as high as 51.2% in Huntingdonshire.

Figure A.1 Population projections by age group 2020-2031**Table A.2** Percentage change in population by age group 2020-2031

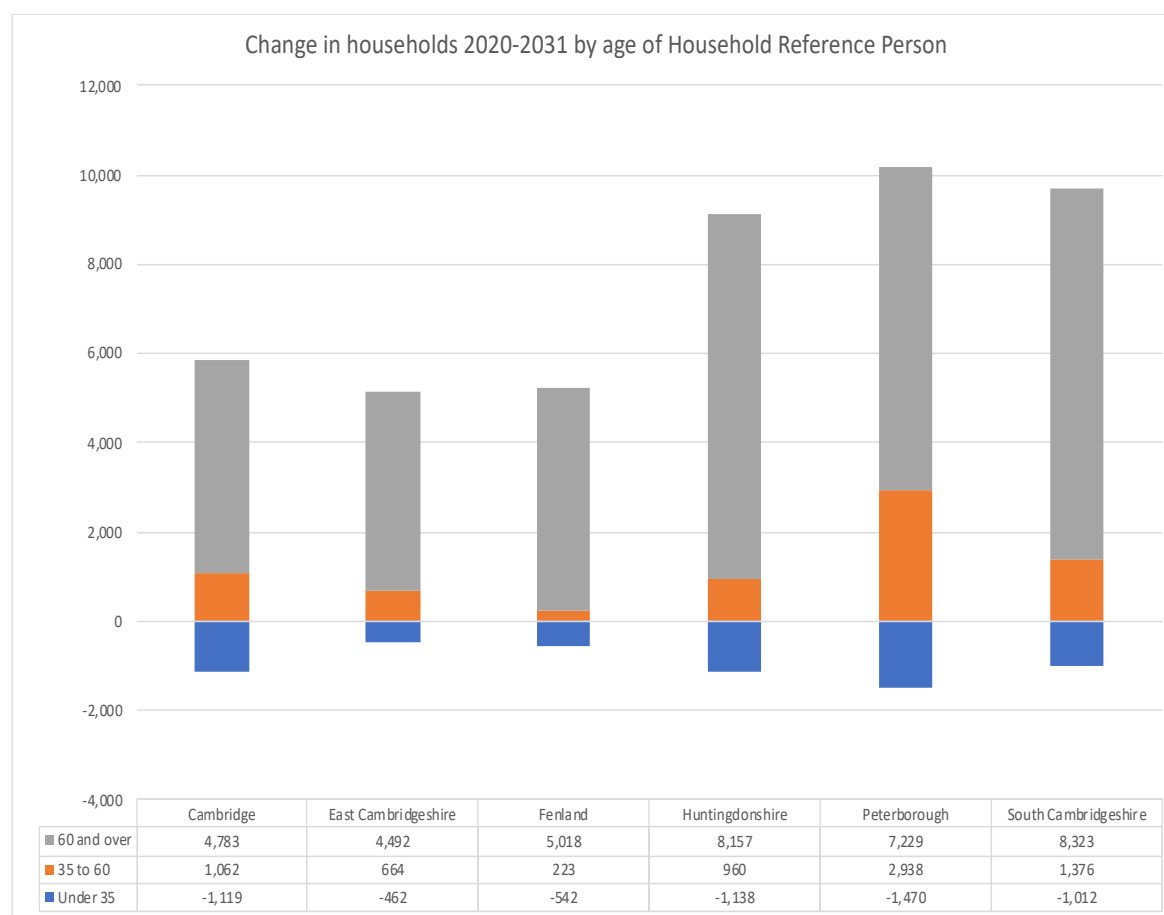
Age group	Local Authority					
	Cambridge	East Cambridgeshire	Fenland	Huntingdonshire	Peterborough	South Cambridgeshire
0-19	5.0	6.3	4.1	6.0	6.4	7.1
20-39	0.6	-0.5	-2.6	-0.9	-1.4	1.1
40-54	4.0	2.6	0.5	0.0	8.2	4.5
55-64	9.3	9.3	2.9	2.9	8.3	9.1
65-74	18.6	18.8	15.5	17.1	18.5	16.5
75+	41.2	45.5	41.1	51.2	41.4	43.9

Household projections summary

- A.10 The Office for National Statistics produce household projections which are derived from population projections. Again the 2014-based projections have been used.
- A.11 Household projections to 2031 have been considered as this ties in with the majority of plan period end dates across the study area. Table A.3 summarises overall household change over this period. Analysis indicates that across each district the population is expected to increase between 9.2% (Cambridge) and 12.8% (South Cambridgeshire).

Table A.3 Total household change 2020-2031 by local authority area						
Total Households	Local Authority					
	Cambridge	East Cambridgeshire	Fenland	Huntingdonshire	Peterborough	South Cambridgeshire
2020	51,532	38,631	44,731	77,167	82,769	67,874
2031	56,258	43,325	49,430	85,146	91,466	76,561
Change 2020-2031	4,726	4,694	4,699	7,979	8,697	8,687
% change 2020-31	9.2	12.2	10.5	10.3	10.5	12.8

- A.12 Figure A.2 breaks down the projected change in population into broad household reference person age groups. This shows that across all areas, a dominant trend is the growth in the number of households where the Household Reference Person = (HRP) is aged 60 or over. Projections also indicate a net reduction in households where the HRP is aged under 35. Table A.4 shows the percentage change in HRP age group.

Figure A.2 Household projections by age group 2020-2031**Table A.4 Percentage change in households by HRP age group 2020-2031**

HRP age group	Local Authority					
	Cambridge	East Cambridgeshire	Fenland	Huntingdonshire	Peterborough	South Cambridgeshire
Under 35	-9.9	-9.5	-8.4	-10.3	-9.1	-13.0
35 to 60	4.4	3.6	1.2	2.7	7.4	4.2
60 and over	29.5	29.0	25.4	26.7	27.1	30.3
Total	9.2	12.2	10.5	10.3	10.5	12.8

Area Profiles

A.13 In order to develop appropriate policies and strategies for any area it is important to gather some background information on an area. The following section brings forward the following for consideration:

- Index of Multiple Deprivation (IMD) information; and
- Population data.

Index of Multiple Deprivation (IMD)

- A.14 The Indices of Multiple Deprivation (IMD) are a unique measure of relative deprivation at a small local area level (Lower-layer Super Output Areas) across England and have been produced in a similar way since 2000. The Indices of Deprivation 2019 (IoD2019) is the most recent release.
- A.15 The indices provide a set of relative measures of deprivation across every small area in England, based on seven different domains, or facets, of deprivation:
- Income Deprivation;
 - Employment Deprivation;
 - Education, Skills and Training Deprivation;
 - Health Deprivation and Disability;
 - Crime;
 - Barriers to Housing and Services; and
 - Living Environment Deprivation.
- A.16 Deprivation is measured in a broad way to encompass a wide range of aspects of an individual's living conditions. The IMD ranks every small area in England from 1 (most deprived area) to 32,844 (least deprived area).¹
- A.17 The national rank order of Cambridgeshire and Peterborough districts in terms of relative deprivation has changed since 2015. Peterborough is still ranked as the most relatively deprived, then Fenland, then Cambridge. Huntingdonshire is now the third most relatively deprived, switching places with East Cambridgeshire which is now the second least relatively deprived. South Cambridgeshire is still the least relatively deprived in Cambridgeshire and Peterborough.
- A.18 Comparing the recently released 2019 data to 2015 we can see the following changes at district and unitary level, compared to 2015:
- Cambridge City, South Cambridgeshire, Huntingdonshire and Peterborough now rank as relatively more deprived in national terms than previously; East Cambridgeshire ranks as less deprived. Fenland did not change rank.
 - Cambridgeshire and Peterborough have 62 LSOAs in the 20% most relatively deprived nationally – six more than in 2015. Not all of these LSOAs are the same 16 as in the 2015 edition.
 - Three are in Cambridge City (C 006D Abbey, C 006F Abbey, C 001C Kings Hedges). The additional one compared to 2015 is C 001C (Kings Hedges) to 2015.

¹ The English Indices of Deprivation 2019 Frequently Asked Questions (FAQs)

- Two are in Huntingdonshire (H 008A in Huntingdon West and H 008B in Huntingdon North). These were the same two LSOAs that were also in the 20% most relatively deprived nationally in 2015.
- Eleven are in Fenland, one less than in 2015. Four of the LSOAs in Fenland are in the 10% most relatively deprived nationally (F 007B March North, F003F Wisbech East, F002C Wisbech West, F002D Wisbech West). F 007B (March North) was not in the 10% most relatively deprived in 2015.
- Forty Six are in Peterborough, six more than in 2015. Out of these 16 are in the 10% most deprived nationally, two less than in 2015.
- Neither East Cambridgeshire nor South Cambridgeshire have any LSOAs in the top 20% most deprived nationally.

A.19 As the calculation of IMD combines seven indicator domains, further analysis can be done in relation to housing and in particular Barriers to Housing which includes affordability and homelessness. This provides the following information:

- Cambridgeshire's most deprived (highest average score ranking when compared to other upper-tier local authorities) is Barriers to Housing. A total of 61% (228) of Cambridgeshire LSOAs are situated in the more deprived deciles.
- Peterborough's Barriers to Housing is again the whole area's worst scoring domain with a total of 65% (316) of LSOAs situated in the more deprived deciles.
- For Cambridge City, the most deprived domain is Living Environment, which includes factors such as air quality and housing quality.
- South Cambridgeshire is the least deprived district in the county with the majority of LSOAs being in the least deprived deciles for 6 out of the 7 domains. The lowest scoring domain (more deprived) is Barriers to Housing with 58% of LSOAs in the more deprived deciles, and 23% being in the most deprived 10% nationally.
- East Cambridgeshire is least deprived in terms of Health but Barriers to Housing scores highest in the district with 76% of LSOAs being situated in the more deprived deciles.
- The most deprived domain in Huntingdonshire is Barriers to Housing. This is the only domain where the majority (56%) of LSOAs fall into the more deprived deciles².

² Cambridge Insight: Indices of Multiple Deprivation 2019 – Key Findings in Cambridgeshire and Peterborough

Appendix B: National Picture and Policy

- B.1 In taking forward the recommendations from this review, it is important to understand what is driving homelessness and housing demand, and how policy decisions at a national and local level are shaping the response.

Legislative Context – Homelessness Reduction Act 2017

- B.2 The HRA fundamentally reforms existing homelessness legislation, placing new duties on local authorities and public bodies. The Act introduced new prevention and relief duties, each of which last for 56 days, meaning local housing authorities must now take reasonable steps to try to prevent and/or relieve people of their homelessness if they are eligible. The local housing authority must work with the applicant to develop a personalised housing plan. The plan identifies the reasonable steps that the applicant and the local housing authority will take to ensure the applicant has and is able to retain or obtain suitable accommodation. Any accommodation that they secure at prevention or relief stage must be available to the household for a period of at least six months.
- B.3 The reforms brought in by the Act mean that:
- support must be offered to all eligible people who are threatened with homelessness or who are homeless, providing support to a greater number of people than before;
 - there is a shift in the focus of services from crisis intervention to prevention, meaning that services must intervene earlier and help more people to avert crisis; and
 - there is a stronger duty on local housing authorities to provide free advice and information designed to meet the needs of certain vulnerable groups, including those who are not eligible for further assistance.

Strategies & Reports

National Rough Sleeping Strategy

- B.4 The National Rough Sleeping Strategy³ August 2018 sets out Government plans to halve rough sleeping by 2022 and end it by 2027. It includes a range of commitments, intended both to help those who are sleeping rough currently or are at risk of doing so, and to lay the foundations for a system focused on prevention, early intervention, and a rapid rehousing approach to recovery.

³https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733421/Rough-Sleeping-Strategy_WEB.pdf

B.5 The 2027 vision is to “Prevent, Intervene, and Recover” recognising that if the Government is to minimise the considerable harm caused by rough sleeping, the most important thing is to prevent it from happening in the first place.

B.6 Key measures include:

- Embedding prevention across Government: £3.2 million per year for two years for a new range of pilots to help people leaving prison to find stable and sustainable accommodation. New funding for intensive support for care leavers with complex needs;
- New measures to ensure the structures are in place to end rough sleeping. This includes a review of legislation around homelessness and rough sleeping, including the Vagrancy Act;
- Strengthening local homelessness strategies and introducing a new emphasis on rough sleeping;
- Looking at affordability in the private rented sector, to develop policy options for post-2020 when the current Local Housing Allowance freeze ends;
- Up to £45 million to continue the work of the Rough Sleeping Initiative;
- Somewhere Safe to Stay Pilots – up to £17 million for work in approximately 15 areas to rapidly assess the needs of people at risk of rough sleeping and support them to get the right help;
- Funding for rough sleeping navigators: new specialists who will help people who sleep rough to access the appropriate local services, get off the streets and into settled accommodation;
- Funding mental health and substance misuse treatment;
- Up to £135 million of dormant accounts funds, the majority of which will be used to support innovative financing for homes for people who sleep rough or are at risk of rough sleeping;
- Move On Funding – a £50 million fund that will deliver a new supply of homes outside of London for people who are sleeping rough, as well as those who are ready to move on from hostels or refuges and might need additional support;
- Supported Lettings – up to £19 million of new funding to provide flexible support in homes provided for people with a history of rough sleeping;
- Local Lettings Agencies – new funding to help local areas grow enterprises to support vulnerable people into accommodation; and
- Housing First – £28 million of funding for Housing First pilots in Greater Manchester, the West Midlands and the Liverpool City Region to support people with multiple complex needs. The Housing First model, which was first implemented in the US during the 1990’s differs from the ‘staircase’ model by adopting the principle that housing is an inalienable right, and should not be used as a ‘carrot’ to ensure engagement with support, but rather that other support needs should be, in theory, easier to address when someone is already living in

stable housing. In the Housing First model, the independent accommodation is provided right at the outset of the process.

- B.7 This has been updated by an announcement in December 2019 from the current Prime Minister to end rough sleeping by 2024.

Homeless Link Annual Review 2018⁴

- B.8 Homeless Link's Annual Review indicates:

- There are currently 1,085 accommodation projects in place for single homelessness in England;
- A total of 186 day centres currently operate throughout England;
- Homeless England data³ indicates that over the past year, there has been a reduction in both the number of accommodation projects (-3%) and the number of day centres (-5%);
- The number of bed spaces in accommodation projects in England has increased by 1% over the past year, and now stands at 34,900;
- 53% of responding accommodation services reported no change in funding over the period from April 2017 – March 2018, with 30% reporting a decrease, and 17% reporting an increase;
- People who are homeless face difficulties in accessing mental health services;
- Services offered in-house are less likely to have access barriers than services offered externally;
- 82% of accommodation projects provide informal move on support;
- Among people accessing accommodation providers, moving into employment remains a challenge; and
- People accessing accommodation services face significant structural barriers in moving on from homelessness services. Respondents identified the lack of affordable housing as both a contributory barrier (77%) and the main barrier (30%).

Policy Drivers

Universal Credit and Personal Independence Payment

- B.9 The UK Government's Welfare Reform Act 2012 legislated for the biggest change to the welfare system for over 60 years. The main elements of the Welfare Reform Act introduced two new benefits: Universal Credit (UC) which replaces six current Department for Work and Pensions (DWP) income-related/based working-age benefits for people in and out of work; and Personal Independence Payment (PIP).

⁴ <https://www.homeless.org.uk/sites/default/files/site-attachments/Annual%20Review2018.pdf>

- B.10 Personal Independence Payment (PIP) is a benefit for people aged 16 to 64 with a long-term health condition or disability. Claimants currently in receipt of Disability Living Allowance (DLA) have been required at the point of renewal to make a new claim for PIP. The DWP is gradually inviting DLA claimants with a long term or indefinite award to claim PIP.

Shared Room Rate for single persons aged under 35

- B.11 The introduction of the shared room rate has reduced the housing options available to young single people aged under 35. It was introduced in January 2012 and meant that the maximum Local Housing Allowance that can be paid for a single person under 35 is limited to the rate for a single room in a shared property or a bedsit. There are exemptions, e.g. people who have previously spent at least three months living in supported accommodation – this may lead to individuals between the ages of 25 and 34 wishing to remain in supported accommodation for a longer period than they need in order to benefit from this exemption.

Under-occupancy charge or the Spare Room Subsidy

- B.12 In April 2013 property size restrictions for working-age people in social housing were introduced, bringing the same rules in that had been applied to private sector lettings. This has become known as the “bedroom tax” and affects how much rent can be covered by both housing benefit and the universal credit element for households who are under-occupying. The maximum rent that can be covered is reduced by 14% for one spare bedroom and 25% for 2 or more spare bedrooms.

Benefit Cap

- B.13 The Benefit Cap restricts the total amount of benefits an out-of-work household can receive. From 7th November 2016, the benefit cap was reduced to £384.62 for couples and those with children, and £257.69 a week for single people. There are exemptions for households where someone is in work and in receipt of DLA/ESA.

Supported Housing Funding

- B.14 Following the Government’s announcement that the Local Housing Allowance Cap for supported housing had been shelved, it consulted upon a new funding model in October 2017 but concluded that⁵ *“continuing to provide funding via the welfare system, together with a robust oversight regime, is the better option. We will maintain Housing Benefit for all supported housing, reflecting the needs of the vulnerable people who rely on it and the need for continued supply across the sector.”*
- B.15 It was noted that an oversight of quality and value for money must be achieved across the supported housing sector. The Government committed to continue to work with

⁵ <https://www.gov.uk/government/consultations/funding-for-supported-housing-two-consultations>

providers, local authorities, membership bodies and resident representatives to put together a sound and robust oversight regime. This work will ensure quality and value for money across the whole supported housing sector.

- B.16 In addition, a review of housing related support will be undertaken to better understand how housing and support currently fit together.

Changes to Private Rented Tenancies

- B.17 The Government announced in April 2019, that it would put an end to so-called 'no-fault' evictions by repealing section 21 of the Housing Act 1988. Under the new framework, a tenant could not be evicted from their home without good reason. The end of assured shorthold tenancies is one of the main causes of homelessness nationally. It is hoped that this would provide tenants with more stability, protecting them from having to make frequent moves at short notice and enabling them to put down roots and plan for the future.
- B.18 Under the proposals, landlords would have to issue a section 8 notice which can be implemented when a tenant has fallen into rent arrears, has been involved in criminal or antisocial behaviour or has broken the terms of the rent agreement, such as damaging the property. The Government has proposed to amend section 8 also to include circumstances where a landlord wishes to regain their property should they wish to sell it or move into it themselves.
- B.19 As at July 2019, a consultation⁶ was seeking views on how section 21 of the Housing Act 1988 has been used in the past, and the circumstances in which landlords should be able to regain possession once it has been abolished – including what changes may be necessary to the existing grounds for possession.
- B.20 While these proposals are positive in responding to one of the main causes of homelessness, concerns have been expressed that the proposed changes may have a detrimental impact on the number of landlords wishing to continue to either rent their property, or becoming increasingly selective as to whom they rent, with the likely impact being felt most by vulnerable groups and those dependent on benefits.⁷

Other policy areas under consideration

- B.21 Other policy areas being consulted upon or considered through calls for evidence:
- **Tackling homelessness together**⁸ - this consultation has closed and is currently being analysed – a consultation on statutory and non-statutory structures that support partnership working and accountability in homelessness services. This includes the role and effectiveness of homelessness forum meetings and the

⁶<https://www.gov.uk/government/consultations/a-new-deal-for-renting-resetting-the-balance-of-rights-and-responsibilities-between-landlords-and-tenants>

⁷ <https://www.bbc.co.uk/news/business-49032915>

⁸ <https://www.gov.uk/government/consultations/tackling-homelessness-together>

influence of the position of homelessness services in authorities' structures on the prominence given to reducing homelessness;

- **Tenancy deposit reform** ⁹ - this consultation has closed and is currently being analysed – a call for evidence to understand the barriers tenants face in providing a second deposit when moving from one tenancy to the next;
- **Support for victims of domestic abuse in safe accommodation** ¹⁰ - this consultation has concluded – it proposes placing a statutory duty on tier 1 local authorities to commission services, based on a robust assessment of local need, so that all victims of domestic abuse and their children can access support in safe accommodation; and
- **Improving access to social housing for members of the Armed Forces** ¹¹ -this consultation has closed and is currently being analysed – consultation on new statutory guidance for local authorities to assist members of the Armed Forces, veterans, and their families, to access social housing.

Anticipated Future Levels of Homelessness

Learning from Wales

- B.22 The Housing (Wales) Act 2014 was a precursor for the HRA 2017, while the two pieces of legislation are not identical, both introduced new prevention and relief duties. Therefore, in beginning to understand what the longer term impact of the HRA may be on homelessness levels and the use of temporary accommodation, some analysis of the impact of the Housing (Wales) Act 2014 may be helpful.
- B.23 The Housing (Wales) Act 2014 came into force in April 2015, with the intention that new prevention and relief duties would lead to reductions in homelessness and the use of temporary accommodation. The data below has been taken from the Welsh Government's Statistical Release.¹²
- B.24 During 2018-19, following an assessment, a total of 10,737 households in Wales were assessed as being threatened with homelessness within 56 days which is an increase of 18% on the 9,072 households recorded during the previous year and is the highest annual figure since the current legislation was introduced.
- B.25 Over this time period homelessness was successfully prevented for at least 6 months for 68% of the 10,737 households threatened with homelessness. The successful homelessness prevention rate has improved since the 62% recorded in 2016-17 and the 66% during 2017-18, despite an increase in the number of households threatened with homelessness.
- B.26 During 2018-19, a total of 11,715 households were assessed as being homeless and owed a duty to help to secure accommodation (relief duty). This was an increase of

⁹ <https://www.gov.uk/government/consultations/tenancy-deposit-reform-a-call-for-evidence>

¹⁰ <https://www.gov.uk/government/consultations/support-for-victims-of-domestic-abuse-in-safe-accommodation>

¹¹ <https://www.gov.uk/government/consultations/improving-access-to-social-housing-for-members-of-the-armed-forces>

¹² <https://gov.wales/sites/default/files/statistics-and-research/2019-07/homelessness-april-2018-march-2019-993.pdf>

- 4% from 2017-18, and the highest number since the introduction of the current legislation in April 2015.
- B.27 41% of those households assessed as homeless during 2018-19 were successfully relieved of their homelessness following intervention by the local authority and helped to secure accommodation that was likely to last for 6 months. This was the same as the percentage of successful relief cases recorded during the two previous years.
- B.28 The number of households owed a full duty during 2018-19 increased by 18% compared with the previous year, and is the highest number since the introduction of the current legislation in April 2015.
- B.29 At the end of March 2019, there were 2,226 households placed in temporary accommodation across Wales. This is an increase of 8% compared with the previous year and is the highest figure at the end of any quarter since the introduction of the current legislation in April 2015.
- B.30 The data indicates that while prevention and relief activity has been successful, with annual increases in the prevention success rate, the overall demand for assistance has continued to increase, as too has the number of households in temporary accommodation at the end of each financial year.

Other factors likely to impact upon homelessness levels

- B.31 Other factors which could also significantly affect future homelessness demand:
- reducing numbers of social rented housing through historic right to buy sales coupled with a reduction of void levels could result in less available accommodation for those on the housing register;
 - there may be an on-going increase in evictions by housing providers due to rent arrears as a result of Welfare Reform;
 - affordability issues and the very limited access to private rented accommodation, including shared accommodation options, makes it increasingly more and more difficult for the Housing Options services to be able to find affordable and sustainable housing options for clients. Unless affordable accommodation is available it is anticipated that homelessness will continue to increase as households are less able to resolve their own housing situation;
 - changes to housing legislation including The Homes (Fitness for human habitation) Act 2015 has created an environment which some landlords believe makes it difficult for them to operate as a viable business. The impact of this may be a reduction in the number of privately rented accommodation properties available, together with an increase in homelessness from this sector;
 - the end of interest only mortgages – the Financial Conduct Authority estimates that 600,000 interest-only mortgages will have reached the end of their term by 2020 – and half of those borrowers have no means to pay back the debt. A third of the shortfalls are expected to be more than £50,000. This has the potential to increase homeless applications; and

- the proposed changes to the private sector by ending no fault evictions is a positive move in responding to one of the main causes of homelessness; these proposed changes may have a detrimental impact on the number of landlords wishing to continue to either rent their property, or becoming increasingly more 'choosy' as to who they rent to, with the likely impact being most felt by vulnerable groups and those dependent on benefits.

Summary

- B.32 While the HRA is likely to lead to increased homeless prevention and relief activity and improved positive outcomes for clients, the broader pressures within the wider housing market, anticipated changes to private rented sector tenancies and data from Wales following the implementation of their new legislation suggests that demand for homelessness services will continue to rise for the foreseeable future.
- B.33 It is likely that demand for temporary accommodation is unlikely to reduce significantly, and in Wales where the new prevention legislation was introduced earlier, experience has shown that demand for temporary accommodation has increased due to an overall increase in demand, despite positive prevention and relief work.

Appendix C: Local Policies & Strategies

Think Communities

- C.1 Think Communities aims to create a shared vision, approach and priorities for building Community Resilience across Cambridgeshire and Peterborough partner organisations.
- C.2 Across the area the public sector is seeking to bring together a combined approach to developing community resilience. The aim of the Think Communities approach is to unite key public sector organisations behind a common set of goals and priorities which support the development of communities, deliver better outcomes and through better early intervention at community level, reduce demand on statutory services.
- C.3 Its vision is:
- **People:** Resilient communities across Cambridgeshire and Peterborough where people can feel safe, healthy, connected and able to help themselves and each other;
 - **Places:** New and established communities that are integrated, possess a sense of place, and which support the resilience of their residents; and
 - **System:** A system wide approach in which partners listen, engage and align with communities and with each other, to deliver public service and support community-led activity.
- C.4 The Think Communities partners will work together to:
- Empower and enable communities to support themselves and encouraging community-led solutions and intervention. (People)
 - Work with communities to harness their local capacity targeted towards those in the community requiring the most help. (Places)
 - Support active, healthy communities to play a clear and evidenced role in improving people's lives, thereby preventing, reducing or delaying the need for more intrusive and costly public services. (Places)
 - Align resources to create multi-agency support which can flexibly meet the changing needs of our communities. (Systems)
 - Be prepared to be experimental in its approach, in order to deliver individual local solutions and support ideas that can be replicated. (Systems)
- C.5 The intention is to be fully aligned and to collaborate where it makes sense and there is agreement to do so.
- C.6 A consistency of approach will enable communities to have a single conversation with Think Communities' partners focused on local priorities. Think Communities' partners will provide support and resources to enable communities to decide how they wish to deliver their local priorities.

- C.7 Working in an aligned way will enable each Think Communities' partner to still specialise in their own areas of service delivery and expertise, to work independently or with a shared approach across the partnership, which is compatible and consistent, enabling joint projects to still happen.
- C.8 Think Communities will take a People, Places, System approach to building resilience and supporting communities.



Strategic Priorities and Actions

	Priority Area	Example Action
Priority 1:	Communities are connected and work together toward shared goals.	Develop a joined up, multi-agency campaign to promote the different ways vulnerable people and high-risk communities can be supported by community-led activity.
Priority 2:	Take a place-based approach to service design and delivery of services.	Identify key communities where a place-based approach in keeping with the Think Communities vision can be piloted
Priority 3:	Communities feel they are supported to help themselves.	Development of a shared toolkit which will offer access to consistent levels of support to community groups and organisations across Cambridgeshire and Peterborough.

District Homelessness Strategies

- C.9 The Homelessness Act 2002 requires every local authority to carry out a review of homelessness in their area and to develop and publish a homelessness strategy based on that review.¹³ All authorities are required to publish homelessness strategies at least once every five years.¹⁴
- C.10 Homelessness strategies must include actions to:
- prevent homelessness;
 - ensure there is sufficient accommodation for people who are, or may become homeless; and
 - ensure there is satisfactory support for people who are, or may become homeless, or need support to prevent them becoming homeless again.¹⁵

Cambridge City Council Homelessness and Rough Sleeping Review 2019

- C.11 This document is the first formal stage in a process that will lead to a new homelessness and rough sleeping strategy. That strategy will set out how Cambridge City Council and its partners will prevent or relieve homelessness and rough sleeping in the city over the next five years. The homelessness strategy itself will be published in June 2020.

¹³ Section 1(1) Homelessness Act 2002

¹⁴ Section 1(4) Homelessness Act 2002

¹⁵ Section 3(1) Homelessness Act 2002

South Cambridgeshire District Council Homelessness Strategy 2018-2023

- C.12 The outcome of the Homelessness Review 2018 identified the following themes to be taken forward over the homelessness strategy:
- Working closer with partner agencies to prevent homelessness;
 - New private rent initiatives;
 - Access to information; and
 - Access to accommodation and support.
- C.13 Partnership working is recognised as central to achieving the prevention, accommodation and support actions attached to the themes listed above. It is also recognised that new ideas and ways of working will play an important role in delivery of the actions.

East Cambridgeshire District Council Homelessness Strategy 2015-2018

- C.14 Prevention of homelessness, or where prevention is not possible, minimising the detrimental effects of homelessness, remains at the heart of what the council aims to achieve for the residents of the district.
- C.15 The following objectives have been developed to address homelessness in East Cambridgeshire:
- Maintain no families in Bed and Breakfast accommodation;
 - Reduce the number of private sector leased properties with King Street Housing as these properties are becoming more unaffordable for our clients;
 - Expansion of the Landlord Resolution Service by encouraging more landlords to work with the council in using private rented accommodation;
 - Continue to implement the policies in procedures that are currently in place and ensure that they continue to be fit-for-purpose;
 - Increase the collection of rent deposit loans which will enable increased recycled funds to assist more clients;
 - Explore the potential of a Landlord Accreditation Scheme;
 - Manage the introduction of Universal Credit and Welfare Reform changes;
 - Ensure that information and advice on housing and homelessness prevention is widely available and that our customers are seen at the earliest possible opportunity; and
 - Determine the future of existing Gypsy and Traveller Sites.

Fenland Homelessness and Rough Sleeping Strategy Review 2018

- C.16 The objectives set out in the Fenland District Council Homelessness and Rough Sleeping Strategy Action Plan 2018/2022 relate to the following:

- Prevention of homelessness and housing options;
- Eliminate rough sleeping in Fenland;
- Temporary accommodation;
- Resources and training;
- Reaching our customers;
- Accessibility and standards;
- Diversity & Cohesion; and
- Partnership working.

Huntingdonshire DRAFT Homelessness and Rough Sleeping Review and Strategy 2020-2025

- C.17 This five-year strategy highlights 4 broad priorities that will be the focus of the strategy:
- Preventing homelessness;
 - Providing appropriate temporary accommodation and aiming to reduce its overall use by securing accommodation for people who are homeless;
 - Establishing effective partnerships, working arrangements and support to those who are threatened with homelessness, to improve their resilience and reduce the risk homelessness occurring; and
 - Supporting rough sleepers to address their housing and other needs.

Peterborough Homelessness Strategy 2018-2020

- C.18 The strategy's aims are:
- Preventing and relieving homelessness through a robust partnership approach;
 - Increasing access to accommodation;
 - Reduce and prevent rough sleeping; and
 - Promoting settled lifestyles and sustainable communities.
- C.19 The actions the council and its partner agencies will take to help deliver these aims are set out in these ten key objectives:
- Eliminating the use of Travelodge type accommodation and reducing / eliminating the use of B&B type accommodation for temporary accommodation;
 - Ensuring the effective implementation of the Homelessness Reduction Act and embracing the culture change this will bring;
 - Creating a suite of prevention tools which will give the housing needs team improved chances of success in preventing homelessness;

- Support landlords and tenants to support them to overcome landlord/tenant issues which may lead to eviction action;
- Bringing together services to work holistically in ensuring financial inclusion, income maximisation and debt advice are accessible and prioritised in order to support preventative work;
- Increase the supply of self-contained temporary accommodation options in order to support the reduction of B&B use;
- Explore the potential of a Social Lettings Agency/Guaranteed Rent Scheme for private landlords;
- Ensure that information and advice on housing and homelessness prevention is widely available and that our customers are seen at the earliest possible opportunity;
- Maintain services and create an effective supported accommodation pathway for single homeless and rough sleepers; and
- Increase the focus on performance supported by clearer data.

Other Relevant District Documents

- C.20 Other relevant council documents relating to housing are important to consider in the evaluation of local policies and strategies, such as district Local Plans, Housing Strategies and Strategic Housing Market Assessments. These such documents are detailed below.

Cambridge Local Plan 2018

- C.21 This plan replaces the Cambridge Local Plan 2006 and sets out policies and proposals for future development and spatial planning requirements to 2031. The Local Plan has been prepared in close cooperation with South Cambridgeshire District Council.
- C.22 The vision for Cambridge is of a compact, dynamic city, located within the high quality landscape setting of the Cambridge Green Belt. The Cambridge Local Plan 2018 seeks to guide and facilitate growth and the infrastructure required to support development, so that the city grows in a sensitive and sustainable manner. There are 15 strategic objectives for the implementation of this local plan.¹⁶

South Cambridgeshire Local Plan 2018

- C.23 This Local Plan updates and replaces the South Cambridgeshire Local Development Framework, which was adopted between January 2007 and January 2010 and covered the period up to 2016. The Local Plan contains policies and proposals, which will shape the future direction of change in South Cambridgeshire over the years to 2031.

¹⁶ Cambridge Local Plan 2018 p12

- C.24 The Plan has been prepared in close cooperation with Cambridge City Council. Underpinning the whole of the Plan is the Government's commitment to sustainable development.
- C.25 The future direction of South Cambridgeshire is captured in the council's Local Plan vision: South Cambridgeshire will continue to be the best place to live, work and study in the country. Our district will demonstrate impressive and sustainable economic growth. Our residents will have a superb quality of life in an exceptionally beautiful, rural and green environment.

Great Cambridge Housing Strategy 2019-2023

- C.26 This is a collaborative housing strategy covering both Cambridge City and South Cambridgeshire District and provides a vision of 'healthy, safe, affordable: homes and communities for all'. This strategy sets out 7 priorities including:
- Increasing the delivery of homes, including affordable housing, along with sustainable transport and infrastructure, to meet housing need;
 - Diversifying the housing market and accelerating delivery;
 - Achieving a high standard of design and quality of new homes and communities;
 - Improving housing conditions and making best use of existing homes;
 - Promoting health and wellbeing through housing;
 - Preventing and tackling homelessness and rough sleeping; and
 - Working with key partners to innovate and maximise resources available.

Cambridge & South Cambridgeshire Objectively Assessed Housing Need 2015

- C.27 This report was commissioned by Cambridge City Council and South Cambridgeshire District Council to provide evidence on housing need and housing targets (requirements), in response to questions raised by the Inspectors examining the plans.
- C.28 The submitted Local Plans set housing targets of 14,000 new dwellings for Cambridge City and 19,000 for South Cambridgeshire over the plan period 2011-31.
- C.29 This report concludes that the most robust trend-based projections available at this time are:
- For South Cambridgeshire, the CLG 2012-based household projection, which implies 17,579 new dwellings in 2011-31; and
 - For Cambridge, the alternative PG-10yr-HH12 projection from Edge Analytics, which implies 10,069 new dwellings.

East Cambridgeshire Local Plan 2015

- C.30 The East Cambridgeshire Local Plan covers the period up to 2031. The Plan replaces the East Cambridgeshire Core Strategy 2009.

- C.31 The spatial vision for East Cambridgeshire sets out that in 2031, East Cambridgeshire will have maintained a high quality of life and retained its distinct identity as a predominantly rural area of villages and market towns, whilst accommodating the development of new homes and jobs.

East Cambridgeshire Housing Strategy

- C.32 This document complements East Cambridgeshire District Council's Statement of Overall Purpose: The council aims to provide quality services and to work in partnership with the local community to protect, enhance and develop the quality of life and environmental sustainability.
- C.33 The eight aims of the housing strategy are as follows:
- To improve information on housing need across tenure in the district;
 - Improve the delivery and effectiveness of the Housing Advice Service;
 - Work in partnership to provide new affordable housing;
 - Improve housing conditions in the private sector;
 - Promote healthy and sustainable living environments;
 - Work towards meeting the needs of vulnerable people in the community;
 - Methodically apply the principles of best value and encourage greater public involvement in the culture of our housing services; and
 - Promote socially inclusive communities in line with East Cambridgeshire District Council's Corporate Objectives.

East Cambridgeshire Objectively Assessed Housing Need 2016

- C.34 The purpose of this report is to identify the future quantity of housing needed, from 2014 to 2036. The objectively assessed need for housing in East Cambridgeshire is assessed in relation to the Cambridge housing market area, which of course includes East Cambridgeshire.
- C.35 The overall housing figure that has been identified is 12,900 dwellings (586 dwellings per annum). The overall housing figure that has been identified is 4% higher than the CLG 2012 estimate of 12,440 dwellings (12,050 households) and 33% higher than the CLG 2014 estimate of 9,730 dwellings (9,420 households).

Fenland Local Plan 2014

- C.36 This Local Plan document for Fenland contains the policies and broad locations for the growth and regeneration of Fenland over the next 20 years.
- C.37 The Local Plan vision for Fenland looks to maximise the potential of the area and deliver jobs, skills, dynamic town centres, vibrant villages, improved housing, and new infrastructure. The vision will help make Fenland an even better place to live, work

and visit. To help prepare detailed policies and proposals, the Plan sets out 7 overarching objectives.¹⁷

Huntingdonshire Local Plan to 2036

- C.38 Huntingdonshire's Local Plan to 2036 sets out the council's approach to securing sustainable development from 2011 to 2036 in order to meet identified needs.
- C.39 The spatial vision in the Local Plan states that: By 2036 Huntingdonshire's physical environment will support the health and wellbeing of all its residents, by: supporting a diverse, thriving economy; providing sufficient infrastructure to support healthy communities; meeting the needs of a changing population; and working with our climate, landscape and heritage.

Huntingdonshire Housing Strategy 2017-2020

- C.40 This housing strategy draws together local priorities and housing priorities set out in the CRHB action plan and identifies four housing priorities for Huntingdonshire:
- To increase the supply of new affordable housing and encourage sustainable growth;
 - To identify housing need and improve health and well-being;
 - To improve housing conditions in existing housing; and
 - To work in partnership to improve outcomes.

Huntingdonshire Objectively Assessed Housing Need 2017

- C.41 The purpose of this report is to identify the future quantity of housing needed, from 2011 to 2036. The objectively assessed need for housing in Huntingdonshire is assessed in relation to the Cambridge housing market area, which includes Huntingdonshire.
- C.42 The overall housing figure that has been identified is 20,100 dwellings (804 dwellings per annum). The overall housing figure that has been identified is 5% higher than the CLG 2014 estimate of 19,140 dwellings (18,590 households) and 18% higher than the CLG 2012 estimate of 16,990 dwellings (16,500 households).

Peterborough Local Plan 2016-2036

- C.43 This Local Plan contains the most appropriate planning policies for the growth and regeneration of Peterborough and the surrounding villages up to 2036.
- C.44 The vision for Peterborough is that: by 2036 Peterborough will have become a destination of choice, a bigger and better city, growing in the right way to meet the

¹⁷ Fenland Local Plan 2014 p9

needs of its growing population, and providing a range of high quality attractions and facilities making it a distinctive place to live, work and visit.

- C.45 To achieve the vision a set of overarching objectives have been identified which have been grouped around the ten Environmental Action Plan themes.¹⁸

Peterborough Housing Strategy 2016-2021

- C.46 This housing strategy identifies four key priorities for Peterborough's housing agenda. Each priority is underpinned by actions that the council will take to deliver these priorities.
- C.47 The council is committed to creating the UK's Environment Capital and the priorities of this strategy play a role in contributing towards the delivery of some of the themes within the Environment Capital Action Plan (ECAP). Priorities include:
- Supporting Substantial and Sustainable Growth;
 - Increase the supply of homes which people can afford;
 - Improve housing conditions to support health and wellbeing; and
 - Supported and Specialist Housing.

Peterborough Strategic Housing Market Assessment Update 2017

- C.48 This report provides an update to previous Strategic Housing Market Assessments for the Peterborough sub-region (Peterborough, Rutland, South Holland and South Kesteven) and Boston. The report provides an assessment of need in the 2011-2036 period.
- C.49 On the basis of the analysis carried out, this is concluded (annually over the 2011-36 period) to be for 2,504 dwellings per annum across the study area.

¹⁸ Peterborough Local Plan 2016-2036 p9

Appendix D: Affordability of the PRS

- D.1 The analysis considers the price of renting a property in the private rented sector (PRS) and how this compares with Local Housing Allowance (LHA) rates. LHA is the amount of universal credit or housing benefit you get if you rent from a private landlord¹⁹.
- D.2 The following tables set out the 2019 private rental prices by ward and district and the LHA rate applicable to the property. Any shortfall in the price is met by the household. The LHA rates across the study area are presented in Table D.1. In general, analysis shows that the LHA rates fall well short of prevailing market prices.

Table D.1 Local Housing Allowance Rates 2019/20 by Broad Rental Market Area			
Broad Rental Market Area>>>	Cambridge	Peterborough	Huntingdonshire
Study area districts covered>>>	Cambridge City, East Cambridgeshire, South Cambridgeshire,	Fenland, Peterborough	Huntingdonshire
Weekly LHA			
Shared	£80.52	£57.15	£63.50
1 bedroom	£133.72	£94.81	£111.28
2 bedrooms	£153.79	£118.52	£133.67
3 bedrooms	£178.71	£136.29	£159.56
4 bedrooms	£238.28	£173.46	£204.05
Monthly LHA			
Shared	£348.92	£247.65	£275.17
1 bedroom	£579.45	£410.84	£482.21
2 bedrooms	£666.42	£513.59	£579.24
3 bedrooms	£774.41	£590.59	£691.43
4 bedrooms	£1,032.55	£751.66	£884.22

¹⁹ Local Housing Allowance : There are five bands (shared room rate and rates for 1,2,3 and 4 bedroom properties). The shared room rate is applicable to singles under 35. Otherwise 1 bedroom can be claimed for the applicant and/or partner if claiming as a couple; each other person aged 16 or over; 2 children under 16 of the same gender; 2 children under 10 of any gender; any other child under 16

Table D.2 Cambridge City: Comparison of average Private Sector Rent per calendar month (2019) with LHA (2019/20) by ward

BRMA	Ward	1 Bed Rent PCM	LHA Shared Shortfall	LHA 1 bed Shortfall	2 Bed Rent PCM	LHA 2 bed shortfall	3 Bed Rent PCM	LHA 3 bed shortfall	4+ Bed Rent PCM	LHA 4 bed shortfall
Cambridge	Abbey	£823	(£501)	(£288)	£1,187	(£572)	£1,352	(£637)	£1,898	(£945)
Cambridge	Arbury	£802	(£480)	(£267)	£1,200	(£585)	£1,426	(£711)	£1,861	(£908)
Cambridge	Castle	£923	(£601)	(£388)	£1,148	(£533)	£1,452	(£737)	£2,102	(£1,149)
Cambridge	Cherry Hinton	£737	(£415)	(£202)	£1,049	(£434)	£1,248	(£533)	£1,599	(£646)
Cambridge	Coleridge	£949	(£627)	(£414)	£1,426	(£811)	£1,400	(£685)	£1,850	(£897)
Cambridge	East Chesterton	£875	(£553)	(£340)	£1,200	(£585)	£1,300	(£585)	£1,898	(£945)
Cambridge	King's Hedges	£639	(£317)	(£104)	£1,049	(£434)	£1,337	(£622)	£1,980	(£1,027)
Cambridge	Market	£1,200	(£878)	(£665)	£1,452	(£837)	£2,349	(£1,634)	£2,500	(£1,547)
Cambridge	Newnham	£1,049	(£727)	(£514)	£1,395	(£780)	£1,898	(£1,183)	£2,542	(£1,588)
Cambridge	Petersfield	£849	(£527)	(£314)	£1,300	(£685)	£1,651	(£936)	£2,152	(£1,198)
Cambridge	Queen Edith's	£689	(£367)	(£154)	£1,352	(£737)	£1,525	(£810)	£2,500	(£1,547)
Cambridge	Romsey	£849	(£527)	(£314)	£1,248	(£633)	£1,400	(£685)	£1,950	(£997)
Cambridge	Trumpington	£1,127	(£805)	(£592)	£1,393	(£778)	£1,625	(£910)	£2,301	(£1,348)
Cambridge	West Chesterton	£849	(£527)	(£314)	£1,298	(£683)	£1,426	(£711)	£2,349	(£1,396)
	Cambridge Total	£883	(£561)	(£348)	£1,264	(£649)	£1,528	(£813)	£2,106	(£1,153)

Source: Zoopla Rental Data

Table D.3 East Cambridgeshire: Comparison of average Private Sector Rent per calendar month (2019) with LHA (2019/20) by ward

Broad Rental Market Area (BRMA)	Ward	1 Bed Rent PCM	LHA Shared Shortfall	LHA 1 bed Shortfall	2 Bed Rent PCM	LHA 2 bed shortfall	3 Bed Rent PCM	LHA 3 bed shortfall	4+ Bed Rent PCM	LHA 4 bed shortfall
Cambridge	Bottisham	£680	(£358)	(£145)	£897	(£282)	£997	(£282)	£1,476	(£522)
Cambridge	Burwell	£750	(£428)	(£215)	£793	(£178)	£1,001	(£286)	£1,599	(£646)
Cambridge	Downham Villages	£576	(£254)	(£41)	£724	(£109)	£823	(£108)	£1,122	(£169)
Cambridge	Ely East	£650	(£328)	(£115)	£776	(£161)	£897	(£182)	£1,352	(£399)
Cambridge	Ely North	£624	(£302)	(£89)	£776	(£161)	£997	(£282)	£1,300	(£347)
Cambridge	Ely West	£624	(£302)	(£89)	£776	(£161)	£949	(£234)	£1,376	(£423)
Cambridge	Fordham & Isleham	£650	(£328)	(£115)	£750	(£135)	£1,248	(£533)	£1,599	(£646)
Cambridge	Haddenham	£607	(£284)	(£72)	£676	(£61)	£875	(£160)	£1,298	(£345)
Cambridge	Littleport	£524	(£202)	£11	£702	(£87)	£823	(£108)	£1,287	(£334)
Cambridge	Soham North	£598	(£276)	(£63)	£702	(£87)	£901	(£186)	£1,352	(£399)
Cambridge	Soham South	£542	(£219)	(£7)	£724	(£109)	£912	(£197)	£1,374	(£420)
Cambridge	Stretham	£615	(£293)	(£80)	£763	(£148)	£886	(£171)	£1,224	(£271)
Cambridge	Sutton	£676	(£354)	(£141)	£750	(£135)	£849	(£134)	£1,502	(£548)
Cambridge	Woodditton	£711	(£389)	(£176)	£724	(£109)	£1,248	(£533)	£2,201	(£1,248)
	EAST CAMBRIDGESHIRE TOTAL	£630	(£308)	(£96)	£752	(£137)	£958	(£243)	£1,433	(£480)

Source: Zoopla Rental Data

Table D.4 South Cambridgeshire: Comparison of average Private Sector Rent per calendar month (2019) with LHA (2019/20) by ward

Broad Rental Market Area (BRMA)	Ward	1 Bed Rent PCM	LHA Shared Shortfall	LHA 1 bed Shortfall	2 Bed Rent PCM	LHA 2 bed shortfall	3 Bed Rent PCM	LHA 3 bed shortfall	4+ Bed Rent PCM	LHA 4 bed shortfall
Cambridge	Balsham	£750	(£428)	(£215)	£960	(£345)	£901	(£186)	£2,102	(£1,149)
Cambridge	Bar Hill	£728	(£406)	(£193)	£871	(£256)	£962	(£247)	£1,499	(£546)
Cambridge	Barrington	£975	(£653)	(£440)	£847	(£232)	£1,101	(£386)	£2,052	(£1,099)
Cambridge	Bassingbourn	£823	(£501)	(£288)	£821	(£206)	£997	(£282)	£1,599	(£646)
Cambridge	Caldecote	£771	(£449)	(£236)	£1,125	(£509)	£1,001	(£286)	£1,352	(£399)
Cambridge	Cambourne	£776	(£454)	(£241)	£897	(£282)	£1,101	(£386)	£1,400	(£447)
Cambridge	Caxton & Papworth	£399	(£77)	£136	£724	(£109)	£997	(£282)	£1,547	(£594)
Cambridge	Cottenham	£724	(£402)	(£189)	£858	(£243)	£1,049	(£334)	£1,573	(£620)
Cambridge	Duxford	£875	(£553)	(£340)	£849	(£234)	£1,101	(£386)	£1,798	(£845)
Cambridge	Fen Ditton & Fulbourn	£802	(£480)	(£267)	£1,001	(£386)	£1,200	(£485)	£1,798	(£845)
Cambridge	Foxton	£600	(£278)	(£65)	£1,001	(£386)	£1,200	(£485)	£1,872	(£919)
Cambridge	Gamlingay		n/a	n/a	£702	(£87)		n/a	£1,400	(£446)
Cambridge	Girton	£724	(£402)	(£189)	£1,082	(£466)	£1,200	(£485)	£1,699	(£746)
Cambridge	Hardwick	£693	(£371)	(£158)	£912	(£297)	£1,049	(£334)	£1,450	(£496)
Cambridge	Harston & Comberton	£836	(£514)	(£301)	£1,187	(£572)	£1,248	(£533)	£1,599	(£646)
Cambridge	Histon & Impington	£583	(£261)	(£48)	£1,101	(£486)	£1,352	(£637)	£1,625	(£672)
Cambridge	Linton	£661	(£339)	(£126)	£912	(£297)	£1,200	(£485)	£1,499	(£546)
Cambridge	Longstanton	£650	(£328)	(£115)	£899	(£284)	£1,049	(£334)	£1,196	(£243)
Cambridge	Melbourn	£702	(£380)	(£167)	£901	(£286)	£1,001	(£286)	£1,751	(£798)
Cambridge	Milton & Waterbeach	£776	(£454)	(£241)	£923	(£308)	£1,101	(£386)	£1,400	(£447)
Cambridge	Over & Willingham	£680	(£358)	(£145)	£776	(£161)	£897	(£182)	£1,447	(£494)
Cambridge	Sawston	£758	(£436)	(£223)	£875	(£260)	£1,101	(£386)	£1,274	(£321)
Cambridge	Shelford	£849	(£527)	(£314)	£1,027	(£412)	£1,298	(£583)	£1,651	(£698)
Cambridge	Swavesey	£598	(£276)	(£63)	£823	(£208)	£997	(£282)	£1,400	(£447)
Cambridge	The Mordens	£750	(£428)	(£215)	£839	(£223)	£1,350	(£635)	£1,603	(£650)
Cambridge	Whittlesford	£661	(£339)	(£126)	£897	(£282)	£1,452	(£737)	£1,595	(£642)
	SOUTH CAMBRIDGESHIRE TOTAL	£726	(£404)	(£191)	£916	(£301)	£1,116	(£401)	£1,584	(£631)

Source: Zoopla Rental Data

Table D.5 Fenland: Comparison of average Private Sector Rent per calendar month (2019) with LHA (2019/20) by ward

Broad Rental Market Area (BRMA)	Ward	1 Bed Rent PCM	LHA Shared Shortfall	LHA 1 bed Shortfall	2 Bed Rent PCM	LHA 2 bed shortfall	3 Bed Rent PCM	LHA 3 bed shortfall	4+ Bed Rent PCM	LHA 4 bed shortfall
Peterborough	Bassenhally	£477	(£248)	(£98)	£624	(£150)	£785	(£239)		n/a
Peterborough	Benwick, Coates & Eastrea	£498	(£269)	(£119)	£563	(£89)	£750	(£205)	£1,950	(£1,256)
Peterborough	Birch	£498	(£269)	(£119)	£650	(£176)	£826	(£280)		n/a
Peterborough	Clarkson	£451	(£222)	(£72)	£596	(£122)	£715	(£170)	£1,950	(£1,256)
Peterborough	Doddington & Wimblington		n/a	n/a	£620	(£146)	£849	(£304)	£1,248	(£554)
Peterborough	Elm & Christchurch	£516	(£287)	(£136)	£650	(£176)	£750	(£205)	£938	(£244)
Peterborough	Kirkgate	£477	(£248)	(£98)	£624	(£150)	£802	(£257)	£901	(£207)
Peterborough	Lattersey	£498	(£269)	(£119)	£676	(£202)	£754	(£209)	£1,499	(£805)
Peterborough	Manea	£449	(£220)	(£69)		n/a	£758	(£213)	£1,877	(£1,183)
Peterborough	March East	£550	(£321)	(£171)	£598	(£124)	£724	(£179)	£1,001	(£307)
Peterborough	March North	£550	(£321)	(£171)	£650	(£176)	£802	(£257)	£986	(£292)
Peterborough	March West	£576	(£347)	(£197)	£676	(£202)	£875	(£330)	£1,049	(£355)
Peterborough	Medworth	£451	(£222)	(£72)	£537	(£63)	£776	(£231)	£693	£1
Peterborough	Octavia Hill	£425	(£196)	(£46)	£626	(£152)	£724	(£179)		n/a
Peterborough	Parson Drove & Wisbech St Mary	£522	(£293)	(£143)	£702	(£228)	£750	(£205)	£949	(£255)
Peterborough	Peckover	£477	(£248)	(£98)	£601	(£126)	£724	(£179)	£1,350	(£656)
Peterborough	Roman Bank	£524	(£295)	(£145)	£702	(£228)	£785	(£239)	£1,051	(£357)
Peterborough	Slade Lode	£477	(£248)	(£98)	£624	(£150)	£678	(£133)	£1,101	(£407)
Peterborough	St Andrews	£559	(£330)	(£180)	£689	(£215)	£776	(£231)		n/a
Peterborough	Staithe	£451	(£222)	(£72)	£650	(£176)	£763	(£218)	£988	(£294)
Peterborough	Stonald	£498	(£269)	(£119)	£737	(£263)	£836	(£291)	£1,296	(£602)
Peterborough	The Mills		n/a	n/a	£676	(£202)	£750	(£205)	£750	(£56)
Peterborough	Waterlees Village	£522	(£293)	(£143)	£624	(£150)	£750	(£205)	£975	(£281)
Peterborough	Wenneye	£473	(£244)	(£93)	£594	(£120)	£739	(£194)		n/a
	FENLAND TOTAL	£496	(£268)	£496	£639	(£165)	£768	(£223)	£1,187	(£493)

Source: Zoopla Rental Data

Table D.6 Peterborough: Comparison of average Private Sector Rent per calendar month (2019) with LHA (2019/20) by ward

Broad Rental Market Area (BRMA)	Ward	1 Bed Rent PCM	LHA Shared Shortfall	LHA 1 bed Shortfall	2 Bed Rent PCM	LHA 2 bed shortfall	3 Bed Rent PCM	LHA 3 bed shortfall	4+ Bed Rent PCM	LHA 4 bed shortfall
Peterborough	Barnack	£425	(£196)	(£46)	£412	£62	£860	(£315)	£1,417	(£723)
Peterborough	Bretton	£345	(£116)	£35	£685	(£211)	£750	(£205)	£849	(£155)
Peterborough	Central	£598	(£369)	(£219)	£802	(£328)	£780	(£235)	£1,272	(£578)
Peterborough	Dogsthorpe	£535	(£306)	(£156)	£693	(£219)	£797	(£252)	£949	(£255)
Peterborough	East	£550	(£321)	(£171)	£676	(£202)	£793	(£248)	£962	(£268)
Peterborough	Eye, Thorney and Newborough	£550	(£321)	(£171)	£676	(£202)	£849	(£304)	£949	(£255)
Peterborough	Fletton and Stanground	£524	(£295)	(£145)	£702	(£228)	£776	(£231)	£1,001	(£307)
Peterborough	Fletton and Woodston	£481	(£252)	(£102)	£702	(£228)	£793	(£248)	£1,096	(£402)
Peterborough	Glington and Castor	£524	(£295)	(£145)	£724	(£250)	£997	(£452)	£1,400	(£706)
Peterborough	Gunthorpe	£537	(£308)	(£158)	£676	(£202)	£793	(£248)	£925	(£231)
Peterborough	Hampton Vale	£498	(£269)	(£119)	£693	(£219)	£897	(£352)	£1,101	(£407)
Peterborough	Hargate and Hempsted	£451	(£222)	(£72)	£728	(£254)	£901	(£356)	£1,114	(£420)
Peterborough	North	£550	(£321)	(£171)	£661	(£187)	£754	(£209)	£1,296	(£602)
Peterborough	Orton Longueville	£360	(£131)	£19	£650	(£176)	£724	(£179)	£1,051	(£357)
Peterborough	Orton Waterville	£550	(£321)	(£171)	£676	(£202)	£793	(£248)	£1,101	(£407)
Peterborough	Park	£494	(£265)	(£115)	£650	(£176)	£802	(£257)	£1,101	(£407)
Peterborough	Paston and Walton	£524	(£295)	(£145)	£650	(£176)	£776	(£231)	£949	(£255)
Peterborough	Ravensthorpe	£351	(£122)	£28	£650	(£176)	£776	(£231)	£1,148	(£454)
Peterborough	Stanground South	£576	(£347)	(£197)	£693	(£219)	£875	(£330)	£1,049	(£355)
Peterborough	Werrington	£511	(£282)	(£132)	£650	(£176)	£776	(£231)	£1,051	(£357)
Peterborough	West	£379	(£150)	£0	£713	(£239)	£750	(£205)	£1,298	(£604)
Peterborough	Wittering	£488	(£259)	(£108)	£594	(£120)	£693	(£148)	£1,101	(£407)
	PETERBOROUGH TOTAL	£491	(£262)	(£112)	£671	(£197)	£805	(£260)	£1,099	(£405)

Source: Zoopla Rental Data

Appendix E: Homelessness in Figures

a) Cambridge

Homelessness Data

- E.1 Cambridge City Council are required to provide homelessness statistics in the form of quarterly submissions to MHCLG, which records the numbers of households who have approached the council as homeless or threatened with homelessness and what duties are owed.
- E.2 All of the data contained in this document needs to be read in context. Low figures could result in higher percentages and distort some of the results.

Demand on the Housing Options Service

- E.3 The table below details the number of approaches to the Housing Options service for the last two years.

Table E.1 Number of approaches to Housing Options service 2017/18-2018/19	
Year	Number of approaches (including advice only cases)
2017/18	963
2018/19	1,482

Source: Cambridge Housing Options

- E.4 The data indicates that there has been a 54% increase in the number of approaches to the Housing Options service following the introduction of the Homelessness Reduction Act (HRA) 2017.

Advice Only Cases

- E.5 There were 888 advice only cases in 2018/19 and a further 494 advice only cases opened during Qs 1&2 of 2019/20. The advice only cases account for a very significant proportion of all clients approaching the Housing Options service.
- E.6 The council feel that the large increase in recorded approaches from people not yet threatened with homelessness within 56 days ('advice only' cases) may be due to greater public and agency awareness generated by the introduction of the Act; the 'duty to refer', and perhaps better recording of pre-statutory presentations.

Case Loads

- E.7 Caseloads per officer were on average 74 per officer in 2017/18, this increased by 18% in 2018/19 following the introduction of the HRA to an average caseload of 87 cases per officer.
- E.8 Despite an increase in the number of housing advisors following the introduction of the HRA, the number of cases (including advice only) per officer has increased by approaching one-fifth. The average case time figure has increased from 61 to 74 days, the council feel this is linked to an increase in case complexity together with increased administrative and recording burdens.

Homelessness Statistics

H-CLIC Data

- E.9 To date only the H-CLIC returns for 2018/19 and Q1 of 2019/20 have been published, and these have been published as experimental rather than official or national statistics. Given that this section examines the year's data of the new H-CLIC data under the HRA 2017, it is important to understand that there may be issues relating to the quality of the data, therefore some caution should be taken when making comparisons either between local authorities or in comparison to other collected data.

Assessments

- E.10 The data below analyses the assessments and outcomes recorded under the HRA 2017.

Table E.2 Number of assessments and outcomes recorded under the HRA 2017	
Assessments	Number 2018/19
Assessments	682
Assessed as owed a duty	620
Threatened with homelessness – prevention duty owed	302
Homeless – relief duty owed	318
Not homeless	62

Source: MHCLG H-CLIC data

- E.11 91% of assessments resulted in a duty being owed. Of those owed a duty a slightly higher percentage of clients were owed a relief duty (52%) than a prevention duty (48%).
- E.12 In the first two quarters of 2019/20 there were 111 prevention duties owed and 256 relief duties owed. This indicates a bigger split than in 2018/19, with more relief duties owed.

- E.13 It will continue to be essential to encourage customers to seek help from the Housing Options team at the earliest point in order for opportunities for effective early intervention and prevention to be maximised.

Duty to Refer

- E.14 The table below details the number of duty to refer cases received in 2018/19.

Table E.3 Number of Duty to Refer cases received in 2018/19			
Referring Agency	Referrals Made	Duty Not Owed	Duty Accepted
Prison	61	31	30
Hospital A&E or in-patient	51	40	11
Jobcentre	40	31	9
Community Rehabilitation Company	36	32	4
National Probation Service	23	9	14
Mental Health Service - Acute In-patient	10	7	3
Adult Social Services	4	3	1
Children's Social Care	4	0	4
Armed Forces	1	0	1
Mental Health Service - Community based	1	0	1
Total	231	153	78

Source: Cambridge City Council data

- E.15 Of the 231 referrals received in 2018/19, 34% resulted in a duty being owed. While the number of referrals is a significant number more work may be required to ensure that referrals are appropriate.

Profile of Homeless Households

- E.16 The family composition of households owed a prevention duty is detailed in the table below.

Table E.4 Family composition of households owed a prevention duty	
Household composition owed a prevention duty	Number
Single parent with dep children male	3
Single parent with dep children female	42
Couple with dep children	26
Three adult's dep children	3
Couple no children	22
Three adults no children	2
Single male	116
Single females	86
Single other	2

Source: MHCLG H-CLIC data

E.17 The majority of households owed a prevention duty were single person households accounting for 67.5% of all households, households with dependent children account for 24.5% of all households owed a prevention duty.

E.18 The family composition of households owed a relief duty is detailed in the table below.

Table E.5 Family composition of households owed a relief duty	
Household composition owed a relief duty	Number
Single parent with dep children male	6
Single parent with dep children female	36
Couple with dep children	8
Three adult's dep children	1
Couple no children	10
Three adults no children	0
Single male	173
Single females	83
Single other	1

Source: MHCLG H-CLIC data

E.19 The majority of households owed a relief duty were single people accounting for 80.5%, households with dependent children account for 16% of those owed a relief duty.

E.20 In total singles account for 74.4% of all households owed a prevention or relief duty. Single households are significantly over-represented in the homeless population in Cambridge, particularly at relief stage. This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless.

E.21 Single people account for 70% of all households owed a duty in the first half of 2019/20.

E.22 The table below details the age profile of those owed a prevention or relief duty.

Table E.6 Age profile of those owed a prevention or relief duty	
Age	Number
16-17 yrs	6
18-24 yrs	147
25-34 yrs	176
35-44 yrs	140
45-54 yrs	101
55-64 yrs	36
65-74 yrs	8
75+ yrs	6
Not known	0

Source: MHCLG H-CLIC data

- E.23 The majority of households are aged 25-34 years accounting for 28% of all households, followed by 18-24 years (24%) and 35-44 year olds (23%).
- E.24 The ethnicity of all households owed a prevention or relief duty are detailed in the table below.

Table E.7 Ethnicity of households owed a prevention or relief duty	
Ethnicity	2018/19
White	487
Black/African/Caribbean/Black British	38
Asian/Asian British	33
Mixed/multiple ethnic groups	10
Other ethnic groups	18
Not known	34

Source: MHCLG H-CLIC data

- E.25 White households account for 79% of all households owed a prevention or relief duty, 6% of households were Black/African/Caribbean/Black British and 5% were Asian/Asian British. For 5% of cases ethnicity was not known.

Support Needs

- E.26 The table below details the number of clients owed a duty with a support need.

Table E.8 Number of clients owed a duty with a support need	
Support Needs	Number
Households with a support need	288
Total support needs	746

Source: MHCLG H-CLIC data

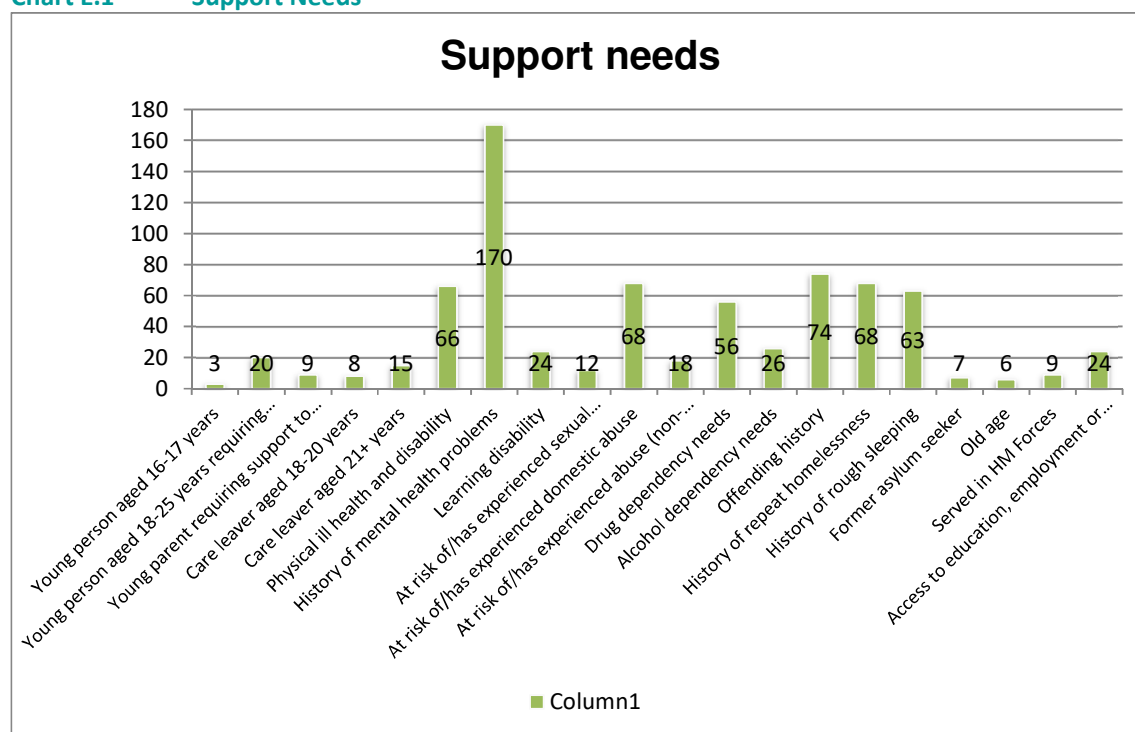
- E.27 Of the clients owed a duty by the Housing Options team 46% had a support need.

E.28 A total of 746 support needs were identified for 288 households. The nature of the identified support needs are detailed below.

Support Need	Number
Young person aged 16-17 years	3
Young person aged 18-25 years requiring support to manage independently	20
Young parent requiring support to manage independently	9
Care leaver aged 18-20 years	8
Care leaver aged 21+ years	15
Physical ill health and disability	66
History of mental health problems	170
Learning disability	24
At risk of/has experienced sexual abuse/exploitation	12
At risk of/has experienced domestic abuse	68
At risk of/has experienced abuse (non-domestic abuse)	18
Drug dependency needs	56
Alcohol dependency needs	26
Offending history	74
History of repeat homelessness	68
History of rough sleeping	63
Former asylum seeker	7
Old age	6
Served in HM Forces	9
Access to education, employment or training	24

Source: MHCLG H-CLIC data

Chart E.1 Support Needs



Source: MHCLG H-CLIC data

- E.29 The most frequently occurring support need is mental health, accounting for 23% of all declared support needs. Other frequently occurring support needs include offending history, domestic abuse, repeat homelessness, physical ill health and history of rough sleeping.
- E.30 Information from the Housing Options team indicates that there are a very high number of complex cases, including both single people and families with multiple and challenging needs. The Housing Options service has struggled to find sustainable solutions for these households. There is currently no way of recording the number of complex cases, or indeed no definition of what qualifies as a complex case.
- E.31 There is a need to have a better quantitative understanding of the volume of complex cases, alongside understanding if existing provision meets the needs of these customers.

Hidden Homelessness

- E.32 The table below details applicants who may be hidden homeless. There was a total of 61 applicants who were NFA in 2018/19, and a further 195 who were living with friends and family.

Table E.10 Number of applicants who may be hidden homeless			
	NFA	Living with friends	Living with family
2018/19	61	114	61

Source: MHCLG H-CLIC data

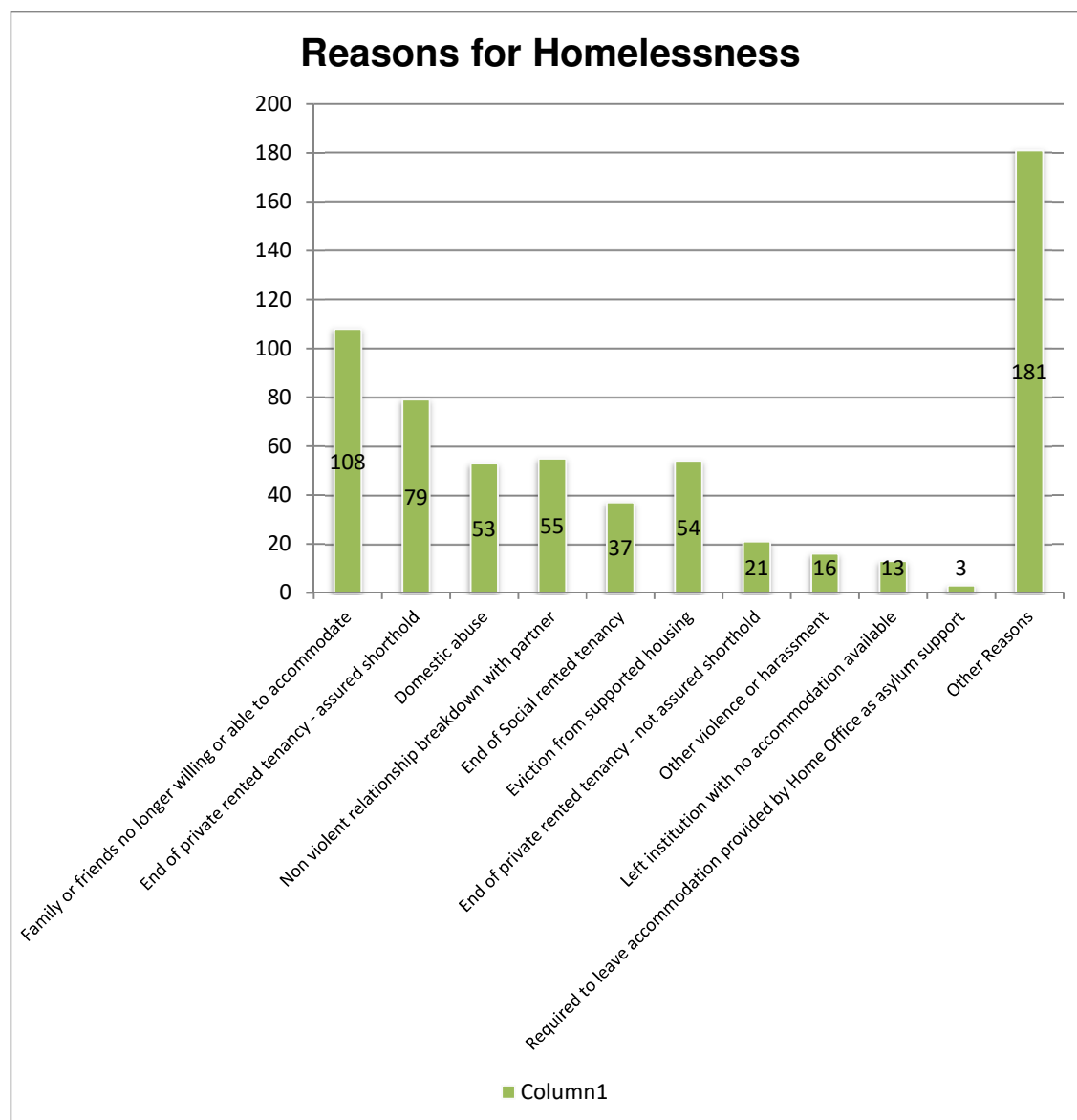
Reasons for Homelessness

- E.33 The table and graphs below detail the main causes of homelessness for those owed a prevention and relief duty.

Table E.11 Main reasons of homelessness	
Main reason for homelessness	2018/19
Family or friends no longer willing or able to accommodate	108
End of private rented tenancy – assured shorthold	79
Domestic Abuse	53
Non-violent relationship breakdown	55
End of social rented tenancy	37
Eviction from supported housing	54
End of private rented tenancy – not assured shorthold	21
Other violence or harassment	16
Left institution with no accommodation available	13
Required to leave accommodation provided by Home Office as asylum support	3
Other Reasons	181

Source: MHCLG H-CLIC data

Chart E.2 Reasons for Homelessness



Source: MHCLG H-CLIC data

- E.34 The main reason for homelessness in Cambridge is family or friends no longer able to accommodate, accounting for 17% of cases followed by the loss of private rented accommodation (AST) (13%).
- E.35 The other main causes of homelessness in Cambridge are, nonviolent relationship breakdown (55 cases, 9%), eviction from supported accommodation (54 cases, 9%), domestic abuse (53 cases, 9%) and end of social tenancy (37 cases, 6%).
- E.36 There are a very high level of cases recorded as other reasons (29%), this indicates a data recording issue that may need to be addressed to ensure an accurate and detailed understanding of the causes of homelessness in Cambridge.

Accommodation at the time the prevention or relief duty owed

- E.37 The table below details the type of accommodation that clients were living in at the time when the prevention or relief duty was owed.

Table E.12 Type of accommodation when duty was owed	
Accommodation type	Number
Private rented sector	107
Living with family	114
No fixed abode	61
Social rented sector	85
Living with friends	81
Homeless on departure from an institution	43
Rough sleeping	38
Owner-occupier/tied	4
Temporary accommodation	22
NASS accommodation	5
Refuge	14
Other/ Not known	46

Source: MHCLG H-CLIC data

- E.38 Prior to approaching the service, the greatest proportion of customers (18%) had been living with family (19%) followed by living in the private rented sector (17%). Social rented sector (14%), living with friends (13%). A total of 10% of households were of no fixed abode.

Prevention and Relief Outcomes

Prevention Outcomes

- E.39 The table below details the number of cases where the prevention duty came to an end during the year 2018/19.

Table E.13 Number of cases where prevention duty came to an end in 2018/19	
	2018/19
Total number of households where prevention duty ended	238
Secured accommodation for 6+ months	128
Homeless (including intentionally homeless)	67
Contact Lost	11
56 days lapsed & no further action	18
Withdrew application/applicant deceased	9
No longer eligible	1
Refused suitable accommodation offer	1
Refused to cooperate	3
Not Known	0

Source: MHCLG H-CLIC data

- E.40 For the 238 cases owed a prevention duty, where the duty has ended, accommodation was secured for 128 of these households, this indicates that of those households owed a prevention duty homelessness was successfully prevented for 54% of these households. This compares to a national prevention rate of 58%.
- E.41 In the first half of 2019/20 132 prevention duties ended of which 62 cases were successfully prevented, this equates to a success rate of 47%. This indicates that the success rate of prevention cases has reduced in the first half of 2019/20.
- E.42 In 2018/19 5% of cases the duty came to an end due to loss of contact.
- E.43 67 (28%) of these households went on to become homeless, indicating that a relief duty was then owed.
- E.44 The table below details the type of accommodation secured for those households where a prevention duty was owed.
- E.45 Of these 128 households, 94 had their homelessness prevented by moving to alternative accommodation, and only 34 were able to remain in their existing accommodation.
- E.46 The service is much more successful at helping households to secure alternative accommodation than enabling them to remain in their existing accommodation. In order to improve prevention outcomes the service should work with customers at the earliest stage possible to identify if early intervention work would enable them to remain in their existing accommodation.

Table E.14 Number of cases where prevention duty ended with secure accommodation

Accommodation	Number
Social housing	74
Private rented sector	43
Staying with family	6
Staying with friends	4
Owner Occupier	1
Other	0
Not known	0

Source: MHCLG H-CLIC data

- E.47 The majority were accommodated in social housing (58%) followed by private rented accommodation (34%).

- E.48 The table below details the main prevention activity that resulted in the above accommodation being secured.

Table E.15 Main prevention activity	
Activity	Number
Accommodation secured by local authority or organisation delivering housing options service	28
Helped to secure accommodation found by applicant, with financial payment	14
Helped to secure accommodation found by applicant, without financial payment	18
Supported housing provided	25
Negotiation/mediation work to secure return to family or friend	9
Negotiation/mediation/advocacy work to prevent eviction/repossession	19
Other financial payments	6
Discretionary Housing Payment	0
Other	6
No activity – advice and information provided	3

Source: MHCLG H-CLIC data

- E.49 The most successful prevention activity was accommodation secured by the Housing Options service, followed by accessing supported housing.
- E.50 While family/friends evicting is the main cause of homelessness in Cambridge only 9 cases had their homelessness prevented through successful negotiation/mediation work to secure the return to family and friends. This is a possible area for future focus to ensure a more targeted approach to preventing homelessness due to this cause.

Relief Outcomes

- E.51 The table below shows the reasons where the relief duty has ended during the year.

Table E.16 Number of cases where relief duty came to an end in 2018/19	
	2018/19
Total number of households where relief duty ended	292
Secured accommodation for 6+ months	121
56 days lapsed	83
Contact Lost	37
Withdrew application/applicant deceased	28
Refused final accommodation offer	1
Intentionally homeless from accommodation provided	4
Local connection referral accepted by LA	13
No longer eligible	0
Refusal to co-operate	5
Not known	0

Source: MHCLG H-CLIC data

- E.52 In 2018/19 the relief duty ended for a total of 292 households, of which 121 had accommodation secured, this indicates that of those households owed a relief duty homelessness was relieved for 41% of these households. This is just under the national average for England of 43%.
- E.53 In the first half of 2019/20 a total of 256 relief duties ended of which 99 cases were successfully relieved, this equates to a successful relief rate of 39%. This is a slight reduction on the previous year's figure.
- E.54 For 83 households (28%) the 56 days of the relief duty lapsed. Just under 10% of applications were withdrawn, and contact was lost with just under 13% of households.
- E.55 The table below details the type of accommodation secured for those households who had their homelessness relieved.

Table E.17 Number of households where relief duty ended with secure accommodation	
Accommodation	Number
Private rented sector	23
Social rented sector	51
Staying with family	2
Staying with friends	0
Owner-occupier	0
Other	5
Not known	40

Source: MHCLG H-CLIC data

- E.56 The majority of households were accommodated in the social rented sector (42%), followed by private rented accommodation (19%).
- E.57 There may be opportunities to improve both prevention and relief outcomes by improving access to the private rented sector, although it is recognised that there are significant affordability issues in relation to this.
- E.58 Very few households had their homelessness relieved by staying with family or friends.
- E.59 For 40 cases the outcome in terms of accommodation secured is not known, it is unclear why this number is high given that the service has recorded a relief outcome for the case. This may indicate a data recording issue.

- E.60 The table below details the main relief activity that resulted in the homelessness being relieved.

Table E.18 Main relief activity	
Activity	Number
Accommodation secured by local authority or organisation delivering housing options service	48
Supported housing provided	31
Helped to secure accommodation found by applicant with financial payment	13
Helped to secure accommodation found by applicant without financial payment	10
Other activity through which accommodation secured	16
No activity	3

Source: MHCLG H-CLIC data

- E.61 The most successful relief activity was securing accommodation by the Housing Options service followed by accessing supported housing.

Main Duty Decisions

- E.62 The table below details the number of main duty decisions for households where the homelessness could not be prevented or relieved.

Table E.19 Main duty decisions where homelessness could not be prevented or relieved	
	2018/19
Total main duty decisions	136
Homeless + priority need + unintentionally homeless (acceptance)	65
Homeless + priority need + intentionally homeless	27
Homeless + no priority need	24
Not homeless	20

Source: MHCLG H-CLIC data

- E.63 A total of 136 main duty decisions were made, of which 65 (48%) were owed the full homeless duty under s193, compared with 58% nationally. A total of 27 households (20%) were found to be intentionally homeless, this is significantly higher than the average for England of 8%. 18% of households were found to have no priority need compared with the national average of 19%.
- E.64 A total of 20 households were found at this stage not to be homeless.
- E.65 Of the original 620 households owed a prevention or relief duty 136 households (22%) went on to have a main duty decision. Of the total 620 households, 65 households (10%) went on to have the main s193 duty owed.
- E.66 In the first half of 2019/20 a total of 95 main duty decisions were recorded of which 45 were owed the main duty – this indicates that an increase on the previous year's figures are likely.

- E.67 For those households owed a full duty the reasons for priority need are detailed in the table below.

Table E.20 Reasons for priority need	
Priority Need Reason	Number
Dependent children	29
Mental health problems	9
Physical disability/ill health	8
Pregnancy	6
Domestic abuse	6
Young applicant	2
Old age	1
Emergency	0
Other	1

Source: MHCLG H-CLIC data

- E.68 The main reason for priority need is dependent children, followed by mental health problems and physical disability.
- E.69 For those households owed the full homeless duty the table below details how this duty was discharged

Table E.21 Discharge of those owed the full homeless duty		
Outcomes of households no longer owed a main duty		2018/19
Total no longer owed a main duty		81
Housing Act 1996 Pt6 social housing offer	Accepted	72
	Refused	3
Private rented sector offer	Accepted	0
	Refused	0
Voluntarily ceased to occupy		2
Refused suitable TA offer, withdrew or lost contact		0
Became intentionally homeless from TA		4
Ceased to be eligible		0
Not known		0

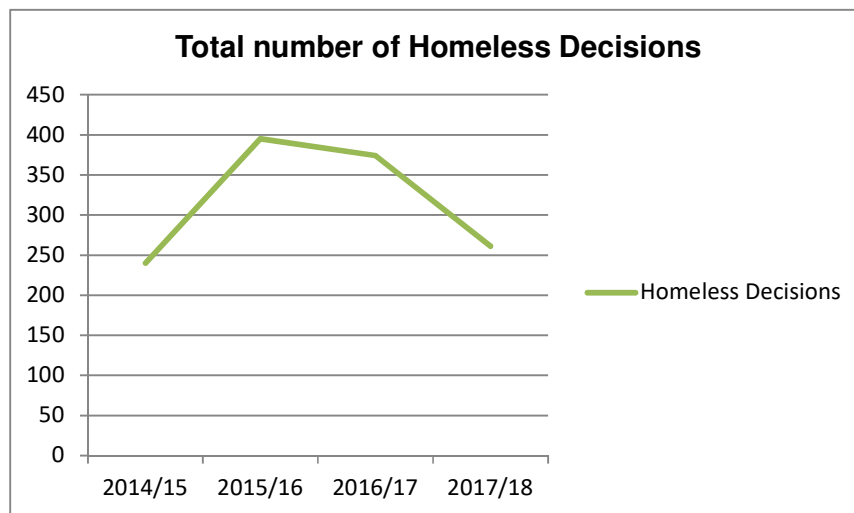
Source: MHCLG H-CLIC data

- E.70 For those households owed the main homeless duty, 72 had this duty discharged through an offer of social housing under part 6 of the Housing Act 1996. No households had the main duty brought to an end through an offer private rented accommodation.
- E.71 Once again better use of the private rented sector may enable the council to successfully discharge its duty and move households out of temporary accommodation.

P1E data

- E.72 The following data analysis is for the period 2014/15 - 2017/18 using the former P1E statistics. It is important to note that the majority of this data relates to those where a formal homeless acceptance has been made under s193; it therefore only relates to a small number of clients and any percentages should be read in this context.
- E.73 The graph below details the total number of homeless decisions made for the five years between 2014/15 and 2017/18.

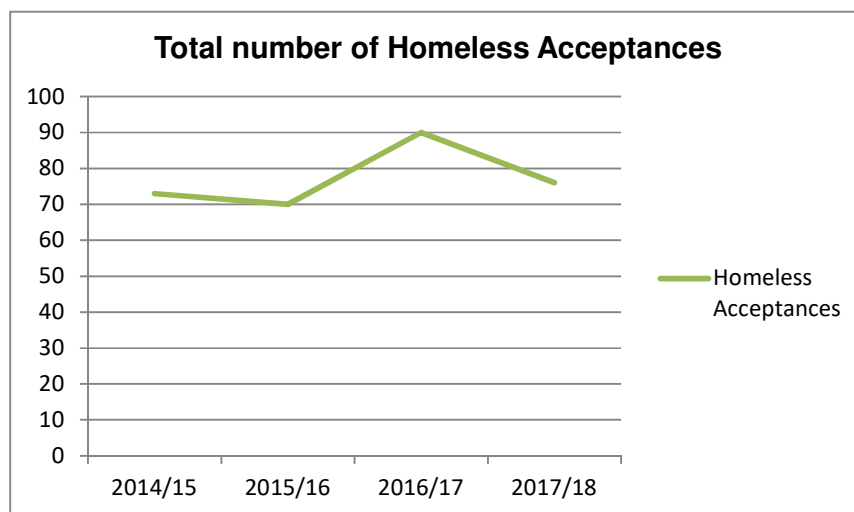
Chart E.3 Total number of homeless decisions



Source: MHCLG P1E data

- E.74 The total number of homeless decisions increased up until 2015/16 and has subsequently decreased on an annual basis.
- E.75 The total number of households found to be eligible, unintentionally homeless and in priority need are shown in the graph below.

Chart E.4 Total number of homeless acceptances



Source: MHCLG P1E data

- E.76 While the level of decisions has decreased the level of acceptances has remained relatively steady over the same period.

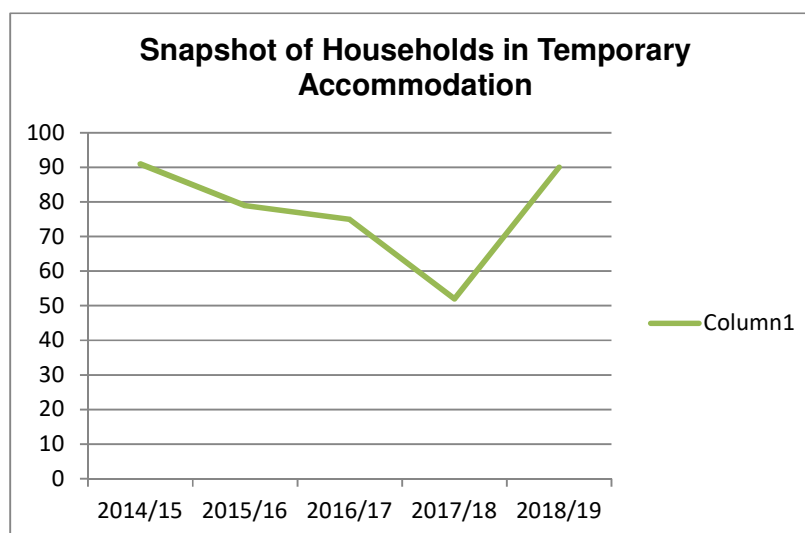
Temporary Accommodation

- E.77 Cambridge City Council temporary accommodation (TA) is mainly provided from within council housing stock, the exception being a block of 10 single person units leased from a housing association. At the time of the report there were 104 discreet TA units of varying sizes, all of which are within Cambridge.
- E.78 The table below details the temporary accommodation stock profile.

Table E.22 Temporary accommodation stock profile		
Accommodation type	No. of bedrooms	No. of units of this type and size
Accommodation within own stock, self-contained	0 (bedsit)	8
	1	20
	2	34
	3	3
Accommodation within own stock, shared kitchen, bathroom & WC	1	7
	2	2
Hostel, shared kitchen	1	10
Hostel, shared kitchen, bathroom & WC	1	7
Accommodation leased by CCC, shared kitchen	1	10

- E.79 The graph below shows the total number of households accommodated in temporary accommodation at the end of each financial year. This provides a snapshot of those in temporary accommodation at the end of each year.

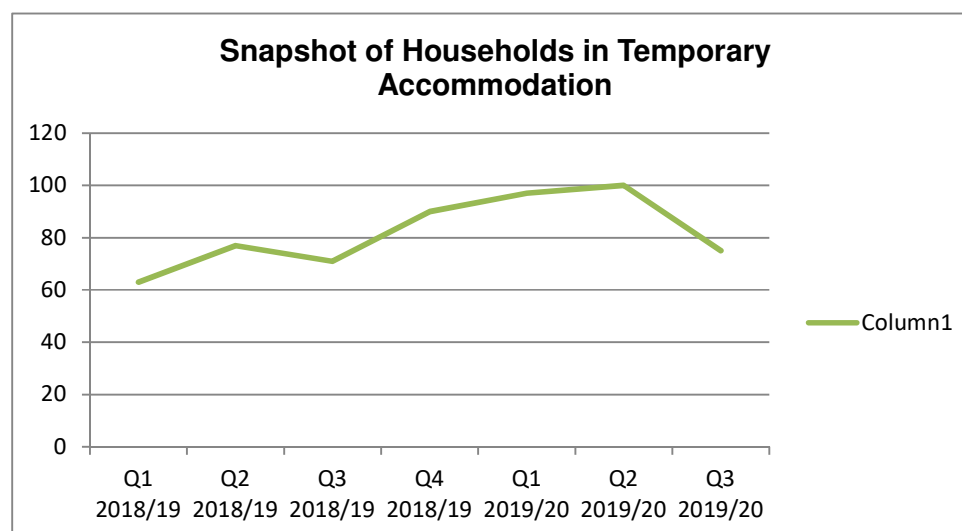
Chart E.5 Households in temporary accommodation by year



Source: MHCLG P1E data & H-CLIC data

- E.80 The number of households in temporary accommodation at the end of each year has decreased from 2014/15 to a low in 2017/18. Between March 2018 and March 2019 there has been an increase of 38 households, equating to 73% increase, following the implementation of the HRA 2017.
- E.81 The graph below shows the number of households in temporary accommodation on the last day of the quarter for 2018/19 following the introduction of the HRA 2017.

Chart E.6 Households in temporary accommodation by quartile



Source: MHCLG H-CLIC data

- E.82 The use of temporary accommodation has increased following the introduction of the HRA, however there was a significant reduction in the number of households in temporary accommodation at the end of quarter 3 compared with the previous quarter.

Table E.23 Number of households placed in TA		
Year	Number placed in TA	Average length of stay
2018/19	249	96 days
2019/20 (Q1 & Q2)	154	63 days

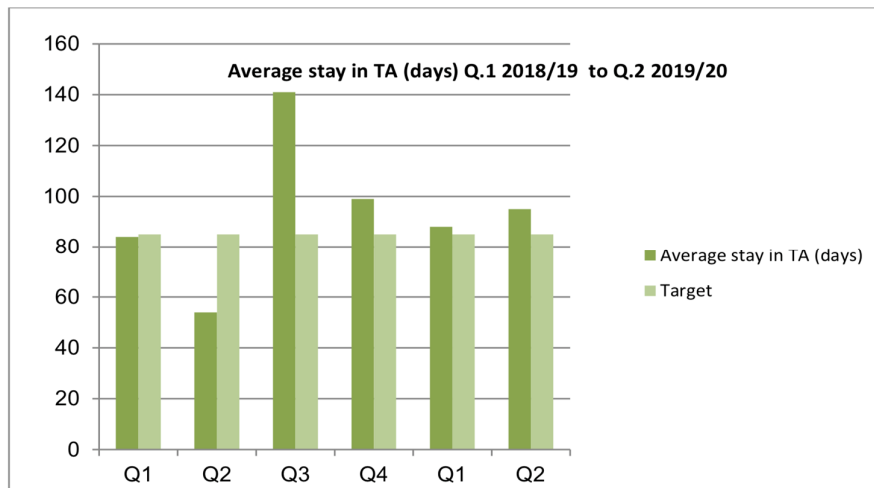
Source: Cambridge City Council

- E.83 The table above details the total number of households placed into temporary accommodation on an annual basis, indicating that an increase in 2019/20 is likely.
- E.84 In the full year 2018-19, 262 homelessness applicants were in TA, composed of 164 single people and 98 families. By contrast, in the period April – November 2019, 200 applicants were placed of which 112 were single and 88 families. Cambridge's Homelessness Review states *"Projecting forward to the end of the current financial year, should current placement trends continue we will end the year placing 300 households, a projected increase of 14 per cent. Again if current trends continue, it will*

be families that will account for the largest proportional increase, projected to finish the year at 133 households, an increase of more than half on 2018-19."

- E.85 The graph below, taken from Cambridge City Council's Homelessness Review, details the average length of stay in TA. It indicates that while in five of six quarters from April 2018 the average length of stay per quarter has been above the council's target of 85 days, the excess has not been great except in one quarter. The average fluctuates from quarter to quarter with no discernible trend.

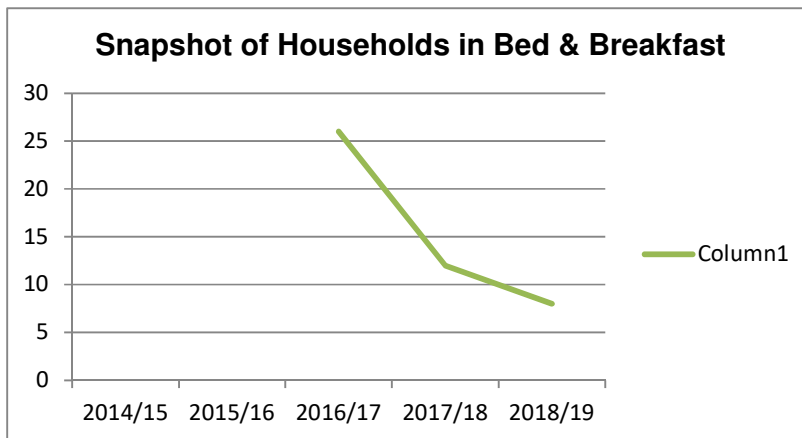
Chart E.7 Average length of stay in temporary accommodation



Source: Cambridge City Council's Homelessness Review 2020

- E.86 The graph below details the number of households accommodated in B&B accommodation at the end of each quarter for the last five financial years. There were 12 households at the end of 2017/18 with no figure recorded on the P1E for the following year. The numbers have reduced significantly over the last two years, despite an increase in the overall use of temporary accommodation following the HRA.

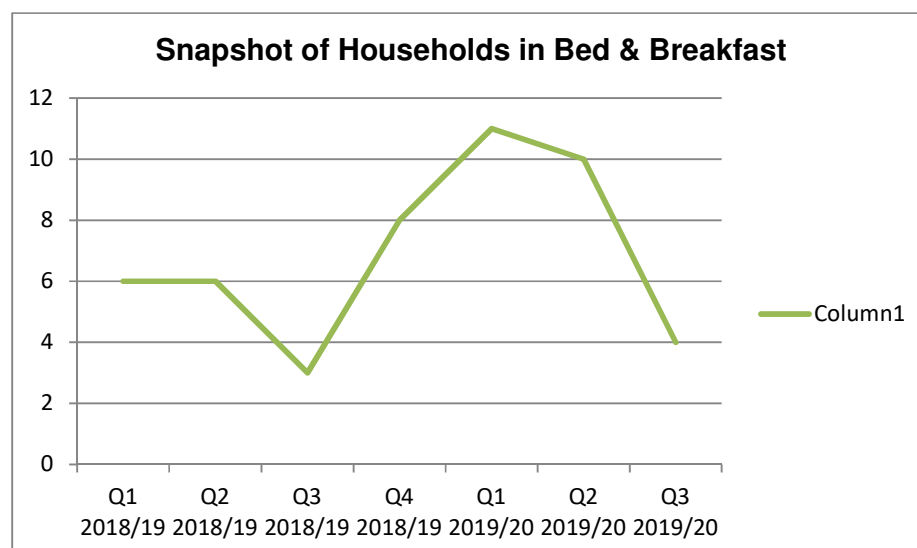
Chart E.8 Households in Bed & Breakfast by year



Source: MHCLG P1E data

- E.87 The graph below details the number of households accommodated in B&B since the HRA was introduced.

Chart E.9 Households in Bed & Breakfast by quartile



Source: MHCLG H-CLIC data

- E.88 The table below details the number of households placed into B&B accommodation.

Table E.24 Number of households placed into B&B		
Year	Separate B&B placements	Unique number of households placed in B&B
2018/19	139	98
2019/20 (Q1 & Q2)	194	120

Source: Cambridge City Council

- E.89 Some of the households placed in B&B in Q1 and 2 of 2019/20 may also have been residing in B&B during the previous year.
- E.90 More households have been placed in B&B accommodation in the first half of 2019/20 compared with the full year in 2018/19, suggesting that a significant annual increase is very likely.
- E.91 The table below details the annual spend on nightly paid emergency accommodation.

Table E.25 Annual spend on nightly paid emergency accommodation	
Year	Spend
2018/2019	£49,208
2019/2020 (Q1 & Q2)	£84,919

Source: Cambridge City Council

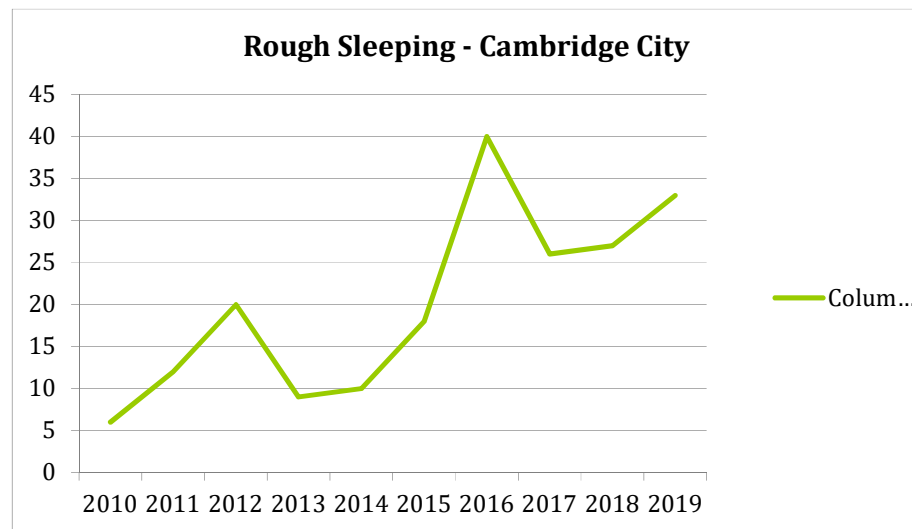
- E.92 The half year spend for 2019/20 is almost double than the full year spend for the previous year.

Rough Sleeping Data

Official Count

- E.93 Each authority is required to submit an official figure of numbers of rough sleepers found per year or to submit an estimate. The graph below details the number of rough sleepers found/estimated since 2010.

Chart E.10 Rough sleeping – Cambridge City



Source: MHCLG Rough Sleeping data

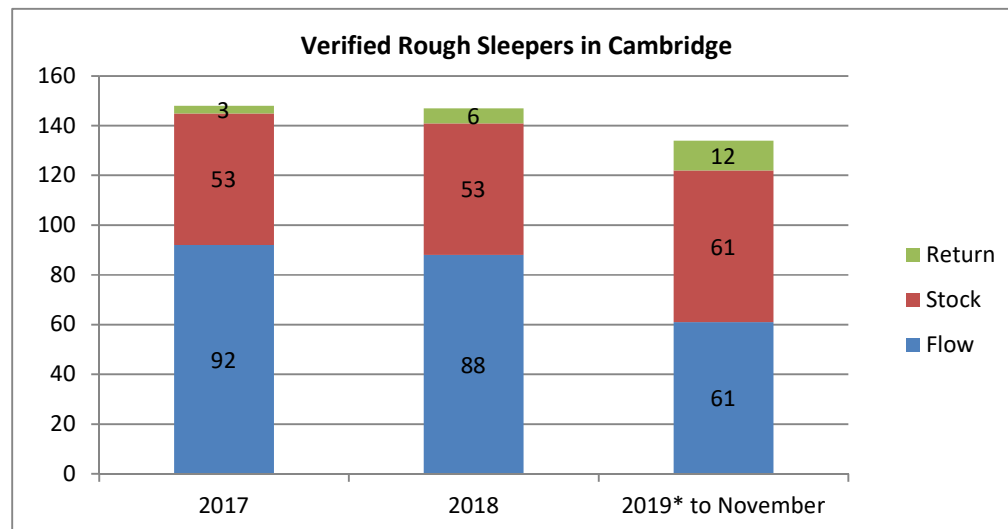
- E.94 There is a high level of rough sleeping within the city, which has steadily increased from 2013, peaking in 2016, since then the numbers have reduced from the high of 40 to approximately 30.
- E.95 Data from InForm identifies the numbers of unique rough sleeping individuals that have become known to various outreach services. The output from this provides the numbers of unique individuals reported (excluding those whose identity is unknown) throughout the past 3 years as detailed in the table below.

Table E.26 Number of individuals reported	
Year	Number of individuals
2016/7	240
2017/8	175
2018/9	158
Qs 1&2 2019/20	98

Source: Cambridge City Council

- E.96 This suggests that the number of individuals sleeping rough had been reducing. It is not possible to comment on 2019/20 data at this stage.
- E.97 The graph below details the profile of rough sleepers in the city, the number of 'stock' i.e. those who have been on the street for some time, has increased.

Chart E.11 **Verified rough sleepers in Cambridge**



Source: Cambridge City Council

- E.98 Information from the council's Homelessness Review states that of those verified to be rough sleeping in the two years 2017/18 and 2018/19, 35% were reported to have 'severe' mental illness. Of the same cohort, more than a half reported drug use in the previous month, 36% using Class A substances.

b) South Cambridgeshire

Homelessness Data

- E.99 South Cambridgeshire District Council are required to provide homelessness statistics in the form of quarterly submissions to MHCLG, which records the numbers of households who have approached the council as homeless or threatened with homelessness and what duties are owed.
- E.100 All of the data contained in this document needs to be read in context. Low figures could result in higher percentages and distort some of the results.

Demand on the Housing Options Service

- E.101 The table below details the number of approaches to the Housing Options service for the last two years.

Table E.27 Number of approaches to Housing Options service 2017/18-2018/19	
Year	Number of approaches (including advice only cases)
2017/18	592
2018/19	745

Source: South Cambridgeshire Housing Options

- E.102 The data indicates that there has been a 26% increase in the number of approaches to the Housing Options service following the introduction of the HRA.
- E.103 Following the introduction of the Act the average number of new cases per month increased from 49 in 2017/18 to 59 per month following the new legislation.

Advice Only Cases

- E.104 There were 234 advice only cases in 2018/19 and a further 166 advice only cases opened during Qs 1&2 of 2019/20. The number of advice cases has increased in the first half of 2019/20 when compared to the same period the previous year.

Case Loads

- E.105 Caseloads per officer are currently around 20-30 per officer. There are not previous figures to compare this to. The complex case officer has a caseload of 30 cases.
- E.106 Feedback from the Housing Advice team indicates that the complexity of the cases that the team is dealing with is increasing.

Homelessness Statistics

H-CLIC Data

- E.107 To date only the H-CLIC returns for 2018/19 and Q1 of 2019/20 have been published, and these have been published as experimental rather than official or national statistics. Given that this section examines the year's data of the new H-CLIC data under the HRA 2017, it is important to understand that there may be issues relating to the quality of the data, therefore some caution should be taken when making comparisons either between local authorities or in comparison to other collected data.

Assessments

- E.108 The data below analyses the assessments and outcomes recorded under the HRA 2017.

Table E.28 Number of assessments and outcomes recorded under the HRA 2017	
Assessments	Number 2018/19
Assessments	511
Assessed as owed a duty	498
Threatened with homelessness – prevention duty owed	338
Homeless – relief duty owed	160
Not homeless	13

Source: MHCLG H-CLIC data

- E.109 97% of assessments resulted in a duty being owed. Of those owed a duty a higher percentage of clients were owed a prevention duty (68%) than a relief duty (32%). This suggests a significant proportion of clients are coming in when threatened with homelessness enabling opportunities for prevention to be maximised.
- E.110 In the first two quarters of 2019/20 there were a total of 291 assessments and 138 prevention duties owed and 129 relief duties owed.

Duty to Refer

- E.111 A total of 82 duty to refer cases were received between October 2018 and September 2019, as detailed in the table overleaf. The highest number of referrals were received from children's services.

Table E.29 Number of Duty to Refer cases received		
Referring Organisation	Number Received	of Referrals
Adult secure	6	
Substance misuse	2	
Adult Social care	2	
Children's social care	20	
Early help children	1	
National probation service	11	
DWP Job centre plus	9	
Housing Associations	5	
Local Authority landlord	2	
Refuge	8	
Floating support	10	
Hospitals and A&E including mental health	6	
Total	82	

- E.112 Of these referrals, 32 were advice only cases, the remaining were owed either a prevention or relief duty.

16/17 year olds

- E.113 Between April 2018 and September 2019 there were a total of 17 presentations from 16/17 year olds. In 3 cases a joint assessment took place. 11 cases presented at relief stage, 1 at prevention and the remaining were advice only.

Profile of Homeless Households

- E.114 The family composition of households owed a prevention duty is detailed in the table below.

Table E.30 Family composition of households owed a prevention duty	
Household composition owed a prevention duty	Number
Single parent with dep children male	13
Single parent with dep children female	80
Other single parent/gender not known	2
Couple with dep children	55
Three adult's dep children	4
Couple no children	31
Three adults no children	1
Single male	79
Single females	71
Single other	2

Source: MHCLG H-CLIC data

E.115 The majority of households owed a prevention duty were households with dependent children accounting for 46% of all households, closely followed by single person households accounting for 45% of all households owed a prevention duty.

E.116 The family composition of households owed a relief duty is detailed in the table below.

Table E.31 Family composition of households owed a relief duty	
Household composition owed a relief duty	Number
Single parent with dep children male	11
Single parent with dep children female	30
Other single parent/gender not known	2
Couple with dep children	13
Three adult's dep children	0
Couple no children	12
Three adults no children	1
Single male	61
Single females	32
Single other	1

Source: MHCLG H-CLIC data

E.117 The majority of households owed a relief duty were single people accounting for 58%, households with dependent children account for 43% of those owed a relief duty.

E.118 In total singles account for 49% of all households owed a prevention or relief duty, and families account for 42%. Single households are over-represented at relief stage. This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households.

E.119 The table below details the age of clients owed a prevention or relief duty.

Table E.32 Age profile of those owed a prevention or relief duty	
Age	2018/19
16-17 yrs	4
18-24 yrs	63
25-34 yrs	142
35-44 yrs	115
45-54 yrs	114
55-64 yrs	43
65-74 yrs	10
75+ yrs	7
Not known	0

Source: MHCLG H-CLIC data

- E.120 The majority of households are aged 25-34 years accounting for 29% of all households, followed by 35-44 year olds (23%) and 45-54 years (23%).
- E.121 The ethnicity of all households owed a prevention or relief duty are detailed in the table below.

Table E.33 Ethnicity of households owed a prevention or relief duty	
Ethnicity	
White	425
Black/African/Caribbean/Black British	22
Asian/Asian British	15
Mixed/multiple ethnic groups	6
Other ethnic groups	11
Not known	14

Source: MHCLG H-CLIC data

- E.122 White households account for 85% of all households owed a prevention or relief duty, 4% of households were Black/African/Caribbean/Black British and 3% were Asian/Asian British.

Support Needs

- E.123 The table below details the number of clients owed a duty with a support need.

Table E.34 Number of clients owed a duty with a support need	
Support Needs	Number
Households with a support need	212
Total support needs	515

Source: MHCLG H-CLIC data

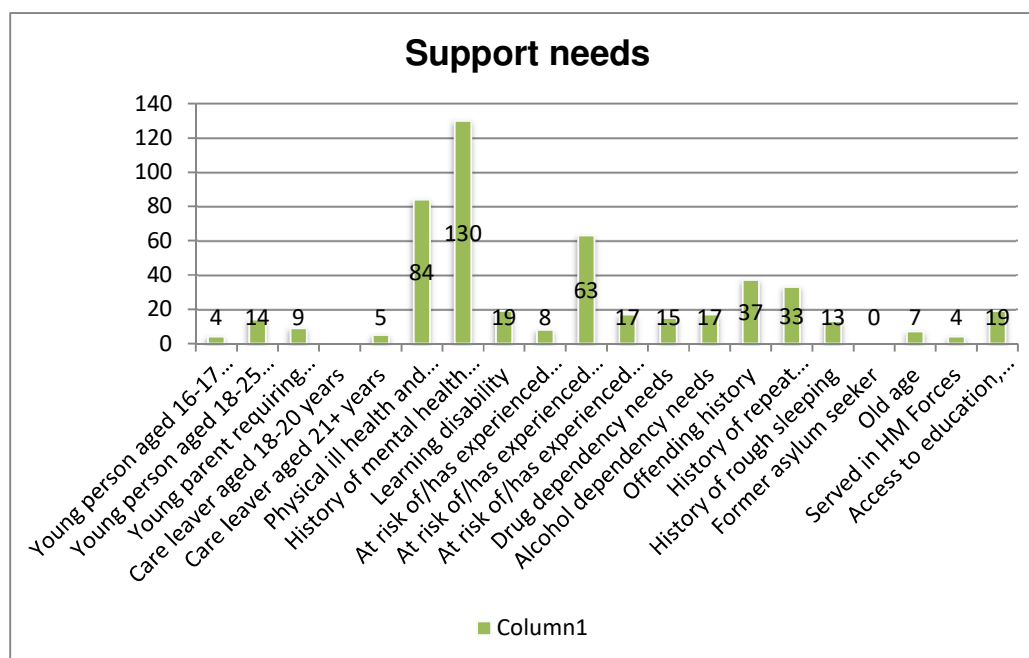
- E.124 Of the clients owed a duty by the Housing Options team 43% had a support need.

E.125 A total of 515 support needs were identified for 498 households. The nature of the identified support needs are detailed overleaf.

Table E.35 Nature of identified support needs	
Support Need	Number
Young person aged 16-17 years	4
Young person aged 18-25 years requiring support to manage independently	14
Young parent requiring support to manage independently	9
Care leaver aged 18-20 years	2
Care leaver aged 21+ years	5
Physical ill health and disability	84
History of mental health problems	130
Learning disability	19
At risk of/has experienced sexual abuse/exploitation	8
At risk of/has experienced domestic abuse	63
At risk of/has experienced abuse (non-domestic abuse)	17
Drug dependency needs	15
Alcohol dependency needs	17
Offending history	37
History of repeat homelessness	33
History of rough sleeping	13
Former asylum seeker	0
Old age	7
Served in HM Forces	4
Access to education, employment or training	19

Source: MHCLG H-CLIC data

Chart E.12 Support needs



Source: MHCLG H-CLIC data

- E.126 The most frequently occurring support need is mental health, accounting for 25% of all declared support needs. Other frequently occurring support needs include, physical ill health and domestic abuse.
- E.127 Information from the Housing Options team indicates that there are a very high number of complex cases, including both single people and families with multiple and challenging needs. The Housing Options service has struggled to find sustainable solutions for these households. There is a need to have a better quantitative and qualitative understanding of these issues, alongside understanding if existing provision meets the needs of these customers.

Hidden Homelessness

- E.128 The table below details applicants who may be hidden homeless. There was a total of 43 applicants who were NFA in 2018/19, and a further 203 who were living with friends and family.

Table E.36 Number of applicants who may be hidden homeless			
	NFA	Living with friends	Living with family
2018/19	43	99	104
2019/20 (Q1 & Q2)		83	

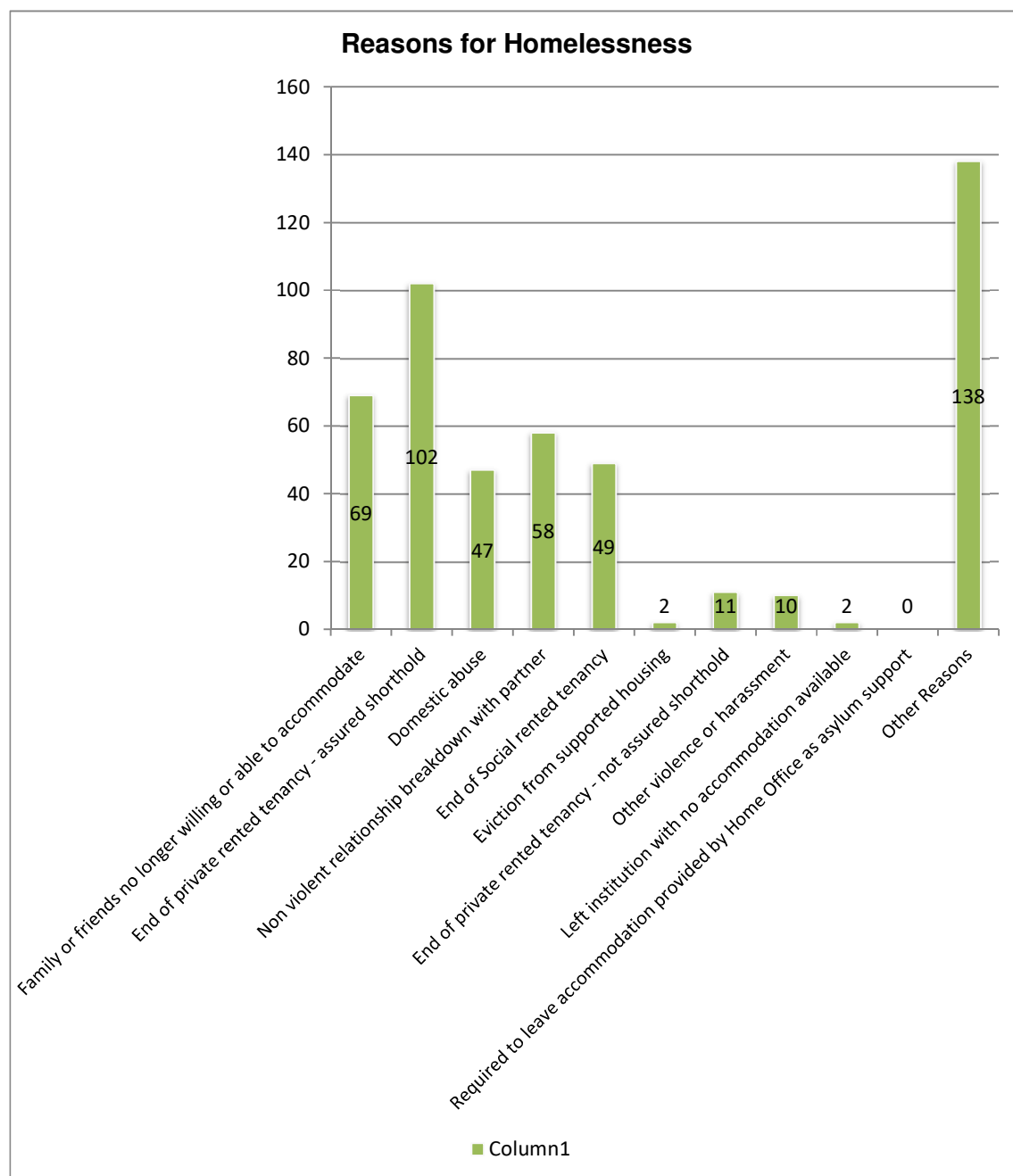
Source: MHCLG H-CLIC data

Reasons for Homelessness

- E.129 The table and graphs below detail the main causes of homelessness for those owed a prevention and relief duty.

Table E.37 Main reasons of homelessness	
Main reason for homelessness	2018/19
Family or friends no longer willing or able to accommodate	69
End of private rented tenancy – assured shorthold	102
Domestic Abuse	47
Non-violent relationship breakdown	58
End of social rented tenancy	49
Eviction from supported housing	2
End of private rented tenancy – not assured shorthold	11
Other violence or harassment	10
Left institution with no accommodation available	2
Required to leave accommodation provided by Home Office as asylum support	0
Other Reasons	148

Source: MHCLG H-CLIC data

Chart E.13 Reasons for homelessness

Source: MHCLG H-CLIC data

- E.130 The main reason for homelessness in South Cambridgeshire is end of private rented accommodation, accounting for 20% of cases followed by family or friends no longer able to accommodate (14%).
- E.131 The other main causes of homelessness in South Cambridgeshire are relationship breakdown (58 cases, 12%), end of social tenancy (49 cases, 10%), and domestic abuse (47 cases, 9%).

- E.132 There is a very high level of cases recorded as other reasons (30%), this indicates a data recording issue that may need to be addressed to ensure an accurate and detailed understanding of the causes of homelessness in South Cambridgeshire.

Accommodation at the time the prevention or relief duty owed

- E.133 The table below details the type of accommodation that clients were living in at the time when the prevention or relief duty was owed.

Table E.38 Type of accommodation when duty was owed	
Accommodation type	Number
Private rented sector	130
Living with family	104
No fixed abode	43
Social rented sector	99
Living with friends	30
Homeless on departure from an institution	9
Rough sleeping	6
Owner-occupier/tied	7
Temporary accommodation	35
NASS accommodation	0
Refuge	3
Other/ Not known	32

Source: MHCLG H-CLIC data

- E.134 Prior to approaching the service the largest proportion of customers had been living in the private rented sector (26%) followed by living with family (21%) and social rented sector (20%).
- E.135 35 cases had been living in temporary accommodation.

Prevention and Relief Outcomes

Prevention Outcomes

- E.136 The table below details the number of cases where the prevention duty came to an end during the year 2018/19.

Table E.39 Number of cases where prevention duty came to an end in 2018/19	
	2018/19
Total number of households where prevention duty ended	286
Secured accommodation for 6+ months	180
Homeless (including intentionally homeless)	68
Contact Lost	18
56 days lapsed & no further action	13
Withdrew application/applicant deceased	4
No longer eligible	1
Refused suitable accommodation offer	1
Refused to cooperate	1
Not Known	0

Source: MHCLG H-CLIC data

- E.137 For the 286 cases owed a prevention duty, where the duty has ended, accommodation was secured for 180 of these households, this indicates that of those households owed a prevention duty homelessness was successfully prevented for 63% of these households. This compares to a national prevention rate of 58%.
- E.138 In the first half of 2019/20 there were 138 prevention duties that ended, of which 85 were successfully prevented, which equates to 62%.
- E.139 This indicates that a similar prevention success rate is likely to be achieved in 2019/20.
- E.140 For 6% of cases the duty came to an end due to loss of contact.
- E.141 68 (24%) of these households went on to become homeless, indicating that a relief duty was then owed.
- E.142 Of these 180 households, 97 had their homelessness prevented by moving to alternative accommodation, and 83 were able to remain in their existing accommodation.

- E.143 The service is successful at both helping households to secure alternative accommodation and enabling them to remain in their existing accommodation.

Table E.40 Number of cases where prevention duty ended with secure accommodation	
Type of accommodation secured	2018/19
Social housing	110
Private rented sector	47
Staying with family	10
Staying with friends	3
Owner Occupier	0
Other	3
Not known	7

Source: MHCLG H-CLIC data

- E.144 The majority were accommodated in social housing (61%) followed by private rented accommodation (26%).

Table E.41 Main prevention activity	
Activity	
Accommodation secured by local authority or organisation delivering housing options service	55
Helped to secure accommodation found by applicant, with financial payment	10
Helped to secure accommodation found by applicant, without financial payment	9
Supported housing provided	2
Negotiation/mediation work to secure return to family or friend	6
Negotiation/mediation/advocacy work to prevent eviction/repossession	10
Other financial payments	24
Discretionary Housing Payment	28
Other	15
No activity – advice and information provided	21

Source: MHCLG H-CLIC data

- E.145 The most successful prevention activity was accommodation secured by the Housing Options service, followed by the use of DHP.
- E.146 While family/friends evicting is the second main cause of homelessness in South Cambridgeshire only 6 cases had their homelessness prevented through successful negotiation/mediation work to secure the return to family and friends. This is a possible area for future focus to ensure a more targeted approach to preventing homelessness due to this cause.

Relief Outcomes

E.147 The table below shows the reasons where the relief duty has ended during the year.

Table E.42 Number of cases where relief duty came to an end in 2018/19	
	2018/19
Total number of households where relief duty ended	193
Secured accommodation for 6+ months	65
56 days lapsed	92
Contact Lost	10
Withdrew application/applicant deceased	15
Refused final accommodation offer	0
Intentionally homeless from accommodation provided	4
Local connection referral accepted by LA	4
No longer eligible	1
Refusal to co-operate	2
Not known	0

Source: MHCLG H-CLIC data

E.148 In 2018/19 the relief duty ended for a total of 193 households, of which 65 had accommodation secured, this indicates that of those households owed a relief duty homelessness was relieved for 34% of these households. This is under the national average for England of 43%.

E.149 In the first half of 2019/20 a total of 67 relief duties came to an end of which 50 were successfully relieved equating to 75%, this indicates a very much improved success rate of relief work when compared to the previous year.

E.150 In 2018/19 for 92 households (48%) the 56 days of the relief duty lapsed. 8% of applications were withdrawn, and contact was lost with 5% of households.

Table E.43 Number of households where relief duty ended with secure accommodation	
Accommodation	
Private rented sector	9
Social rented sector	14
Staying with family	1
Staying with friends	1
Owner-occupier	0
Other	1
Not known	39

Source: MHCLG H-CLIC data

E.151 The majority of households were accommodated in the social rented sector (22%), followed by private rented accommodation (14%).

- E.152 There may be opportunities to improve both prevention and relief outcomes by improving access to the private rented sector, although it is recognised that affordability is a major issue.
- E.153 Very few households had their homelessness relieved by staying with family or friends.
- E.154 For 39 cases (60%) the outcome in terms of accommodation secured is not known, it is unclear why this number is high given that the service has recorded a relief outcome for the case. This may indicate a data recording issue.
- E.155 The table below details the main relief activity that resulted in the homelessness being relieved.

Table E.44 Main relief activity	
Activity	Number
Accommodation secured by local authority or organisation delivering housing options service	40
Supported housing provided	5
Helped to secure accommodation found by applicant with financial payment	3
Helped to secure accommodation found by applicant without financial payment	1
Other activity through which accommodation secured	8
No activity	8

Source: MHCLG H-CLIC data

- E.156 The most successful relief activity was securing accommodation by the Housing Options service.

Main Duty Decisions

- E.157 The table below details the number of main duty decisions for households where the homelessness could not be prevented or relieved.

Table E.45 Main duty decisions where homelessness could not be prevented or relieved	
	2018/19
Total main duty decisions	132
Homeless + priority need + unintentionally homeless (acceptance)	87
Homeless + priority need + intentionally homeless	15
Homeless + no priority need	19
Not homeless	11

Source: MHCLG H-CLIC data

- E.158 A total of 132 main duty decisions were made, of which 87 (66%) were owed the full homeless duty under s193, compared with 58% nationally. A total of 15 households (11%) were found to be intentionally homeless, compared with the average for England of 8%. 14% of households were found to have no priority need compared with the national average of 19%.

- E.159 Of the original 498 households owed a prevention or relief duty 132 households (27%) went on to have a main duty decision. Of the total 498 households, 87 households (17%) went on to have the main s193 duty owed.
- E.160 In the first half of 2019/20 a total of 57 main duty decisions were recorded of which 50 were owed the main duty.
- E.161 For those households owed a full duty the reasons for priority need are detailed in the table below.

Table E.46 Reasons for priority need	
Priority Need Reason	2018/19
Dependent children	42
Mental health problems	13
Physical disability/ill health	17
Pregnancy	4
Domestic abuse	7
Young applicant	0
Old age	0
Emergency	0
Other	4

Source: MHCLG H-CLIC data

- E.162 The main reason for priority need is dependent children, followed by physical disability and mental health problems.
- E.163 For those households owed the full homeless duty the table below details how this duty was discharged.

Table E.47 Discharge of those owed the full homeless duty		
Outcomes of households no longer owed a main duty		2018/19
Total no longer owed a main duty		81
Housing Act 1996 Pt6 social housing offer	Accepted	51
	Refused	13
Private rented sector offer	Accepted	12
	Refused	0
Voluntarily ceased to occupy		0
Refused suitable TA offer, withdrew or lost contact		4
Became intentionally homeless from TA		1
Ceased to be eligible		0
Not known		0

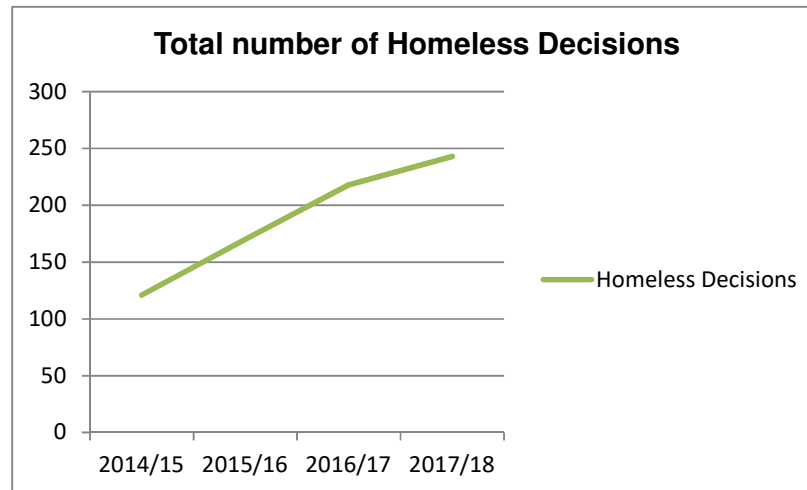
Source: MHCLG H-CLIC data

- E.164 For those households owed the main homeless duty, 51 had the duty discharged through an offer of social housing under part 6 of the Housing Act 1996 . A further 12 households had the main duty brought to an end through an offer of private rented accommodation.

P1E data

- E.165 The following data analysis is for the period 2014/15 - 2017/18 using the former P1E statistics. It is important to note that the majority of this data relates to those where a formal homeless acceptance has been made under s193, it therefore only relates to a small number of clients and any percentages should be read in this context.
- E.166 The graph below details the total number of homeless decisions made for the five years between 2014/15 and 2017/18.

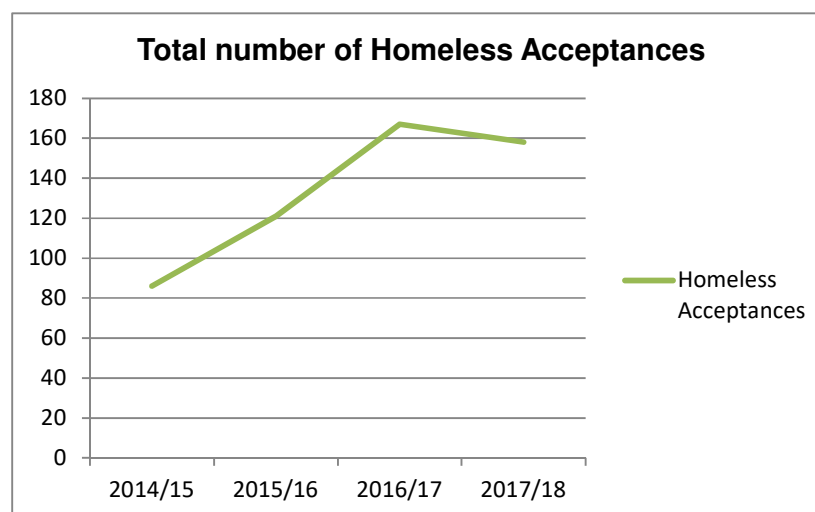
Chart E.14 Total number of homeless decisions



Source: MHCLG P1E data

- E.167 The total number of homeless decisions increased between 2014/15 and 2017/18 by 101%.
- E.168 The total number of households found to be eligible, unintentionally homeless and in priority need are shown in the graph below.

Chart E.15 Total number of homeless acceptances



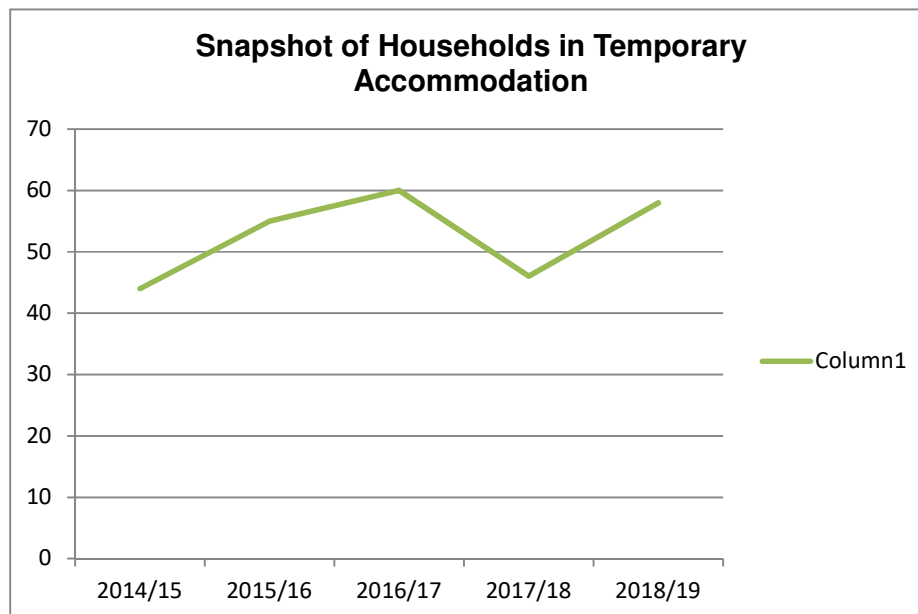
Source: MHCLG P1E data

- E.169 The level of homeless acceptances increased between 2014/15 and 2016/17 with a slight decrease in 2017/18.

Temporary Accommodation

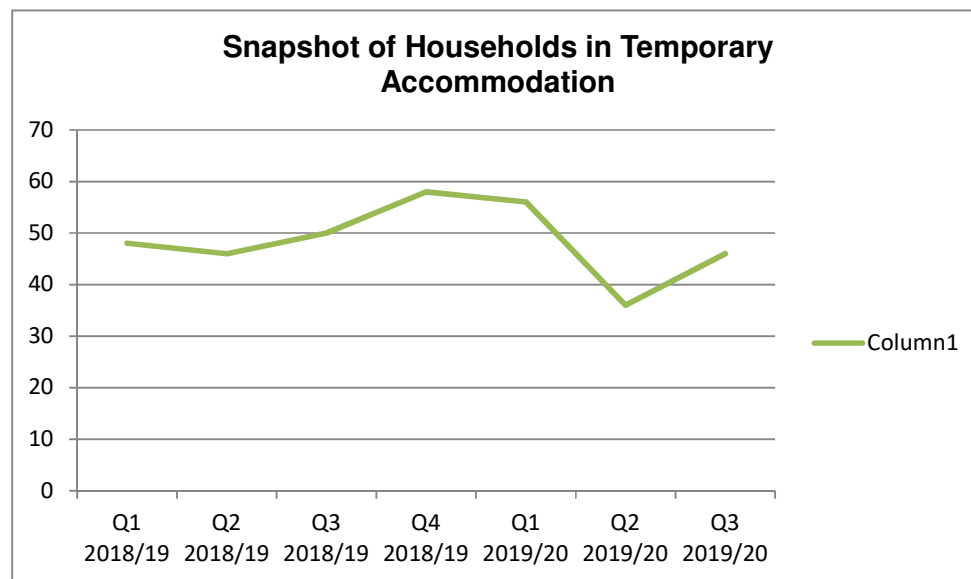
- E.170 The council's temporary accommodation comprises of 30 x 1 and 2 bed self-contained units in Waterbeach run by Sanctuary Housing, 4 x rooms in a shared house in Sawston run by Sanctuary Housing, 29 council properties used for TA only (mix of 1, 2 and 3 beds). The council also uses temporary accommodation managed by Sanctuary in East Cambridgeshire when vacancies arise, together with, B&B, Travelodge and nightly lets for emergencies.
- E.171 The graph below shows the total number of households accommodated in temporary accommodation at the end of each financial year. This provides a snapshot of those in temporary accommodation at the end of each year.

Chart E.16 Households in temporary accommodation (annual)



Source: MHCLG P1E data & H-CLIC data

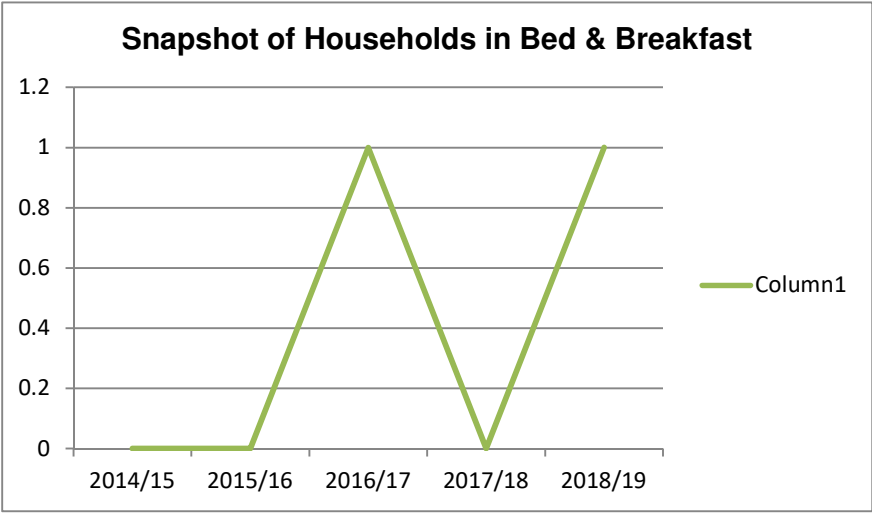
- E.172 The number of households in temporary accommodation at the end of each year has increased annually, up until 2017/18 where the numbers decreased, however in 2018/19 the numbers have increased to near the peak in 2016/17.
- E.173 The graph below shows the number of households in temporary accommodation on the last day of the quarter for 2018/19 following the introduction of the HRA 2017.

Chart E.17 Snapshot of households in temporary accommodation (quartile)

Source: MHCLG H-CLIC data

- E.174 This illustrates that the number of households in temporary accommodation peaked at the end of 2018/19 and then gradually decreased, however an increase was witnessed at the end of quarter 3 2019/20.
- E.175 In 2018/19 there were a total of 108 temporary accommodation placements, including 6 placements into B&B. In the first two quarters of 2019/20 there were 81 placements into temporary accommodation, including 23 placements into B&B. It is anticipated that there will be a higher number of households placed into temporary accommodation in 2019/20 compared with the previous year.
- E.176 Of the households placed in any form of temporary accommodation from 01.04.2018 to 30.09.2019 who are no longer in TA, the average stay was 106 days. Of those the average stay in a B&B was 17 days.
- E.177 The graph below details the number of households accommodated in B&B accommodation at the end of each quarter for the last five financial years.

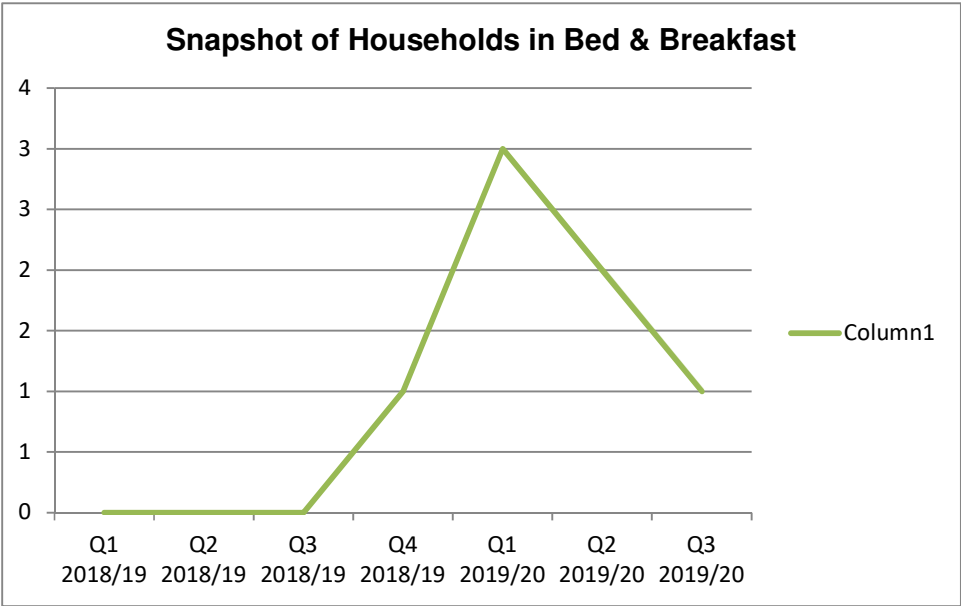
Chart E.18 Households in Bed & Breakfast (annual)



Source: MHCLG H-CLIC data

- E.178 The use of B&B based on the snapshot figure is extremely low with no households in B&B at the end of the financial year for three out of the last five years.
- E.179 The graph below details the number of households accommodated in B&B since the HRA was introduced. While there was a slight increase in quarter 1 2019/20 the numbers remain incredibly low.

Chart E.19 Households in Bed & Breakfast (quarterly)



Source: MHCLG H-CLIC data

- E.180 The table below details the annual spend on B&B and nightly paid temporary accommodation.

Table E.48 Annual spend on B&B and nightly paid temporary accommodation	
Year	Spend (gross cost)
2019/20 (1/4/19 to 17/3/20)	£43, 140

Source: South Cambridgeshire District Council

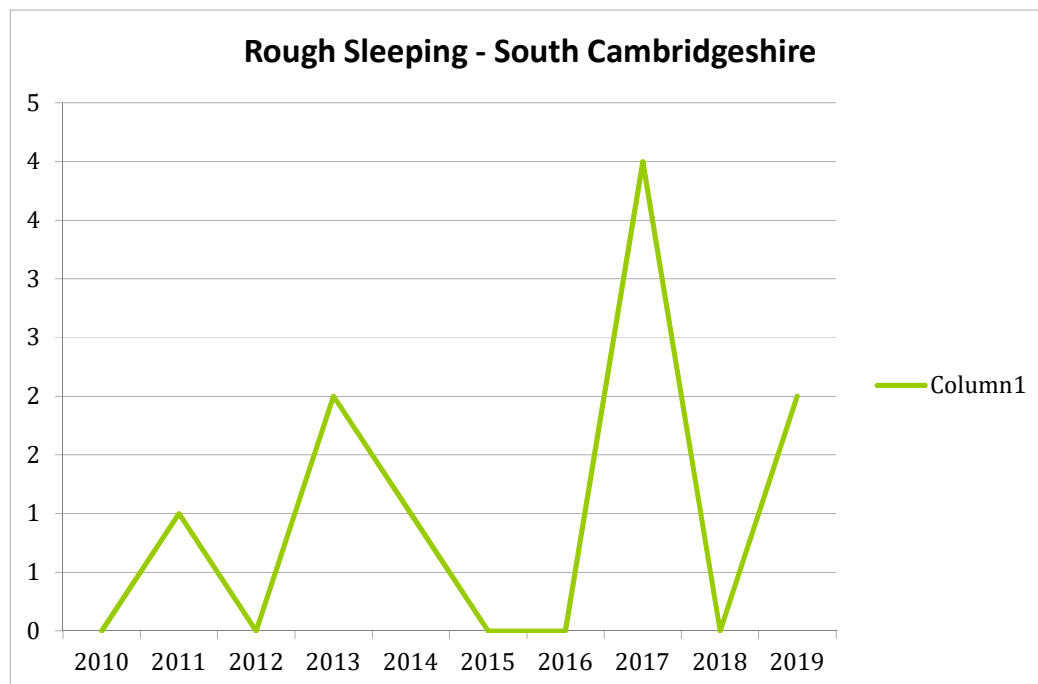
Rough Sleeping

- E.181 Rough sleeping is defined as “People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes")”.

Official Count

- E.182 Each Authority is required to submit an official figure of numbers of rough sleepers found per year or to submit an estimate. The graph below details the number of rough sleepers found/estimated since 2010.

Chart E.20 Rough sleeping – South Cambridgeshire



Source: MHCLG Rough Sleeping data

- E.183 The level of rough sleeping remains low, peaking in 2017 where 4 rough sleepers were identified.

Budget

- E.184 The total Housing Options staff budget (housing advice and homelessness) for 2019/20 is £595,360.
- E.185 The prevention fund budget for 2019/20 is £85,000 (not including PSL scheme).

c) East Cambridgeshire

Homelessness Data

- E.186 East Cambridgeshire District Council are required to provide homelessness statistics in the form of quarterly submissions to MHCLG, which records the numbers of households who have approached the council as homeless or threatened with homelessness and what duties are owed.
- E.187 All of the data contained in this document needs to be read in context. Low figures could result in higher percentages and distort some of the results.

Demand on the Housing Options Service

- E.188 No data was provided in relation to the demand on the Housing Options service, advice only cases or caseloads.

Homelessness Statistics

H-CLIC Data

- E.189 To date only the H-CLIC returns for 2018/19 and Q1 of 2019/20 have been published, and these have been published as experimental rather than official or national statistics. Given that this section examines the year's data of the new H-CLIC data under the HRA 2017, it is important to understand that there may be issues relating to the quality of the data, therefore some caution should be taken when making comparisons either between local authorities or in comparison to other collected data.

Assessments

- E.190 The data below analyses the assessments and outcomes recorded under the HRA 2017.

Table E.49 Number of assessments and outcomes recorded under the HRA 2017	
Assessments	Number 2018/19
Assessments	456
Assessed as owed a duty	435
Threatened with homelessness – prevention duty owed	342
Homeless – relief duty owed	93
Not homeless	21

Source: MHCLG H-CLIC data

- E.191 95% of assessments resulted in a duty being owed. Of those owed a duty a higher percentage of clients were owed a prevention duty (78%) than a relief duty (21%).

This suggests a significant proportion of clients are coming in when threatened with homelessness enabling opportunities for prevention to be maximised.

Duty to Refer

E.192 No data was received regarding duty to refer cases.

Profile of Homeless Households

E.193 The family composition of households owed a prevention duty is detailed in the table below.

Table E.50 Family composition of households owed a prevention duty	
Household composition owed a prevention duty	Number
Single parent with dep children male	14
Single parent with dep children female	84
Couple with dep children	33
Three adult's dep children	3
Couple no children	37
Three adults no children	8
Single male	91
Single females	71
Single other	1

Source: MHCLG H-CLIC data

E.194 The majority of households owed a prevention duty were single people accounting for 47% of all households, followed by households with dependent children accounting for 39% of all households owed a prevention duty.

E.195 The family composition of households owed a relief duty is detailed in the table below.

Table E.51 Family composition of households owed a relief duty	
Household composition owed a relief duty	Number
Single parent with dep children male	1
Single parent with dep children female	19
Couple with dep children	3
Three adult's dep children	0
Couple no children	5
Three adults no children	0
Single male	48
Single females	17
Single other	0

Source: MHCLG H-CLIC data

- E.196 The majority of households owed a relief duty were single people accounting for 69%, households with dependent children account for 28% of those owed a relief duty.
- E.197 In total singles account for 52% of all households owed a prevention or relief duty, and families account for 36%. Single households are significantly over-represented at relief stage. This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households.
- E.198 The table below details the age profile of those owed a prevention or relief duty.

Table E.52 Age profile of those owed a prevention or relief duty	
Age	2018/19
16-17 yrs	8
18-24 yrs	99
25-34 yrs	127
35-44 yrs	87
45-54 yrs	61
55-64 yrs	32
65-74 yrs	14
75+ yrs	7
Not known	0

Source: MHCLG H-CLIC data

- E.199 The majority of households are aged 25-34 years accounting for 29% of all households, followed by 18-24 years (23%) and 35-44 year olds (20%).
- E.200 The ethnicity of all households owed a prevention or relief duty are detailed in the table below.

Table E.53 Ethnicity of households owed a prevention or relief duty	
Ethnicity	
White	409
Black/African/Caribbean/Black British	3
Asian/Asian British	3
Mixed/multiple ethnic groups	6
Other ethnic groups	7
Not known	7

Source: MHCLG H-CLIC data

- E.201 White households account for 94% of all households owed a prevention or relief duty.

Support Needs

E.202 The table below details the number of clients owed a duty with a support need.

Table E.54 Number of clients owed a duty with a support need	
Support Needs	Number
Households with a support need	348
Total support needs	907

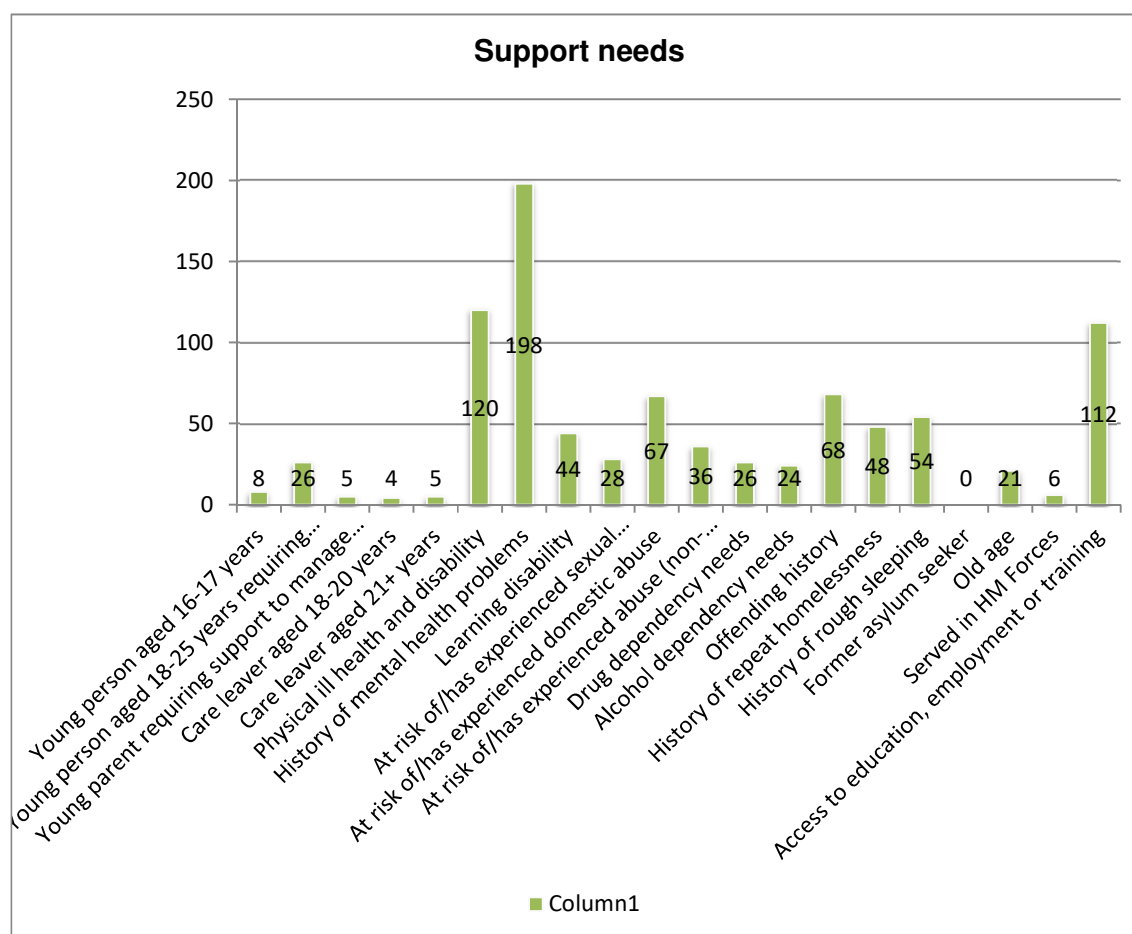
Source: MHCLG H-CLIC data

E.203 Of the clients owed a duty by the Housing Options team 80% had a support need.

E.204 A total of 907 support needs were identified for 348 households. The nature of the identified support needs are detailed below.

Table E.55 Nature of identified support needs	
Support Need	Number
Young person aged 16-17 years	8
Young person aged 18-25 years requiring support to manage independently	26
Young parent requiring support to manage independently	5
Care leaver aged 18-20 years	4
Care leaver aged 21+ years	5
Physical ill health and disability	120
History of mental health problems	198
Learning disability	44
At risk of/has experienced sexual abuse/exploitation	28
At risk of/has experienced domestic abuse	67
At risk of/has experienced abuse (non-domestic abuse)	36
Drug dependency needs	26
Alcohol dependency needs	24
Offending history	68
History of repeat homelessness	48
History of rough sleeping	54
Former asylum seeker	0
Old age	21
Served in HM Forces	6
Access to education, employment or training	112

Source: MHCLG H-CLIC data

Chart E.21 Support needs

Source: MHCLG H-CLIC data

- E.205 The most frequently occurring support need is mental health, accounting for 22% of all declared support needs. Other frequently occurring support needs include, physical ill health, access to education, employment and training, offending history, domestic abuse and history of rough sleeping.

Hidden Homelessness

- E.206 The table below details applicants who may be hidden homeless. There was a total of 33 applicants who were NFA in 2018/19, and a further 158 who were living with friends and family.

Table E.56 Number of applicants who may be hidden homeless			
	NFA	Living with friends	Living with family
	33	39	119

Source: MHCLG H-CLIC data

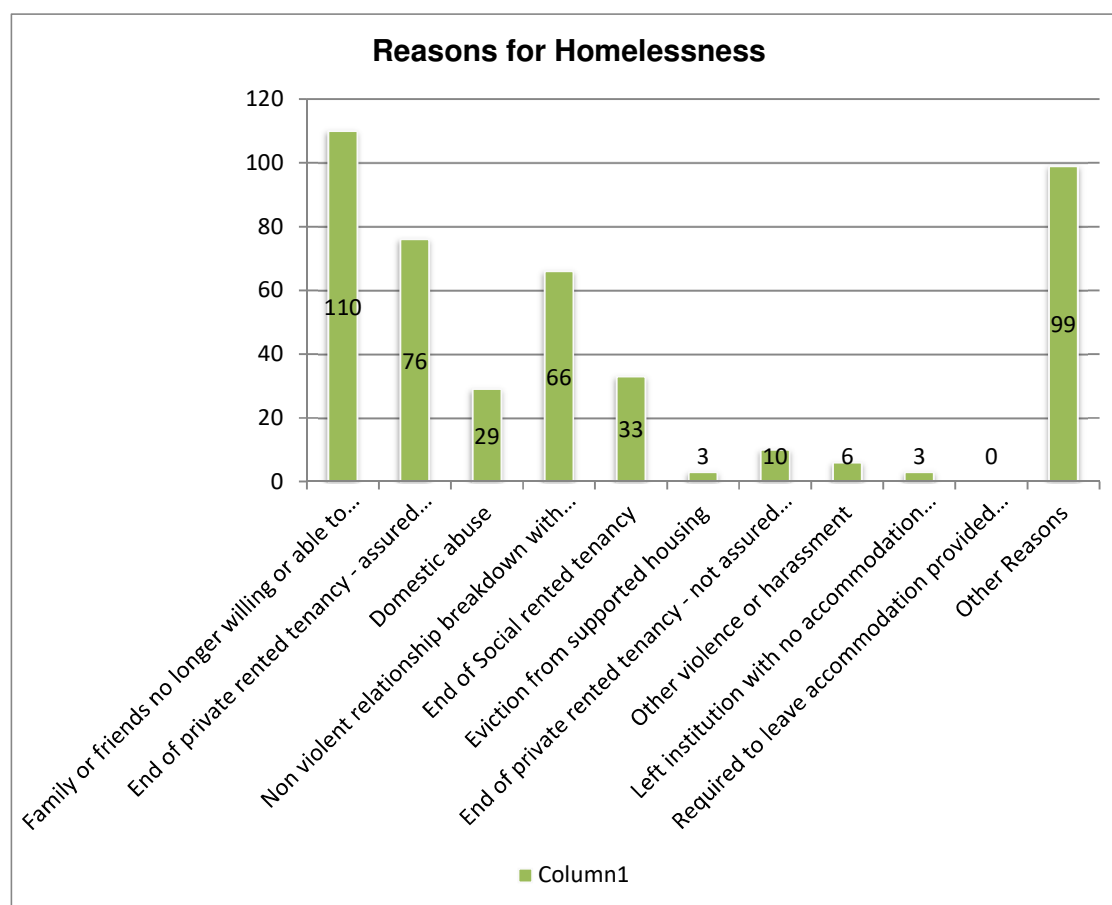
Reasons for Homelessness

E.207 The table and graphs below detail the main causes of homelessness for those owed a prevention and relief duty.

Table E.57 Main reasons of homelessness	
Main reason for homelessness	2018/19
Family or friends no longer willing or able to accommodate	110
End of private rented tenancy – assured shorthold	76
Domestic Abuse	29
Non-violent relationship breakdown	66
End of social rented tenancy	33
Eviction from supported housing	3
End of private rented tenancy – not assured shorthold	10
Other violence or harassment	6
Left institution with no accommodation available	3
Required to leave accommodation provided by Home Office as asylum support	0
Other Reasons	99

Source: MHCLG H-CLIC data

Chart E.22 Reasons for homelessness



Source: MHCLG H-CLIC data

- E.208 The main reason for homelessness in East Cambridgeshire is family or friends no longer able to accommodate, accounting for 25% of cases followed by the loss of private rented accommodation (AST) (17%).
- E.209 The other main causes of homelessness in East Cambridgeshire are non violent relationship breakdown (66 cases, 15%), end of social tenancy (33 cases, 8%) and domestic abuse (29 cases, 7%).
- E.210 There is a high level of cases recorded as other reasons (23%), this indicates a data recording issue that may need to be addressed to ensure an accurate and detailed understanding of the causes of homelessness in East Cambridgeshire.

Accommodation at the time the prevention or relief duty owed

- E.211 The table below details the type of accommodation that clients were living in at the time when the prevention or relief duty was owed.

Table E.58 Type of accommodation when duty was owed	
Accommodation type	Number
Private rented sector	112
Living with family	119
No fixed abode	33
Social rented sector	69
Living with friends	39
Homeless on departure from an institution	8
Rough sleeping	4
Owner-occupier/tied	14
Temporary accommodation	3
NASS accommodation	0
Refuge	1
Other/ Not known	13

Source: MHCLG H-CLIC data

- E.212 Prior to approaching the service the largest proportion of customers had been living with family (27%) followed by living in the private rented sector (26%) and social rented sector (16%).

Prevention and Relief Outcomes

Prevention Outcomes

- E.213 The table below details the number of cases where the prevention duty came to an end during the year 2018/19.

Table E.59 Number of cases where prevention duty came to an end in 2018/19	
	2018/19
Total number of households where prevention duty ended	291
Secured accommodation for 6+ months	184
Homeless (including intentionally homeless)	44
Contact Lost	27
56 days lapsed & no further action	5
Withdrew application/applicant deceased	28
No longer eligible	3
Refused suitable accommodation offer	0
Refused to cooperate	0
Not Known	0

Source: MHCLG H-CLIC data

- E.214 For the 291 cases owed a prevention duty, where the duty has ended, accommodation was secured for 184 of these households, this indicates that of those households owed a prevention duty homelessness was successfully prevented for 63% of these households. This compares to a national prevention rate of 58%.
- E.215 For 10% of cases the duty came to an end as the case was withdrawn and a further 9% due to loss of contact.
- E.216 44 (15%) of these households went on to become homeless, indicating that a relief duty was then owed.
- E.217 Of these 184 households, 103 had their homelessness prevented by moving to alternative accommodation, and 81 were able to remain in their existing accommodation.
- E.218 The service is successful at both helping households to secure alternative accommodation and enabling them to remain in their existing accommodation.

Table E.60 Number of cases where prevention duty ended with secure accommodation	
Type of accommodation secured	2018/19
Social housing	78
Private rented sector	72
Staying with family	23
Staying with friends	1
Owner Occupier	3
Other	5
Not known	2

Source: MHCLG H-CLIC data

- E.219 The majority were accommodated in social housing (43%) followed by private rented accommodation (39%).

Table E.61 Main prevention activity	
Activity	Number
Accommodation secured by local authority or organisation delivering housing options service	42
Helped to secure accommodation found by applicant, with financial payment	18
Helped to secure accommodation found by applicant, without financial payment	23
Supported housing provided	3
Negotiation/mediation work to secure return to family or friend	12
Negotiation/mediation/advocacy work to prevent eviction/repossession	26
Other financial payments	8
Discretionary Housing Payment	5
Other	28
No activity – advice and information provided	19

Source: MHCLG H-CLIC data

- E.220 The most successful prevention activity was accommodation secured by the Housing Options service, followed by negotiation/mediation/advocacy work to prevent eviction/repossession.
- E.221 While family/friends evicting is the main cause of homelessness in East Cambridgeshire only 12 cases had their homelessness prevented through successful negotiation/mediation work to secure the return to family and friends. This is a possible area for future focus to ensure a more targeted approach to preventing homelessness due to this cause.

Relief Outcomes

- E.222 The table below shows the reasons where the relief duty has ended during the year.

Table E.62 Number of cases where relief duty came to an end in 2018/19	
	2018/19
Total number of households where relief duty ended	108
Secured accommodation for 6+ months	44
56 days lapsed	34
Contact Lost	10
Withdrew application/applicant deceased	12
Refused final accommodation offer	0
Intentionally homeless from accommodation provided	2
Local connection referral accepted by LA	6
No longer eligible	0
Refusal to co-operate	0
Not known	0

Source: MHCLG H-CLIC data

- E.223 In 2018/19 the relief duty ended for a total of 108 households, of which 44 had accommodation secured, this indicates that of those households owed a relief duty homelessness was relieved for 41% of these households. This is just under the national average for England of 43%.
- E.224 For 34 households (31%) the 56 days of the relief duty lapsed. 11% of applications were withdrawn, and contact was lost with just under 9% of households.

Table E.63 Number of households where relief duty ended with secure accommodation	
Accommodation	
Private rented sector	15
Social rented sector	17
Staying with family	0
Staying with friends	1
Owner-occupier	0
Other	1
Not known	10

Source: MHCLG H-CLIC data

- E.225 The majority of households were accommodated in the social rented sector (39%), followed by private rented accommodation (34%).
- E.226 Very few households had their homelessness relieved by staying with family or friends.
- E.227 For 10 cases the outcome in terms of accommodation secured is not known, it is unclear why this is the case. This may indicate a data recording issue.
- E.228 The table below details the main relief activity that resulted in the homelessness being relieved.

Table E.64 Main relief activity	
Activity	2018/19
Accommodation secured by local authority or organisation delivering housing options service	27
Supported housing provided	3
Helped to secure accommodation found by applicant with financial payment	4
Helped to secure accommodation found by applicant without financial payment	7
Other activity through which accommodation secured	1
No activity	2

Source: MHCLG H-CLIC data

- E.229 The most successful relief activity was securing accommodation by the Housing Options service.

Main Duty Decisions

- E.230 The table below details the number of main duty decisions for households where the homelessness could not be prevented or relieved.

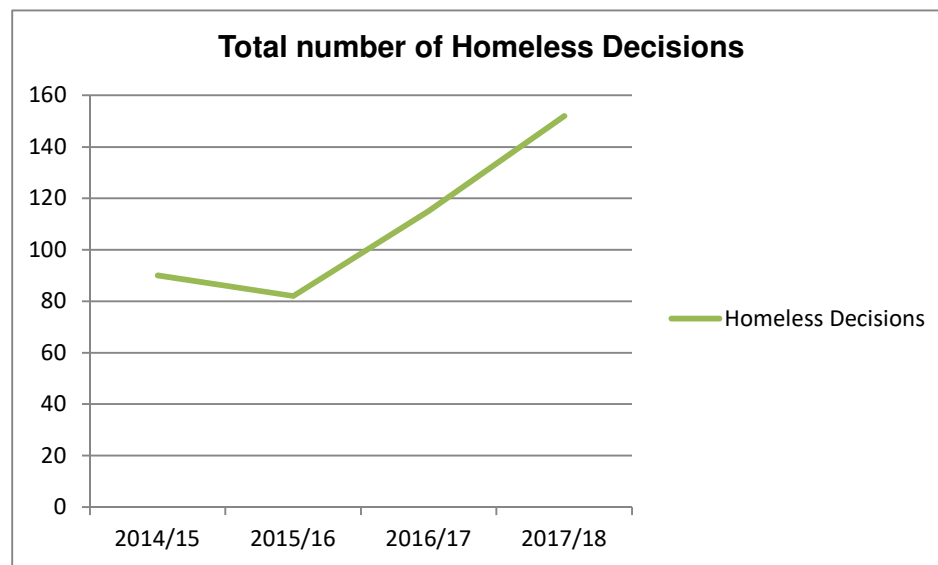
Table E.65 Main duty decisions where homelessness could not be prevented or relieved	
	2018/19
Total main duty decisions	35
Homeless + priority need + unintentionally homeless (acceptance)	20
Homeless + priority need + intentionally homeless	2
Homeless + no priority need	12
Not homeless	1

Source: MHCLG H-CLIC data

- E.231 A total of 35 main duty decisions were made, of which 20 (57%) were owed the full homeless duty under s193, compared with 58% nationally. A total of 2 households (6%) were found to be intentionally homeless, compared with the average for England of 8%. 34% of households were found to have no priority need compared with the national average of 19%.
- E.232 Of the original 435 households owed a prevention or relief duty 35 households (80%) went on to have a main duty decision. Of the total 435 households 20 households (5%) went on to have the main s193 duty owed.

P1E data

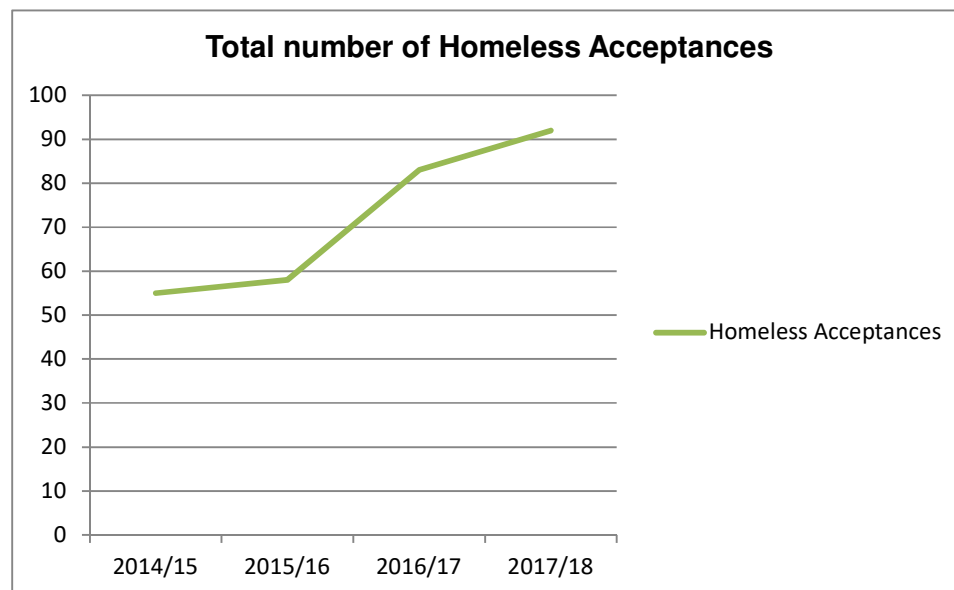
- E.233 The following data analysis is for the period 2014/15 - 2017/18 using the former P1E statistics. It is important to note that the majority of this data relates to those where a formal homeless acceptance has been made under s193, it therefore only relates to a small number of clients and any percentages should be read in this context.
- E.234 The graph below details the total number of homeless decisions made for the five years between 2014/15 and 2017/18.

Chart E.23 Total number of homeless decisions

Source: MHCLG P1E data

E.235 The total number of homeless decisions increased from 2015/16 onwards, almost doubling over this time period.

E.236 The total number of households found to be eligible, unintentionally homeless and in priority need are shown in the graph below.

Chart E.24 Total number of homeless acceptances

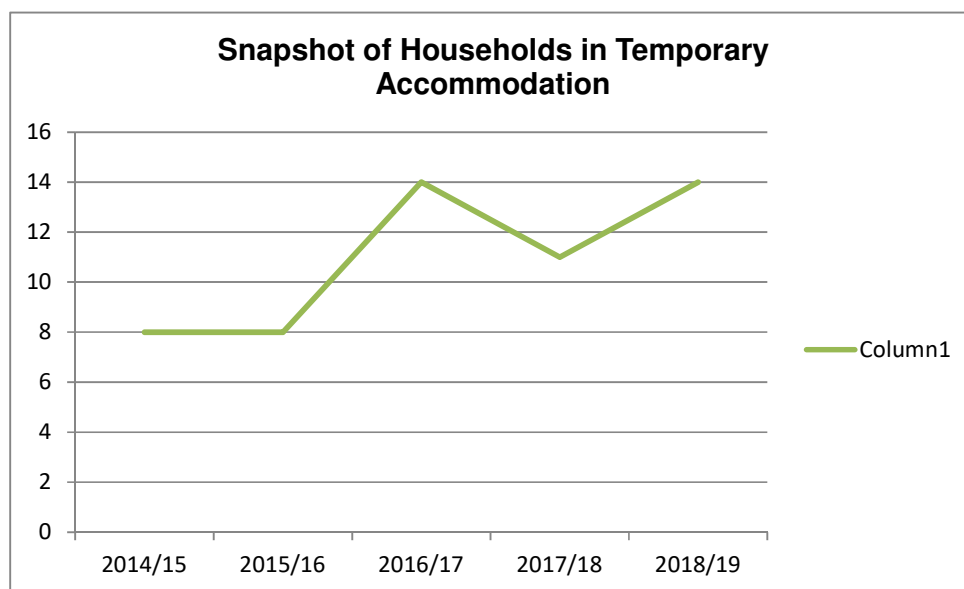
Source: MHCLG P1E data

- E.237 The level of homeless acceptances also increased from 2015/16 in line with the increase in decisions.

Temporary Accommodation

- E.238 No stock profile has been provided in relation to temporary accommodation in East Cambridgeshire.
- E.239 The graph below shows the total number of households accommodated in temporary accommodation at the end of each financial year. This provides a snapshot of those in temporary accommodation at the end of each year.

Chart E.25 Households in temporary accommodation



Source: MHCLG P1E data & H-CLIC data

- E.240 The number of households in temporary accommodation at the end of each year has increased annually since 2015/16, with the exception of 17/18.
- E.241 No households were placed in B&B accommodation during this time period.

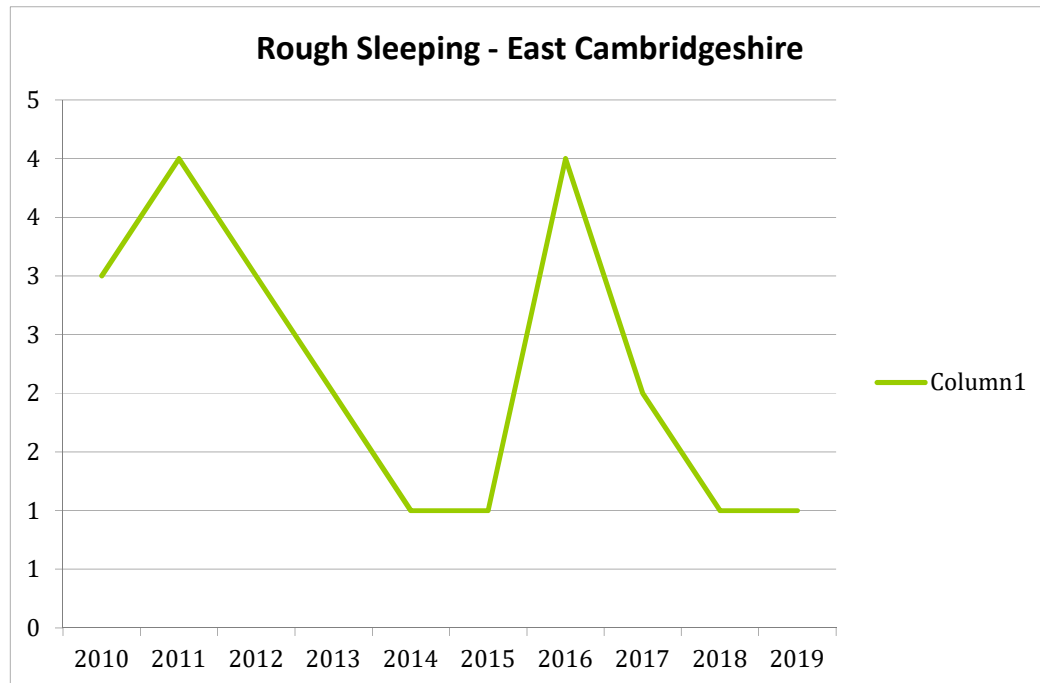
Rough Sleeping

- E.242 Rough sleeping is defined as *“People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes”)”*.

Official Count

- E.243 Each Authority is required to submit an official figure of numbers of rough sleepers found per year or to submit an estimate. The graph below details the number of rough sleepers found/estimated since 2010.

Chart E.26 **Rough sleeping – East Cambridgeshire**



Source: MHCLG Rough Sleeping data

- E.244 The numbers of people sleeping rough in East Cambridgeshire is low, with only 1 rough sleeper identified on the count in 2019.

d) Fenland

Homelessness Data

- E.245 Fenland District Council are required to provide homelessness statistics in the form of quarterly submissions to MHCLG, which records the numbers of households who have approached the council as homeless or threatened with homelessness and what duties are owed.
- E.246 All of the data contained in this document needs to be read in context. Low figures could result in higher percentages and distort some of the results.

Demand on the Housing Options Service

- E.247 The table below details the number of approaches to the Housing Options service for the last two years.

Table E.66 Number of approaches to Housing Options service 2017/18-2019/20	
Year	Number of approaches (including advice only cases)
2017/18	1,113
2018/19	1,792
2019/20 (Q1&2)	1,056

Source: Fenland Housing Options

- E.248 The data indicates that there has been a 61% increase in the number of approaches to the Housing Options service following the introduction of the HRA.
- E.249 The half year data indicates that an increase in customer demand is likely in 2019/20 compared with the previous year.

Advice Only Cases

- E.250 There were 404 Advice Only cases in 2018/19 and a further 420 advice only cases opened during Qs 1&2 of 2019/20. The number of advice cases has increased in the first half of 2019/20 when compared to the same period the previous year.

Case Loads

- E.251 Caseloads per officer were around 50 cases per officer following the implementation of the HRA, but these have decreased to around 30 per officer more recently. This lower level of cases is considered to be manageable by both officers and managers.

Homelessness Statistics

H-CLIC Data

- E.252 To date only the H-CLIC returns for 2018/19 and Q1 of 2019/20 have been published, and these have been published as experimental rather than official or national statistics. Given that this section examines the year's data of the new H-CLIC data under the HRA 2017, it is important to understand that there may be issues relating to the quality of the data, therefore some caution should be taken when making comparisons either between local authorities or in comparison to other collected data.

Assessments

- E.253 The data below analyses the assessments and outcomes recorded under the HRA 2017.

Table E.67 Number of assessments and outcomes recorded under the HRA 2017	
Assessments	Number 2018/19
Assessments	663
Assessed as owed a duty	631
Threatened with homelessness – prevention duty owed	370
Homeless – relief duty owed	261
Not homeless	32

Source: MHCLG H-CLIC data

- E.254 95% of assessments resulted in a duty being owed. Of those owed a duty a higher percentage of clients were owed a prevention duty (59%) than a relief duty (41%). This suggests a significant proportion of clients are coming in when threatened with homelessness enabling opportunities for prevention to be maximised.
- E.255 In the first two quarters of 2019/20 there were 1,056 assessments, indicating a significant increase compared with the previous year.

Duty to Refer

- E.256 The table below details the number of 'Duty to Refer' referrals received for 2018/19 and first 3 quarters 2019/20.

Table E.68 Number of Duty to Refer referrals received	
Number of Duty to Refers	70
Of which owed prevention duty	7
Of which owed relief duty	33

- E.257 The numbers are very low when compared with Cambridge City who received 231 referrals in just one financial year. Of the referrals received by Fenland 57% went on to have a duty owed, although the majority of these were for those who were already homeless. It may be appropriate to do some further work to ensure partner agencies make referrals at an earlier point.

16/17 Year Old Presentations

- E.258 In 2018/19 and the first 3 quarters of 2019/20 there were a total of 11 approaches from 16 & 17 year olds. Of these 4 were assessed through a joint assessment with children's services under the protocol, 3 of these went on to be Children in Need with social care picking up responsibility and 1 was accommodated by housing in supported accommodation with their child.

Profile of Homeless Households

- E.259 The family composition of households owed a prevention duty is detailed in the table below.

Table E.69 Family composition of households owed a prevention duty	
Household composition owed a prevention duty	Number
Single parent with dep children male	10
Single parent with dep children female	120
Other single parent/gender not known	0
Couple with dep children	54
Three adult's dep children	4
Couple no children	45
Three adults no children	7
Single male	70
Single females	59
Single other	0

Source: MHCLG H-CLIC data

- E.260 The majority of households owed a prevention duty were households with dependent children accounting for 51% of all households, followed by single person households accounting for 35% of all households owed a prevention duty.
- E.261 The family composition of households owed a relief duty is detailed in the table below.

Table E.70 Family composition of households owed a relief duty	
Household composition owed a relief duty	Number
Single parent with dep children male	7
Single parent with dep children female	40
Other single parent/gender not known	0
Couple with dep children	10
Three adult's dep children	0
Couple no children	25
Three adults no children	0
Single male	123
Single females	51
Single other	1

Source: MHCLG H-CLIC data

- E.262 The majority of households owed a relief duty were single people accounting for 67%, households with dependent children account for 22% of those owed a relief duty.
- E.263 In total singles account for 48% of all households owed a prevention or relief duty, and families account for 39%. Single households are over-represented at relief stage. This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households.
- E.264 The table below details the age profile of customers owed a prevention or relief duty.

Table E.71 Age profile of those owed a prevention or relief duty	
Age	2018/19
16-17 yrs	4
18-24 yrs	157
25-34 yrs	187
35-44 yrs	120
45-54 yrs	88
55-64 yrs	43
65-74 yrs	25
75+ yrs	7
Not known	0

Source: MHCLG H-CLIC data

- E.265 The majority of households are aged 25-34 years accounting for 29% of all households, followed by 18-24 year olds (25%) and 35-44 years (19%).
- E.266 The ethnicity of all households owed a prevention or relief duty are detailed in the tables below.

Table E.72 Ethnicity of households owed a prevention or relief duty	
Ethnicity	
White	613
Black/African/Caribbean/Black British	2
Asian/Asian British	2
Mixed/multiple ethnic groups	10
Other ethnic groups	1
Not known	3

Source: MHCLG H-CLIC data

- E.267 White households account for 97% of all households owed a prevention or relief duty.

Support Needs

E.268 The table below details the number of clients owed a duty with a support need.

Table E.73 Number of clients owed a duty with a support need	
Support Needs	Number
Households with a support need	497
Total support needs	1,546

Source: MHCLG H-CLIC data

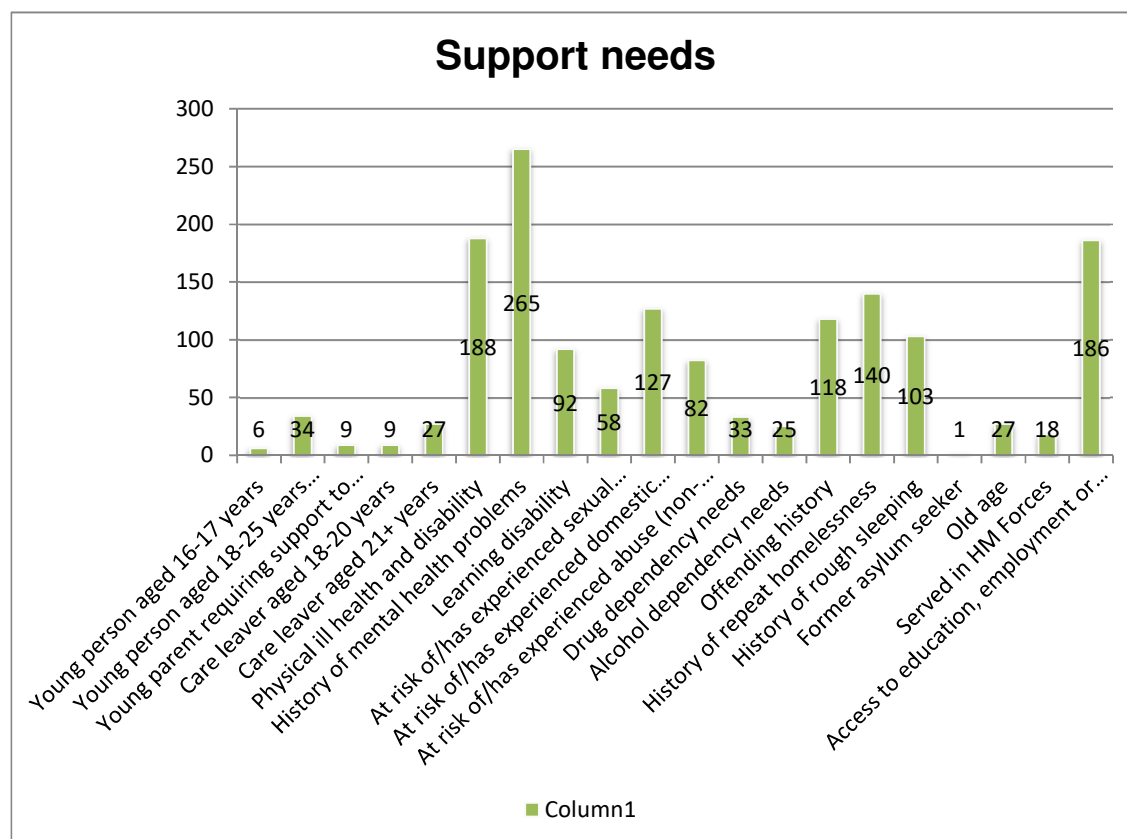
E.269 Of the clients owed a duty by the Housing Options team 79% had a support need.

E.270 A total of 1,546 support needs were identified for 497 households. The nature of the identified support needs are detailed below.

Table E.74 Nature of identified support needs	
Support Need	Number
Young person aged 16-17 years	6
Young person aged 18-25 years requiring support to manage independently	34
Young parent requiring support to manage independently	9
Care leaver aged 18-20 years	9
Care leaver aged 21+ years	27
Physical ill health and disability	188
History of mental health problems	265
Learning disability	92
At risk of/has experienced sexual abuse/exploitation	58
At risk of/has experienced domestic abuse	127
At risk of/has experienced abuse (non-domestic abuse)	82
Drug dependency needs	33
Alcohol dependency needs	25
Offending history	118
History of repeat homelessness	140
History of rough sleeping	103
Former asylum seeker	1
Old age	27
Served in HM Forces	18
Access to education, employment or training	186

Source: MHCLG H-CLIC data

Chart E.27 Support needs



Source: MHCLG H-CLIC data

- E.271 The most frequently occurring support need is mental health, accounting for 17% of all declared support needs. Other frequently occurring support needs include physical ill health, access to education, training, employment, history of repeat homelessness, domestic abuse, offending history and history of rough sleeping.
- E.272 Information from the Housing Options team indicates that there are a very high number of complex cases, including both single people and families with multiple and challenging needs. The Housing Options service has struggled to find sustainable solutions for these households. There is a need to have a better quantitative and qualitative understanding of these issues, alongside understanding if existing provision meets the needs of these customers.

Hidden Homelessness

- E.273 The table below details applicants who may be hidden homeless. There was a total of 103 households who were NFA in 2018/19, and a further 193 who were living with friends and family.

Table E.75 Number of applicants who may be hidden homeless			
	NFA	Living with friends	Living with family
	103	46	147
	152	216	

Source: MHCLG H-CLIC data

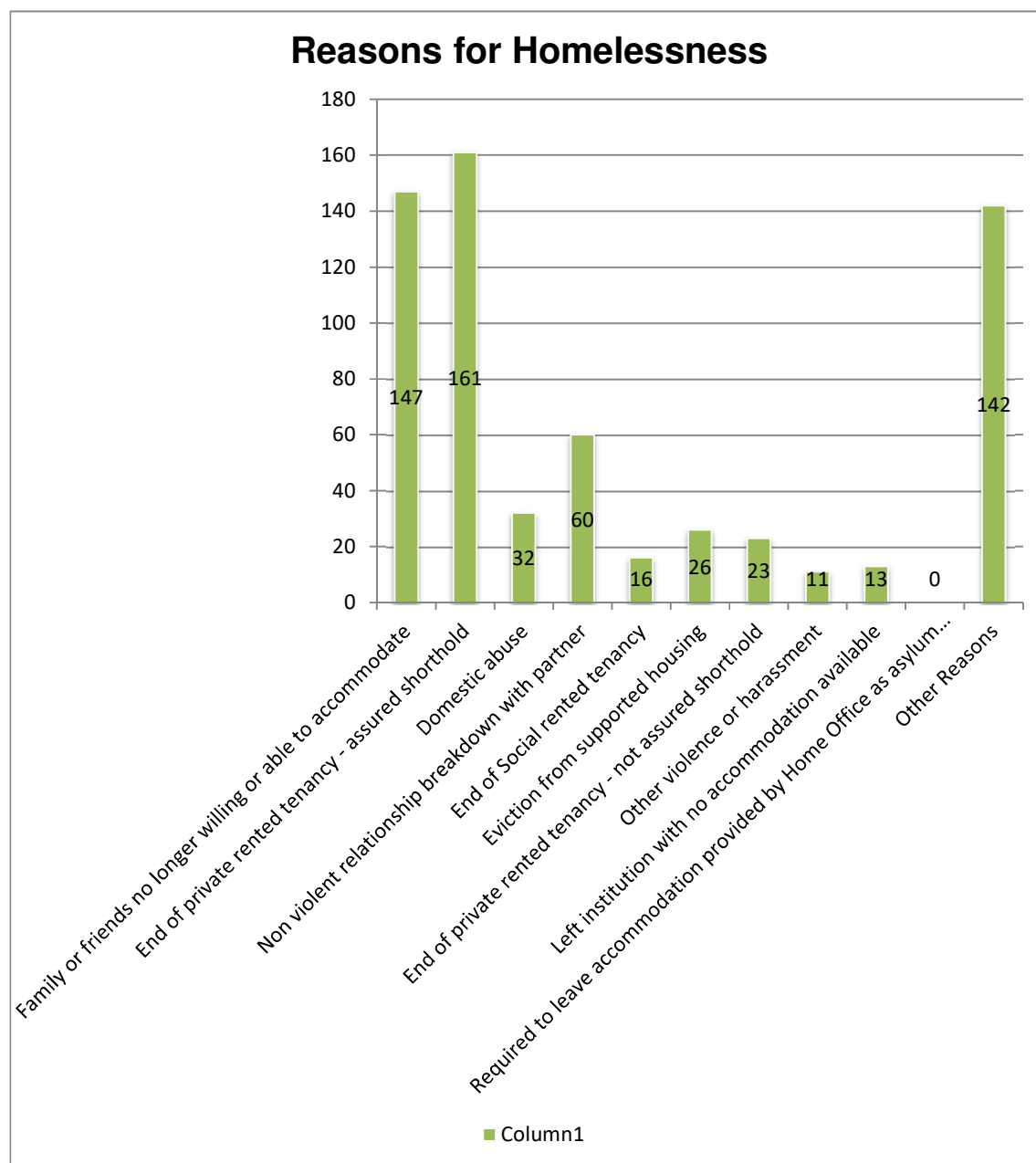
Reasons for Homelessness

- E.274 The table and graphs below detail the main causes of homelessness for those owed a prevention and relief duty.

Table E.76 Main reasons of homelessness	
Main reason for homelessness	2018/19
Family or friends no longer willing or able to accommodate	147
End of private rented tenancy – assured shorthold	161
Domestic Abuse	32
Non-violent relationship breakdown	60
End of social rented tenancy	16
Eviction from supported housing	26
End of private rented tenancy – not assured shorthold	23
Other violence or harassment	11
Left institution with no accommodation available	13
Required to leave accommodation provided by Home Office as asylum support	0
Other reasons	142

Source: MHCLG H-CLIC data

Chart E.28 Reasons for Homelessness



Source: MHCLG H-CLIC data

- E.275 The main reason for homelessness in Fenland is end of private rented accommodation, accounting for 26% of cases followed by family or friends no longer able to accommodate (23%).
- E.276 The other main causes of homelessness in Fenland are relationship breakdown (60 cases, 10%), and domestic abuse (32 cases, 5%).

- E.277 There is a very high level of cases recorded as other reasons (23%), this indicates a data recording issue that may need to be addressed to ensure an accurate and detailed understanding of the causes of homelessness in Fenland.

Accommodation at the time the prevention or relief duty owed

- E.278 The table below details the type of accommodation that clients were living in at the time when the prevention or relief duty was owed.

Table E.77 Type of accommodation when duty was owed	
Accommodation type	Number
Private rented sector	193
Living with family	147
No fixed abode	103
Social rented sector	32
Living with friends	46
Homeless on departure from an institution	19
Rough sleeping	37
Owner-occupier/tied	6
Temporary accommodation	7
NASS accommodation	0
Refuge	5
Other/ Not known	36

Source: MHCLG H-CLIC data

- E.279 Prior to approaching the service the largest proportion of customers had been living in the private rented sector (31%) followed by living with family (23%) and no fixed abode (16%).

Prevention and Relief Outcomes

Prevention Outcomes

- E.280 The table below details the number of cases where the prevention duty came to an end during the year 2018/19.

Table E.78 Number of cases where prevention duty came to an end in 2018/19	
	2018/19
Total number of households where prevention duty ended	320
Secured accommodation for 6+ months	200
Homeless (including intentionally homeless)	65
Contact Lost	2
56 days lapsed & no further action	2
Withdrew application/applicant deceased	49
No longer eligible	1
Refused suitable accommodation offer	1
Refused to cooperate	0
Not Known	0

Source: MHCLG H-CLIC data

- E.281 For the 320 cases owed a prevention duty, where the duty has ended, accommodation was secured for 200 of these households, this indicates that of those households owed a prevention duty homelessness was successfully prevented for 63% of these households. This compares to a national prevention rate of 58%.
- E.282 In the first half of 2019/20 there were 100 prevention duties that ended, of which 90 were successfully prevented, which equates to 90%.
- E.283 This indicates a significant increase in the success rate of prevention cases.
- E.284 For 15% of cases the duty came to an end as the case was withdrawn, this is a high level and staff time will have gone into these assessments which may be a wasted resource if these cases are withdrawn. Some further work may be needed to understand the reasons for this.
- E.285 65 (20%) of these households went on to become homeless, indicating that a relief duty was then owed.
- E.286 Of these 200 households, 143 had their homelessness prevented by moving to alternative accommodation, and 57 were able to remain in their existing accommodation.
- E.287 The service is more successful at helping households to secure alternative accommodation than enabling them to remain in their existing accommodation. This may be an area for future work.

Table E.79 Number of cases where prevention duty ended with secure accommodation

Type of accommodation secured	2018/19
Social housing	46
Private rented sector	125
Staying with family	19
Staying with friends	3
Owner Occupier	0
Other	4
Not known	3

Source: MHCLG H-CLIC data

- E.288 The majority were accommodated in private rented accommodation (63%) followed by social housing (23%).

Table E.80 Main prevention activity	
Activity	
Accommodation secured by local authority or organisation delivering housing options service	26
Helped to secure accommodation found by applicant, with financial payment	45
Helped to secure accommodation found by applicant, without financial payment	57
Supported housing provided	19
Negotiation/mediation work to secure return to family or friend	13
Negotiation/mediation/advocacy work to prevent eviction/repossession	11
Other financial payments	2
Discretionary Housing Payment	9
Other	9
No activity – advice and information provided	9

Source: MHCLG H-CLIC data

- E.289 The most successful prevention activity was accessing the private rented sector.
- E.290 While family/friends evicting is the second main cause of homelessness in Fenland only 11 cases had their homelessness prevented through successful negotiation/mediation work to secure the return to family and friends. This is a possible area for future focus to ensure a more targeted approach to preventing homelessness due to this cause.

Relief Outcomes

- E.291 The table below shows the reasons where the relief duty has ended during the year.

Table E.81 Number of cases where relief duty came to an end in 2018/19	
	2018/19
Total number of households where relief duty ended	258
Secured accommodation for 6+ months	117
56 days lapsed	39
Contact Lost	11
Withdrew application/applicant deceased	78
Refused final accommodation offer	4
Intentionally homeless from accommodation provided	3
Local connection referral accepted by LA	2
No longer eligible	3
Refusal to co-operate	0
Not known	1

Source: MHCLG H-CLIC data

- E.292 In 2018/19 the relief duty ended for a total of 258 households, of which 117 had accommodation secured, this indicates that of those households owed a relief duty

homelessness was relieved for 45% of these households. This is in line with the national average for England of 43%.

- E.293 In the first half of 2019/20 a total of 134 relief duties came to an end of which 79 were successfully relieved equating to 59%, this indicates a very much improved success rate of relief work when compared to the previous year.
- E.294 In 2018/19 for 39 households (15%) the 56 days of the relief duty lapsed and contact was lost with 4% of households.
- E.295 Once again there were a very high level of cases withdrawn, representing 30% of all relief outcomes. This may warrant further exploration.

Table E.82 Number of households where relief duty ended with secure accommodation	
Accommodation	
Private rented sector	36
Social rented sector	44
Staying with family	9
Staying with friends	7
Owner-occupier	0
Other	3
Not known	18

Source: MHCLG H-CLIC data

- E.296 The majority of households were accommodated in the social rented sector (38%), followed by private rented accommodation (30%).
- E.297 A smaller number of households had their homelessness relieved by staying with family or friends.
- E.298 For 18 cases (15%) the outcome in terms of accommodation secured is not known, it is unclear why this number is high given that the service has recorded a relief outcome for the case. This may indicate a data recording issue.
- E.299 The table below details the main relief activity that resulted in the homelessness being relieved.

Table E.83 Main relief activity	
Activity	Number
Accommodation secured by local authority or organisation delivering housing options service	18
Supported housing provided	22
Helped to secure accommodation found by applicant with financial payment	31
Helped to secure accommodation found by applicant without financial payment	21
Other activity through which accommodation secured	18
No activity	7

Source: MHCLG H-CLIC data

- E.300 The most successful relief activity was securing accommodation with a financial payment.

Main Duty Decisions

- E.301 The table below details the number of main duty decisions for households where the homelessness could not be prevented or relieved.

Table E.84 Main duty decisions where homelessness could not be prevented or relieved	
	2018/19
Total main duty decisions	54
Homeless + priority need + unintentionally homeless (acceptance)	34
Homeless + priority need + intentionally homeless	5
Homeless + no priority need	13
Not homeless	2

Source: MHCLG H-CLIC data

- E.302 A total of 54 main duty decisions were made, of which 34 (63%) were owed the full homeless duty under s193, compared with 58% nationally. A total of 5 households (10%) were found to be intentionally homeless, compared with the average for England of 8%. 24% of households were found to have no priority need compared with the national average of 19%.
- E.303 Of the original 631 households owed a prevention or relief duty 54 households (8.5%) went on to have a main duty decision. Of the total 631 households 34 households (5%) went on to have the main s193 duty owed.
- E.304 In the first half of 2019/20 a total of 46 main duty decisions were recorded of which 7 were owed the main duty. This indicates that the number of clients going on to have a main duty decision is likely to increase in 2019/20, but the level of acceptances is likely to be lower.
- E.305 For those households owed a full duty the reasons for priority need are detailed in the table below – please note the total excluded Q4 as these figures were not published on Fenland's H-CLIC data.

Table E.85 Reasons for priority need	
Priority Need Reason	2018/19
Dependent children	27
Mental health problems	0
Physical disability/ill health	0
Pregnancy	1
Domestic abuse	1
Young applicant	0
Old age	0
Emergency	0
Other	2

Source: MHCLG H-CLIC data

E.306 The main reason for priority need is dependent children.

E.307 For those households owed the full homeless duty the table below details how this duty was discharged.

Table E.86 Discharge of those owed the full homeless duty		
Outcomes of households no longer owed a main duty		2018/19
Total no longer owed a main duty		48
Housing Act 1996 Pt6 social housing offer	Accepted	42
	Refused	0
Private rented sector offer	Accepted	2
	Refused	0
Voluntarily ceased to occupy		0
Refused suitable TA offer, withdrew or lost contact		1
Became intentionally homeless from TA		0
Ceased to be eligible		0
Not known		0

Source: MHCLG H-CLIC data

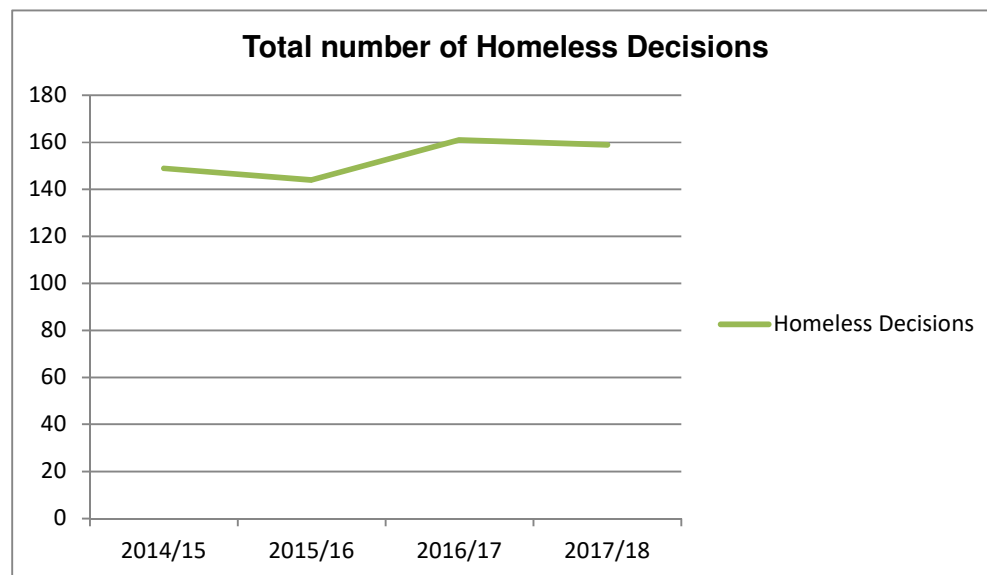
E.308 For those households owed the main homeless duty, 42 had the duty discharged through an offer of social housing under part 6 of the Housing Act 1996 . A further 2 households had the main duty brought to an end through an offer private rented accommodation.

E.309 There may be an opportunity to increase the use of private rented accommodation to enable the council to successfully discharge its duty and move households out of temporary accommodation. Although it is recognised that these households will have been offered private rented options throughout the prevention and relief duties

P1E data

E.310 The following data analysis is for the period 2014/15 - 2017/18 using the former P1E statistics. It is important to note that the majority of this data relates to those where a formal homeless acceptance has been made under s193, it therefore only relates to a small number of clients and any percentages should be read in this context.

E.311 The graph below details the total number of homeless decisions made for the five years between 2014/15 and 2017/18.

Chart E.29 Total number of homeless decisions

Source: MHCLG P1E data

- E.312 The total number of homeless decisions has remained relatively steady over the last 4 years at between 145 - 160 decisions annually.
- E.313 The total number of households found to be eligible, unintentionally homeless and in priority need are shown in the graph below.

Chart E.30 Total number of homeless acceptances

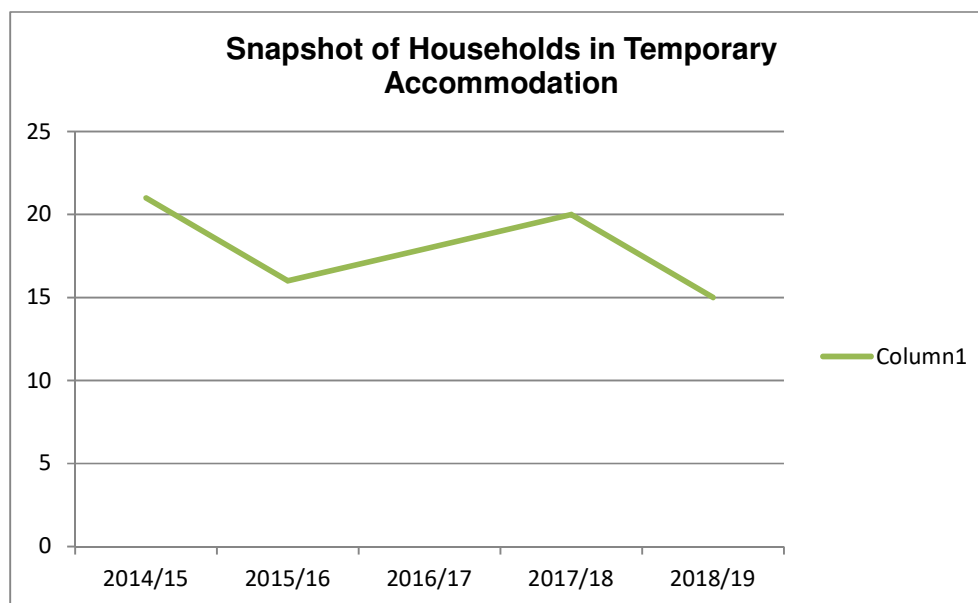
Source: MHCLG P1E data

- E.314 The level of homeless acceptances increased between 2014/15 and 2015/16 and then decreased to approximately 100 acceptances annually for the last two years.

Temporary Accommodation

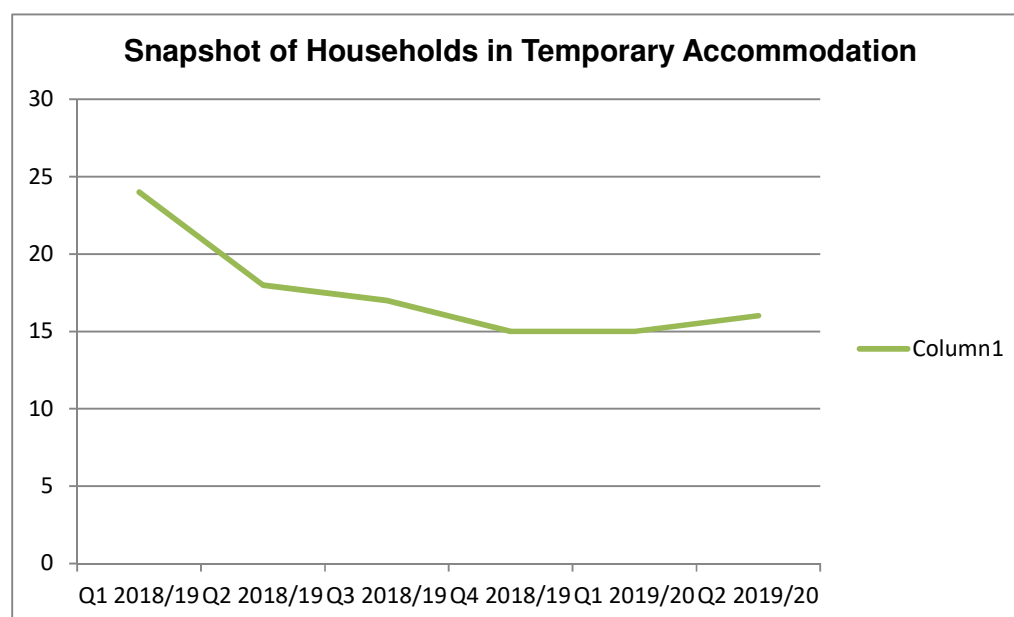
- E.315 The service manages its own temporary accommodation, which consists of a 7-unit hostel, 9 units leased from Clarion and 5 units leased from Chorus. The use of B&B accommodation is minimal, the service uses Housing Network to secure nightly accommodation as this is a more cost effective option.
- E.316 The graph below shows the total number of households accommodated in temporary accommodation at the end of each financial year. This provides a snapshot of those in temporary accommodation at the end of each year.

Chart E.31 Households in temporary accommodation (annual)



Source: MHCLG P1E data & H-CLIC data

- E.317 The number of households in temporary accommodation at the end of each year is between 15 and 20. At the end of March 2019 the number of households in temporary accommodation was at its lowest level compared with previous years.
- E.318 The graph below shows the number of households in temporary accommodation on the last day of the quarter for 2018/19 following the introduction of the HRA 2017.

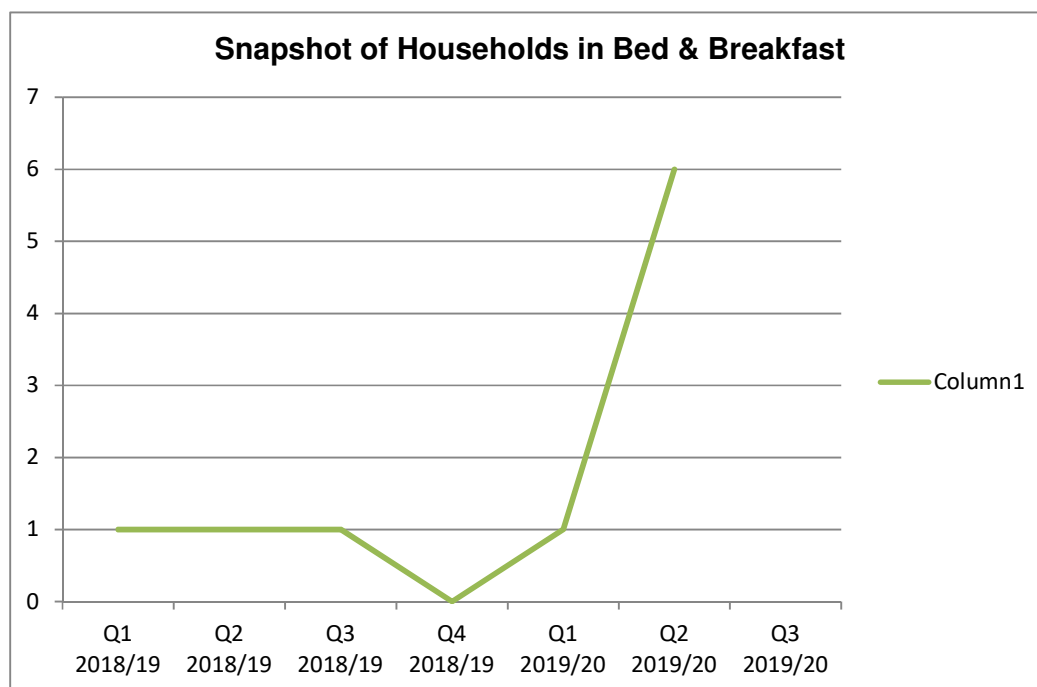
Chart E.32 Households in temporary accommodation (quartile)

Source: MHCLG H-CLIC data

- E.319 Unlike other areas the number of households in temporary accommodation has generally reduced every quarter since the introduction of the HRA.
- E.320 The average length of stay in temporary accommodation for 2018/19 was 10 weeks, this has increased to 11 weeks for quarter 2 of 2019/20.
- E.321 The table below details the annual placements in TA & B&B.

Table E.87 Annual placements in temporary accommodation and B&B			
Year	Annual number of TA placements	Annual number of B&B placements	
2016/17	71	38	
2017/18	62	26	
2018/19	69	45	
2019/20 (Q1 & Q2)	49	29	

- E.322 There were no households in B&B at the end of March for the last 5 years. However the table below illustrates an increase in the number of annual B&B placements since the HRA was introduced, with a further increase looking likely in 2019/20.
- E.323 The graph below details the number of households accommodated in B&B at the end of each quarter since the HRA was introduced. This shows a low level of B&B use, but an increase is identified in Q2 of 2019/20

Chart E.33 Households in Bed & Breakfast

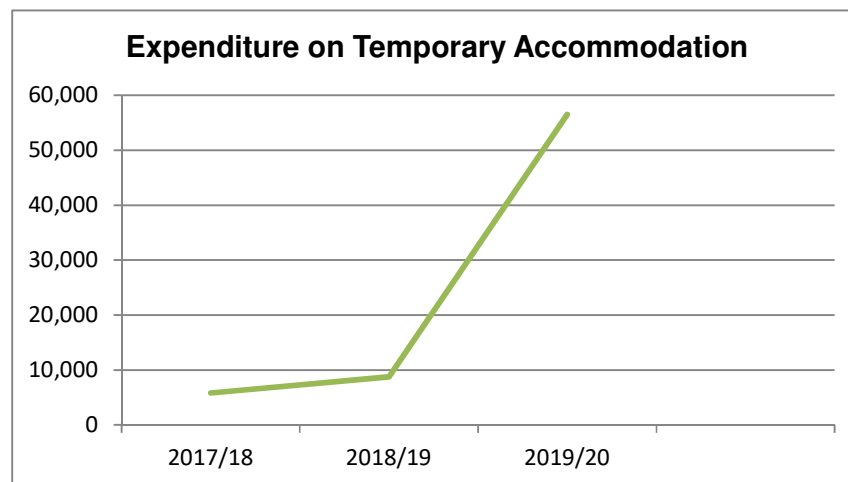
Source: MHCLG H-CLIC data

- E.324 There were a total of 45 households placed in B&B in 2018/19 with an average stay of 1 week. In the first half of 2019/20 there were 24 households placed in B&B, with an average stay of 6 weeks.
- E.325 The table below details the annual spend on B&B and nightly paid temporary accommodation.

Table E.88 Annual spend on B&B and nightly paid temporary accommodation	
Year	Spend (gross cost)
2017/18	£5,821
2018/19	£8,756
2019/20 (April to Nov 19)	£56,509

Source: Fenland District Council

- E.326 The 2018/19 expenditure has increased significantly compared to the previous year, reflecting the increase in demand on this area of the service.

Chart E.34 Expenditure on temporary accommodation

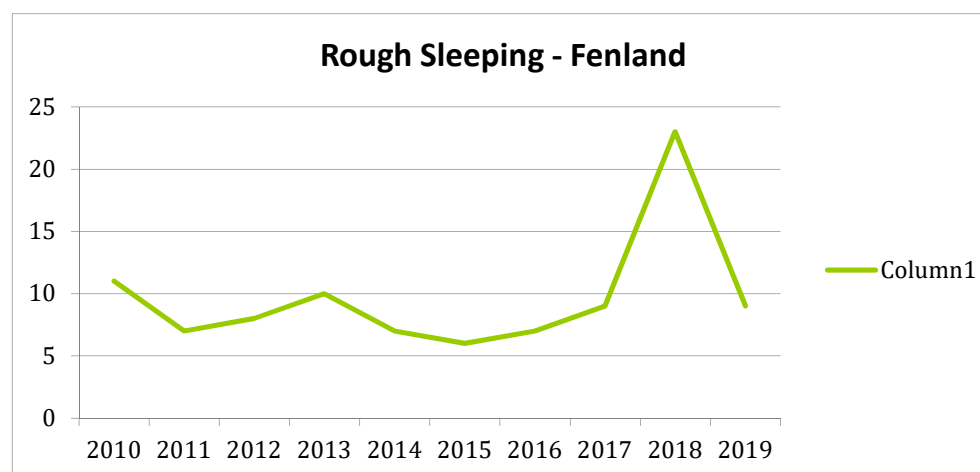
Source: Housing Options data

Rough Sleeping

- E.327 Rough sleeping is defined as “People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes”)”.

Official Count

- E.328 Each Authority is required to submit an official figure of numbers of rough sleepers found per year or to submit an estimate. The graph below details the number of rough sleepers found/estimated since 2010.

Chart E.35 Rough sleeping - Fenland

Source: MHCLG Rough Sleeping data

- E.329 There is a high level of rough sleeping with peaked in November 2018 when 23 rough sleepers were identified, this number dropped to 9 in November 2019. The reduction is linked to the provision of a winter nightshelter in 2019.

Access to the PRS and Prevention Payments

- E.330 The council has developed a successful approach to accessing the private rented sector through their Landlord Rent Solutions project.
- E.331 The table below details the number of households assisted to access the PRS with a loan/bond/grant.

Table E.89 Number of households assisted to access PRS with a loan, bond or grant			
	2016/17	2017/18	2018/19
Value of payments under RDS	£0	£10,397	£101,157
Prevention budget	£232,691	£120,480	£310,887

Staffing Budget

Table E.90 Staffing budget	
	2019/20
Staff costs - including only direct costs: salaries, NI and pension cost for staff relating to advice & options/homelessness prevention/stat homelessness service area	£290,620

e) Huntingdonshire

Homelessness Data

- E.332 Huntingdonshire District Council are required to provide homelessness statistics in the form of quarterly submissions to MHCLG, which records the numbers of households who have approached the council as homeless or threatened with homelessness and what duties are owed.
- E.333 All of the data contained in this document needs to be read in context. Low figures could result in higher percentages and distort some of the results.

Demand on the Housing Options Service

- E.334 The table below details the number of approaches to the Housing Options service for the last two years.

Table E.91 Number of approaches to Housing Options service 2017/18-2019/20	
Year	Number of approaches (including advice only cases)
2017/18	Not recorded
2018/19	1,452
2019/20 (Q1 & Q2)	712

Source: Huntingdonshire Housing Options

- E.335 As this data wasn't recorded prior to the HRA it is not possible to understand any increases in demand following the introduction of the HRA. Half year data from 2019/20 indicates that a similar level of demand is anticipated to the previous year.

Advice Only Cases

- E.336 There were 267 advice only cases in 2018/19 and a further 223 advice only cases opened during Qs 1&2 of 2019/20.

Case Loads

- E.337 Caseloads per officer are on average 50-60 cases, which also includes cases where a main duty has been accepted. Live cases are on average between 30-40 per officer. The level of cases is considered to be manageable by the team.

Homelessness Statistics

H-CLIC Data

- E.338 To date only the H-CLIC returns for 2018/19 and Q1 of 2019/20 have been published, and these have been published as experimental rather than official or national statistics. Given that this section examines the year's data of the new H-CLIC data under the HRA 2017, it is important to understand that there may be issues relating

to the quality of the data, therefore some caution should be taken when making comparisons either between local authorities or in comparison to other collected data.

Assessments

- E.339 The data below analyses the assessments and outcomes recorded under the HRA 2017.

Table E.92 Number of assessments and outcomes recorded under the HRA 2017	
Assessments	Number 2018/19
Assessments	971
Assessed as owed a duty	958
Threatened with homelessness – prevention duty owed	587
Homeless – relief duty owed	371
Not homeless	13

Source: MHCLG H-CLIC data

- E.340 99% of assessments resulted in a duty being owed. Of those owed a duty a higher percentage of clients were owed a prevention duty (61%) than a relief duty (39%). This suggests a significant proportion of clients are coming in when threatened with homelessness enabling opportunities for prevention to be maximised.
- E.341 In the first two quarters of 2019/20 there were 312 prevention duties owed and 220 relief duties owed.

Duty to Refer

- E.342 The table below details the duty to refer cases received. The numbers are relatively low, with slightly more being received at relief stage.

	Oct 18 to Mar 19		Apr 19 to Sep 19	
	Q3	Q4	Q1	Q2
Referral Agency				
Hospital A&E or in-patient	2	0	1	1
Adult Secure Estate (prison)	3	0	1	0
Children Social care	4	5	6	3
Adult Social Services	1	0	2	0
Mental Health Service Acute in-patient	1	2	1	2
Supported housing provider	2	0	0	0
Children Early Help services / Children Centres	4	0	0	0
National Probation Service	1	3	3	6
GPs	1	0	0	0
DWP Jobcentre Plus	1	1	3	0
Police	0	1	2	1
Further Education College	0	1	0	0
Other local authority service"	0	0	0	2
Refuge provider	1	1	0	1
TOTAL	21	14	19	16
Case Status				
Advice Only	1	0	1	4
Prevention	5	5	7	1
Relief	5	9	6	5
Main Duty	10	0	5	6
TOTAL	21	14	19	16

Source: Huntingdonshire District Council

16/17 year olds

- E.343 There were a total of 38 assessments undertaken for 16/17 year olds over the 18 month period April 18 to December 19. It is not possible to find out how many of these resulted in joint assessments with children's services being undertaken.

Profile of Homeless Households

- E.344 The family composition of households owed a prevention duty is detailed in the table below.

Table E.93 Family composition of households owed a prevention duty	
Household composition owed a prevention duty	Number
Single parent with dep children male	10
Single parent with dep children female	186
Couple with dep children	86
Three adult's dep children	7
Couple no children	49
Three adults no children	5
Single male	129
Single females	114
Single other	1

Source: MHCLG H-CLIC data

- E.345 The majority of households owed a prevention duty were households with dependent children accounting for 49% of all households, closely followed by single person households accounting for 42% of all households owed a prevention duty.
- E.346 The family composition of households owed a relief duty is detailed in the table below.

Table E.94 Family composition of households owed a relief duty	
Household composition owed a relief duty	Number
Single parent with dep children male	9
Single parent with dep children female	80
Couple with dep children	14
Three adult's dep children	2
Couple no children	16
Three adults no children	0
Single male	173
Single females	77
Single other	0

Source: MHCLG H-CLIC data

- E.347 The majority of households owed a relief duty were single people accounting for 67%, households with dependent children account for 28% of those owed a relief duty.
- E.348 In total singles account for 52% of all households owed a prevention or relief duty, and families account for 41%. Single households are significantly over-represented at

relief stage. This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households.

E.349 The table below details the age profile of those owed a prevention or relief duty.

Table E.95 Age profile of those owed a prevention or relief duty	
Age	2018/19
16-17 yrs	20
18-24 yrs	200
25-34 yrs	228
35-44 yrs	197
45-54 yrs	119
55-64 yrs	76
65-74 yrs	25
75+ yrs	8
Not known	0

Source: MHCLG H-CLIC data

E.350 The majority of households are aged 25-34 years accounting for 24% of all households, followed by 18-24 years (21%) and 35-44 year olds (21%).

E.351 The ethnicity of all households owed a prevention or relief duty are detailed in the table below.

Table E.96 Ethnicity of households owed a prevention or relief duty	
Ethnicity	Number
White	780
Black/African/Caribbean/Black British	30
Asian/Asian British	17
Mixed/multiple ethnic groups	11
Other ethnic groups	8
Not known	112

Source: MHCLG H-CLIC data

E.352 White households account for 81% of all households owed a prevention or relief duty, 3% of households were Black/African/Caribbean/Black British and 2% were Asian/Asian British. For 12% of cases ethnicity was not known, this may indicate a recording issue.

Support Needs

E.353 The table below details the number of clients owed a duty with a support need.

Table E.97 Number of clients owed a duty with a support need	
Support Needs	Number
Households with a support need	151
Total support needs	261

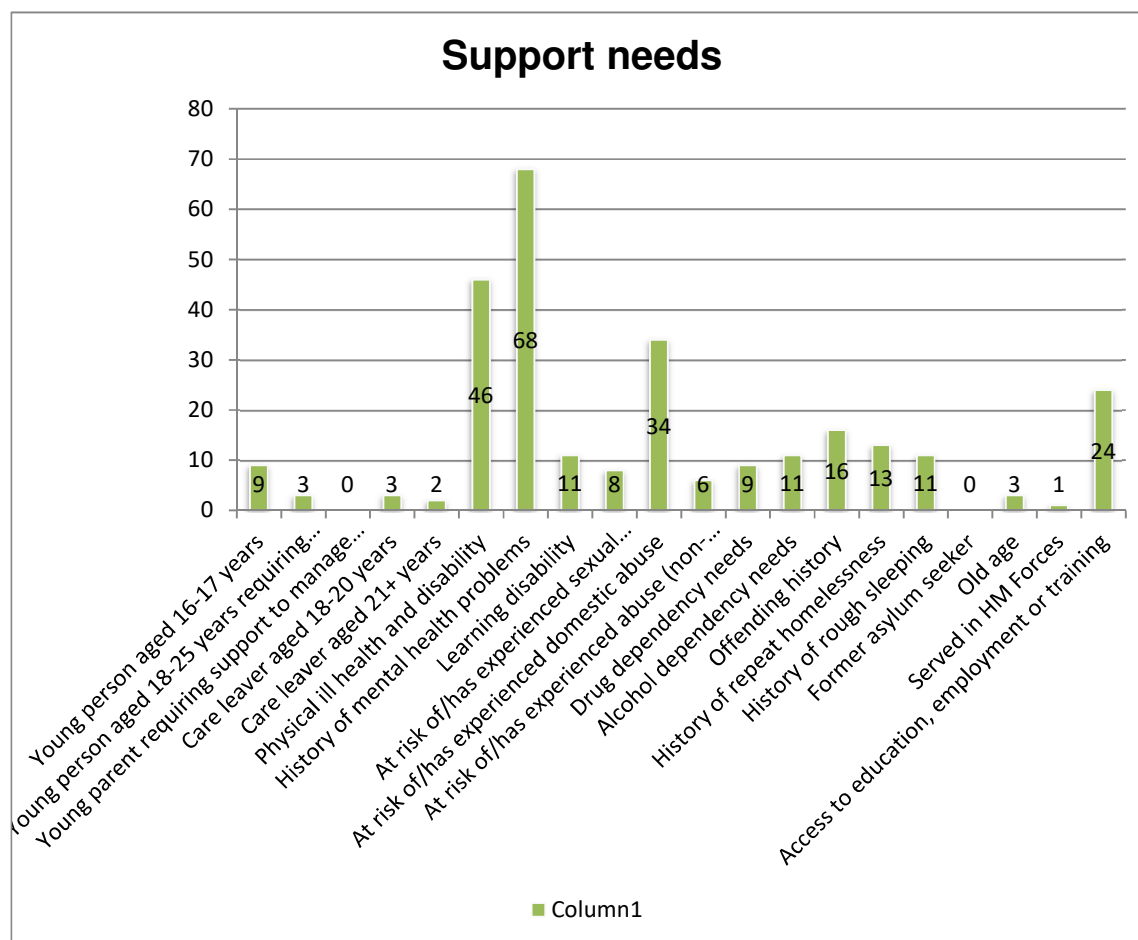
Source: MHCLG H-CLIC data

E.354 Of the clients owed a duty by the Housing Options team 16% had a support need. The Housing Options Manager feels that this is an under-representation of support needs and may be linked to recording issues following the new legislation, it is thought that around 60-70% of clients have a support need.

E.355 A total of 261 support needs were identified for 151 households. The nature of the identified support needs are detailed below.

Table E.98 Nature of identified support needs	
Support Need	Number
Young person aged 16-17 years	9
Young person aged 18-25 years requiring support to manage independently	3
Young parent requiring support to manage independently	0
Care leaver aged 18-20 years	3
Care leaver aged 21+ years	2
Physical ill health and disability	46
History of mental health problems	68
Learning disability	11
At risk of/has experienced sexual abuse/exploitation	8
At risk of/has experienced domestic abuse	34
At risk of/has experienced abuse (non-domestic abuse)	6
Drug dependency needs	9
Alcohol dependency needs	11
Offending history	16
History of repeat homelessness	13
History of rough sleeping	11
Former asylum seeker	0
Old age	3
Served in HM Forces	1
Access to education, employment or training	7

Source: MHCLG H-CLIC data

Chart E.36 Support needs

Source: MHCLG H-CLIC data

- E.356 The most frequently occurring support need is mental health, accounting for 26% of all declared support needs. Other frequently occurring support needs include, physical ill health and domestic abuse.
- E.357 Information from the Housing Options team indicates that there are a very high number of complex cases, including both single people and families with multiple and challenging needs. The Housing Options service has struggled to find sustainable solutions for these households. There is a need to have a better quantitative and qualitative understanding of these issues, alongside understanding if existing provision meets the needs of these customers.

Hidden Homelessness

- E.358 The table below details applicants who may be hidden homeless. There was a total of 108 applicants who were NFA in 2018/19, and a further 398 who were living with friends and family.

Table E.99 Number of applicants who may be hidden homeless			
	NFA	Living with friends	Living with family
2018/19	108	109	289
2019/20 (Q1 & Q2)	43	35	120

Source: MHCLG H-CLIC data

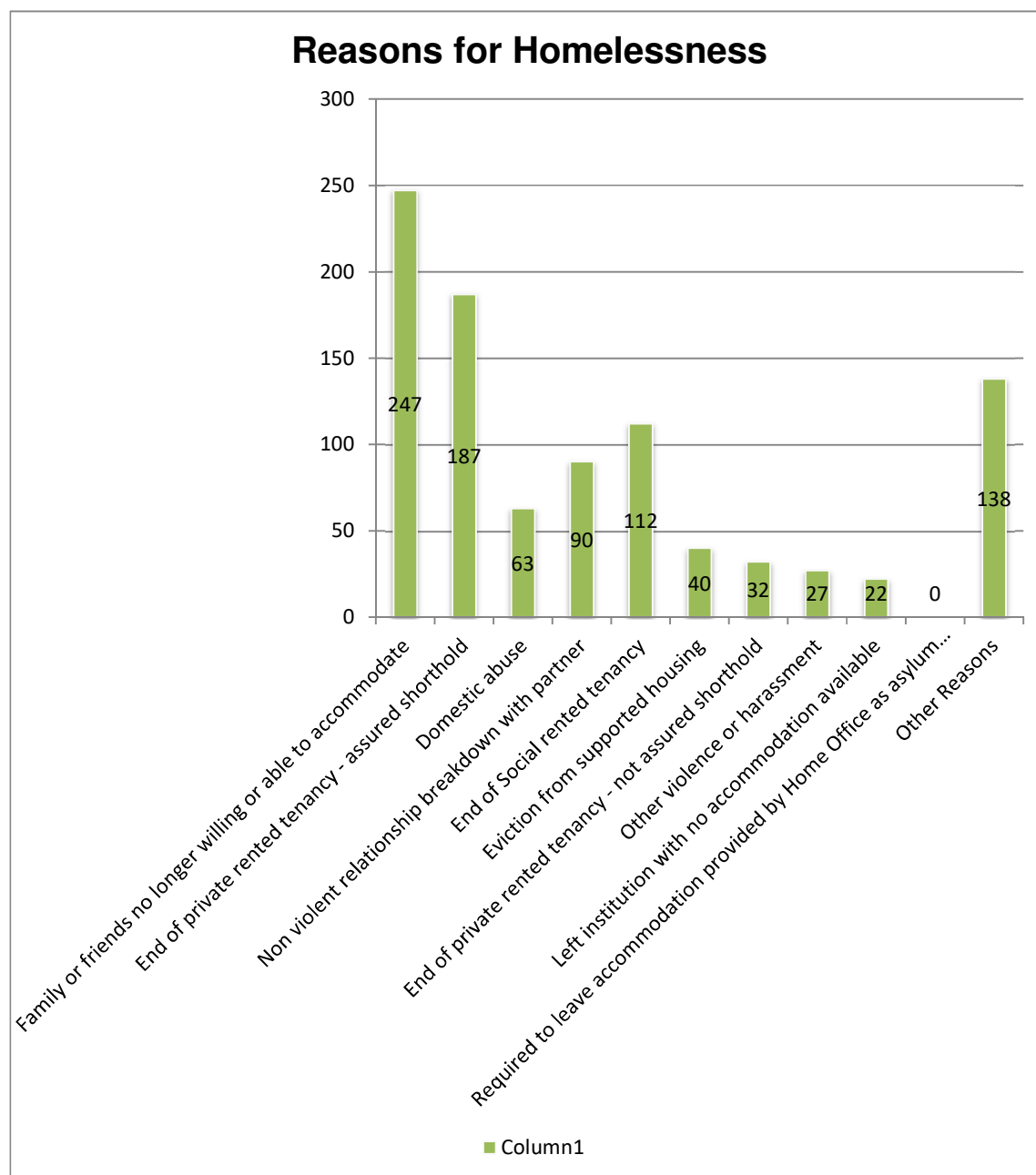
Reasons for Homelessness

- E.359 The table and graphs below detail the main causes of homelessness for those owed a prevention and relief duty.

Table E.100 Main reasons of homelessness	
Main reason for homelessness	2018/19
Family or friends no longer willing or able to accommodate	247
End of private rented tenancy – assured shorthold	187
Domestic Abuse	63
Non-violent relationship breakdown	90
End of social rented tenancy	112
Eviction from supported housing	40
End of private rented tenancy – not assured shorthold	32
Other violence or harassment	27
Left institution with no accommodation available	22
Required to leave accommodation provided by Home Office as asylum support	0
Other reasons	138

Source: MHCLG H-CLIC data

Chart E.37 Reasons for homelessness



Source: MHCLG H-CLIC data

- E.360 The main reason for homelessness in Huntingdonshire is family or friends no longer able to accommodate, accounting for 26% of cases followed by the loss of private rented accommodation (AST) (20%).
- E.361 The other main causes of homelessness in Huntingdonshire are end of social tenancy (112 cases, 12%), non violent relationship breakdown (90 cases, 9%), domestic abuse (63 cases, 6%) and eviction from supported housing (40 cases, 4%).

- E.362 There is a high level of cases recorded as other reasons (14%), this indicates a data recording issue that may need to be addressed to ensure an accurate and detailed understanding of the causes of homelessness in Huntingdonshire.

Accommodation at the time the prevention or relief duty owed

- E.363 The table below details the type of accommodation that clients were living in at the time when the prevention or relief duty was owed.

Table E.101 Type of accommodation when duty was owed	
Accommodation type	Number
Private rented sector	248
Living with family	242
No fixed abode	95
Social rented sector	173
Living with friends	94
Homeless on departure from an institution	23
Rough sleeping	16
Owner-occupier/tied	22
Temporary accommodation	3
NASS accommodation	0
Refuge	5
Other/ Not known	37

Source: MHCLG H-CLIC data

- E.364 Prior to approaching the service the largest proportion of customers had been living in the private rented sector (26%) followed by living with family (25%) and social rented sector (18%).

Prevention and Relief Outcomes

Prevention Outcomes

- E.365 The table below details the number of cases where the prevention duty came to an end during the year 2018/19.

Table E.102 Number of cases where prevention duty came to an end in 2018/19	
	2018/19
Total number of households where prevention duty ended	452
Secured accommodation for 6+ months	283
Homeless (including intentionally homeless)	109
Contact Lost	40
56 days lapsed & no further action	8
Withdrew application/applicant deceased	11
No longer eligible	0
Refused suitable accommodation offer	1
Refused to cooperate	0
Not Known	0

Source: MHCLG H-CLIC data

- E.366 For the 452 cases owed a prevention duty, where the duty has ended, accommodation was secured for 283 of these households, this indicates that of those households owed a prevention duty homelessness was successfully prevented for 63% of these households. This compares to a national prevention rate of 58%.
- E.367 In the first half of 2019/20 165 cases were successfully prevented, this equates to a prevention rate of 59%, which is slightly lower than the previous year.
- E.368 For 9% of cases the duty came to an end due to loss of contact.
- E.369 109 (24%) of these households went on to become homeless, indicating that a relief duty was then owed.
- E.370 Of these 283 households, 180 had their homelessness prevented by moving to alternative accommodation, and 103 were able to remain in their existing accommodation.
- E.371 The service is successful at both helping households to secure alternative accommodation and enabling them to remain in their existing accommodation.

Table E.103 Number of cases where prevention duty ended with secure accommodation	
Type of accommodation secured	2018/19
Social housing	207
Private rented sector	63
Staying with family	7
Staying with friends	3
Owner Occupier	0
Other	0
Not known	3

Source: MHCLG H-CLIC data

- E.372 The majority were accommodated in social housing (73%) followed by the private rented accommodation (22%).

Table E.104 Main prevention activity	
Activity	
Accommodation secured by local authority or organisation delivering housing options service	90
Helped to secure accommodation found by applicant, with financial payment	16
Helped to secure accommodation found by applicant, without financial payment	26
Supported housing provided	36
Negotiation/mediation work to secure return to family or friend	7
Negotiation/mediation/advocacy work to prevent eviction/repossession	50
Other financial payments	19
Discretionary Housing Payment	25
Other	19
No activity – advice and information provided	4

Source: MHCLG H-CLIC data

- E.373 The most successful prevention activity was accommodation secured by the Housing Options service, followed by negotiation/mediation/advocacy work to prevent eviction/repossession.
- E.374 While family/friends evicting is the main cause of homelessness in Huntingdonshire only 7 cases had their homelessness prevented through successful negotiation/mediation work to secure the return to family and friends. This is a possible area for future focus to ensure a more targeted approach to preventing homelessness due to this cause.

Relief Outcomes

- E.375 The table below shows the reasons where the relief duty has ended during the year.

Table E.105 Number of cases where relief duty came to an end in 2018/19	
	2018/19
Total number of households where relief duty ended	383
Secured accommodation for 6+ months	122
56 days lapsed	200
Contact Lost	29
Withdrew application/applicant deceased	24
Refused final accommodation offer	0
Intentionally homeless from accommodation provided	4
Local connection referral accepted by LA	4
No longer eligible	0
Refusal to co-operate	0
Not known	0

Source: MHCLG H-CLIC data

- E.376 In 2018/19 the relief duty ended for a total of 383 households, of which 122 had accommodation secured, this indicates that of those households owed a relief duty homelessness was relieved for 32% of these households. This is under the national average for England of 43%.
- E.377 In the first half of 2019/20 a total of 73 cases were successfully relieved, this equates to a successful relief rate of 32%, this is the same as achieved in the previous year.
- E.378 For 200 households (57%) the 56 days of the relief duty lapsed. 6% of applications were withdrawn, and contact was lost with just under 8% of households.

Table E.106 Number of households where relief duty ended with secure accommodation	
Accommodation	
Private rented sector	15
Social rented sector	50
Staying with family	3
Staying with friends	0
Owner-occupier	1
Other	0
Not known	56

Source: MHCLG H-CLIC data

- E.379 The majority of households were accommodated in the social rented sector (41%), followed by private rented accommodation (12%).
- E.380 There may be opportunities to improve both prevention and relief outcomes by improving access to the private rented sector, although it is recognised that the private rented sector is not very affordable.
- E.381 Very few households had their homelessness relieved by staying with family or friends.
- E.382 For 56 cases the outcome in terms of accommodation secured is not known, it is unclear why this number is high given that the service has recorded a relief outcome for the case. This may indicate a data recording issue.
- E.383 The table below details the main relief activity that resulted in the homelessness being relieved.

Table E.107 Main relief activity	
Activity	Number
Accommodation secured by local authority or organisation delivering housing options service	60
Supported housing provided	32
Helped to secure accommodation found by applicant with financial payment	4
Helped to secure accommodation found by applicant without financial payment	14
Other activity through which accommodation secured	11
No activity	1

Source: MHCLG H-CLIC data

- E.384 The most successful relief activity was securing accommodation by the Housing Options service followed by accessing supported housing.

Main Duty Decisions

- E.385 The table below details the number of main duty decisions for households where the homelessness could not be prevented or relieved.

Table E.108 Main duty decisions where homelessness could not be prevented or relieved	
	2018/19
Total main duty decisions	227
Homeless + priority need + unintentionally homeless (acceptance)	189
Homeless + priority need + intentionally homeless	6
Homeless + no priority need	30
Not homeless	2

Source: MHCLG H-CLIC data

- E.386 A total of 227 main duty decisions were made, of which 189 (83%) were owed the full homeless duty under s193, compared with 58% nationally. A total of 6 households (3%) were found to be intentionally homeless, compared with the average for England

of 8%. 13% of households were found to have no priority need compared with the national average of 19%.

- E.387 Of the original 958 households owed a prevention or relief duty 227 households (24%) went on to have a main duty decision. Of the total 958 households 189 households (20%) went on to have the main s193 duty owed.
- E.388 In the first half of 2019/20 a total of 111 main duty decisions were recorded of which 104 were owed the main duty.
- E.389 For those households owed a full duty the reasons for priority need are detailed in the table below.

Table E.109 Reasons for priority need	
Priority Need Reason	2018/19
Dependent children	98
Mental health problems	39
Physical disability/ill health	25
Pregnancy	34
Domestic abuse	3
Young applicant	1
Old age	3
Emergency	0
Other	11

Source: MHCLG H-CLIC data

- E.390 The main reason for priority need is dependent children, followed by mental health problems, pregnancy and physical disability.
- E.391 For those households owed the full homeless duty the table below details how this duty was discharged.

Table E.110 Discharge of those owed the full homeless duty		
Outcomes of households no longer owed a main duty		2018/19
Total no longer owed a main duty		204
Housing Act 1996 Pt6 social housing offer	Accepted	158
	Refused	2
Private rented sector offer	Accepted	2
	Refused	0
Voluntarily ceased to occupy		10
Refused suitable TA offer, withdrew or lost contact		13
Became intentionally homeless from TA		18
Ceased to be eligible		1
Not known		0

Source: MHCLG H-CLIC data

- E.392 For those households owed the main homeless duty, 158 had the duty discharged through an offer of social housing under part 6 of the Housing Act 1996 . Only 2

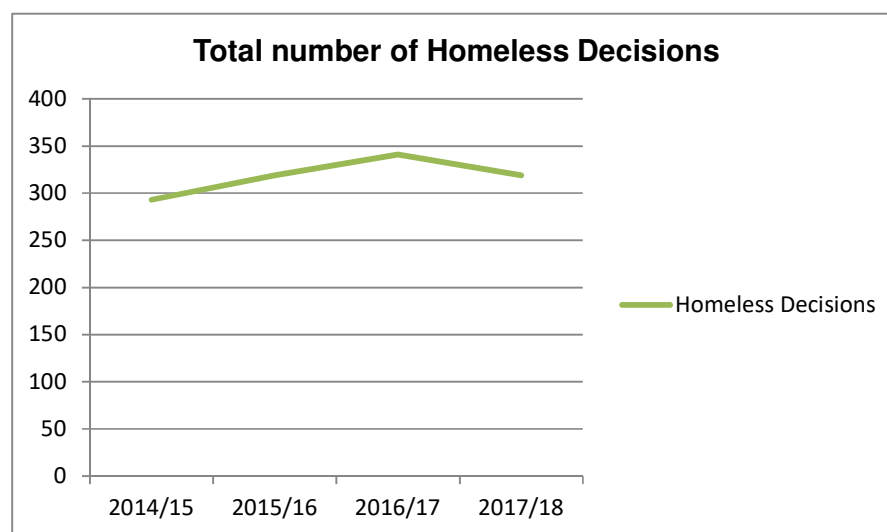
households had the main duty brought to an end through an offer private rented accommodation.

- E.393 Once again better use of the private rented sector may enable the Council to successfully discharge its duty and move households out of temporary accommodation.

P1E data

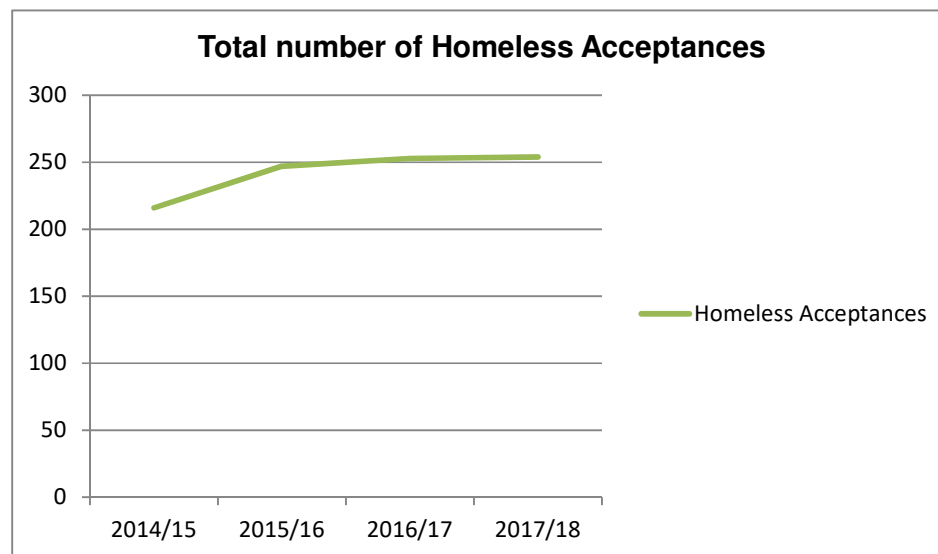
- E.394 The following data analysis is for the period 2014/15 - 2017/18 using the former P1E statistics. It is important to note that the majority of this data relates to those where a formal homeless acceptance has been made under s193, it therefore only relates to a small number of clients and any percentages should be read in this context.
- E.395 The graph below details the total number of homeless decisions made for the five years between 2014/15 and 2017/18.

Chart E.38 Total number of homeless decisions



Source: MHCLG P1E data

- E.396 The total number of homeless decisions remained relatively stable at around 300 a year, peaking in 2016/17 at 341.
- E.397 The total number of households found to be eligible, unintentionally homeless and in priority need are shown in the graph below.

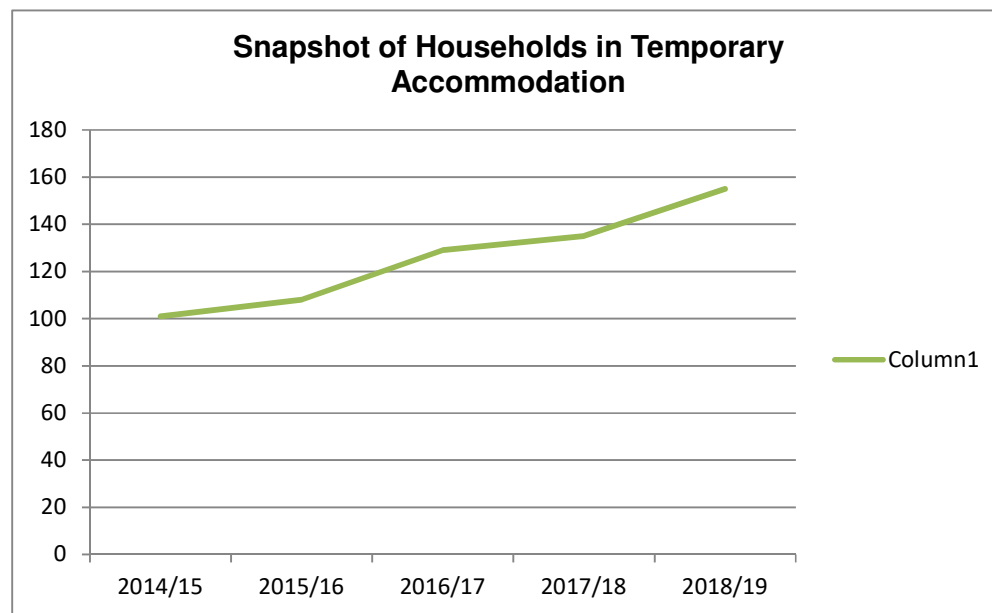
Chart E.39 **Total number of homeless acceptances**

Source: MHCLG P1E data

- E.398 The level of homeless acceptances increased between 2014/15 and 2015/16 and then remained relatively steady.

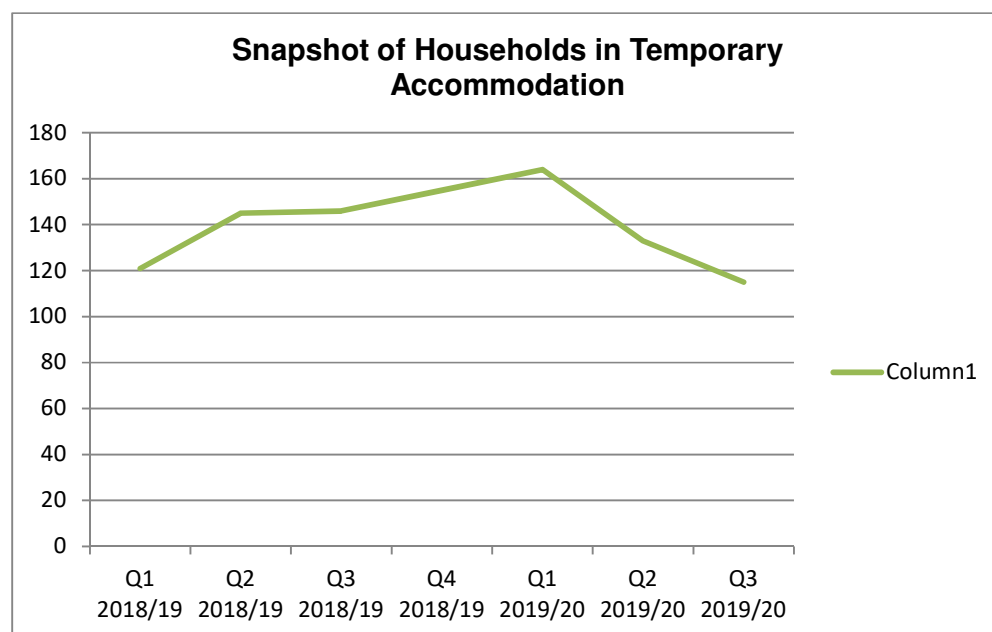
Temporary Accommodation

- E.399 Huntingdonshire District Council is not a stock holding local authority and has a portfolio of temporary accommodation provided by a number of registered providers, as well as accessing nightly paid accommodation through private providers and local B&B landlords. The temporary accommodation provided by registered providers ranges from premises with some shared facilities to self contained flats and houses. B&B and nightly paid accommodation is used where there is no availability within other stock.
- E.400 The graph below shows the total number of households accommodated in temporary accommodation at the end of each financial year. This provides a snapshot of those in temporary accommodation at the end of each year.

Chart E.40 Households in temporary accommodation (annual)

Source: MHCLG P1E data & H-CLIC data

- E.401 The number of households in temporary accommodation at the end of each year has increased annually since 2014/15.
- E.402 The graph below shows the number of households in temporary accommodation on the last day of the quarter for 2018/19 following the introduction of the HRA 2017.

Chart E.41 Households in temporary accommodation (quarter)

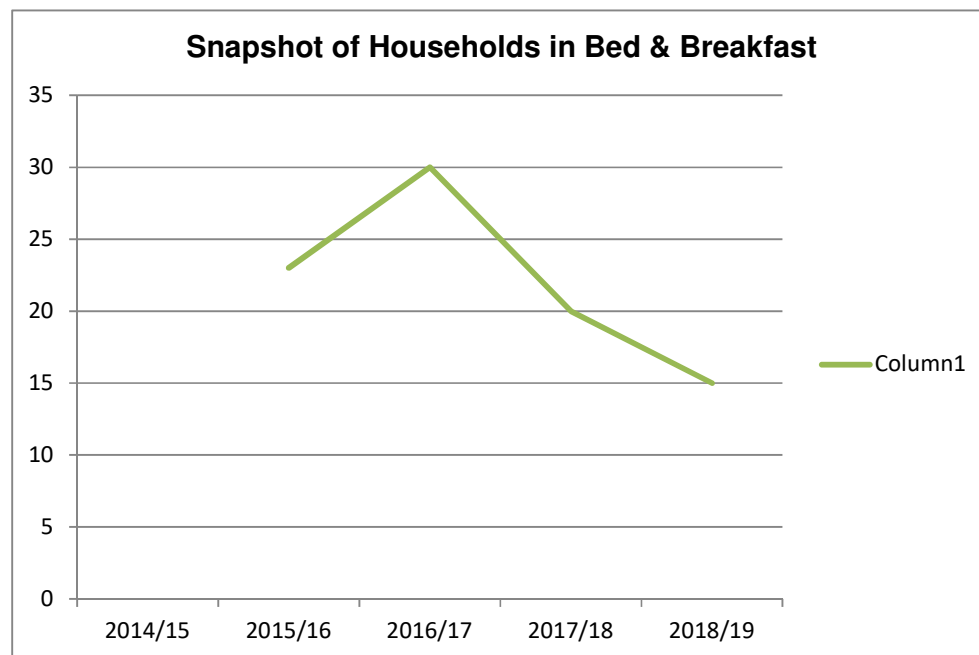
Source: MHCLG H-CLIC data

- E.403 The number of households at the end of each quarter since the introduction of the HRA initially increased but has since decreased from Q1 2019/20.
- E.404 The table below provided by Huntingdonshire Housing Options details the number of households in temporary accommodation at the end of March 2019, compared with the beginning of December 2019. This indicates a reduction in the number of households in temporary accommodation at any one time. (Please note numbers vary from published H-CLIC data).

Numbers By accommodation Type	31/03/19	01/12/19
Number of TA Case in B & B	17	6
Number of TA Cases in Nightly Charge (Rent Connect, Housing Network etc)	55	38
Number of TA Cases Hostels (Coneygear Court, Kings Ripton Road Bungalows etc)	38	36
Number of TA Cases in RSL Stock (Home Group, Luminus HMOs etc)	37	37
Number of TA Cases in accommodation leased by an RSL (King Street Housing etc)	10	5
Number of TA Cases in Refuge	2	0
TOTAL	159	122

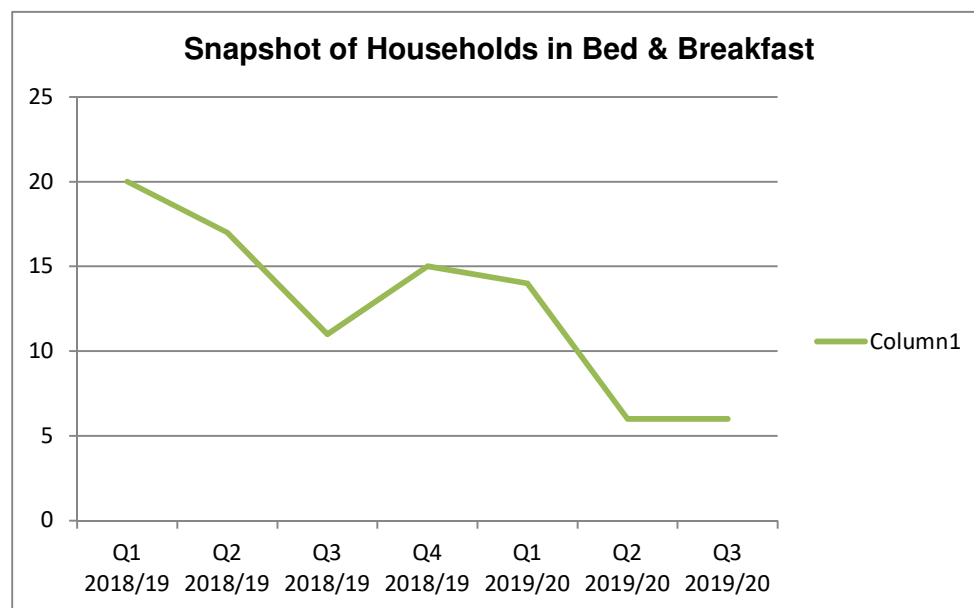
Source: Huntingdonshire Housing Options

- E.405 In 2018/19 there were a total of 426 households accommodated in temporary accommodation during the year, this included a stay in B&B for 171 households. Between April and November 2019 a total of 342 households were accommodated in temporary accommodation, of which 78 included a stay in B&B. This data suggests that there will be an overall increase in the number of households placed in temporary accommodation in 2019/20 compared with the previous year.
- E.406 The average length of stay in temporary accommodation for 2018/19 was 171 days, this increased to 205 days between April and November 2019.
- E.407 The graph below details the number of households accommodated in B&B accommodation at the end of each quarter for the last five financial years. There was no figure recorded on the P1E for 2014/15. The numbers have reduced since 2016/17 with a 50% reduction over this period, despite an increase in the overall use of temporary accommodation over the same time period.

Chart E.42 Households in Bed & Breakfast (annual)

Source: MHCLG H-CLIC data

E.408 The graph below details the number of households accommodated in B&B since the HRA was introduced.

Chart E.43 Households in Bed & Breakfast (quartile)

Source: MHCLG H-CLIC data

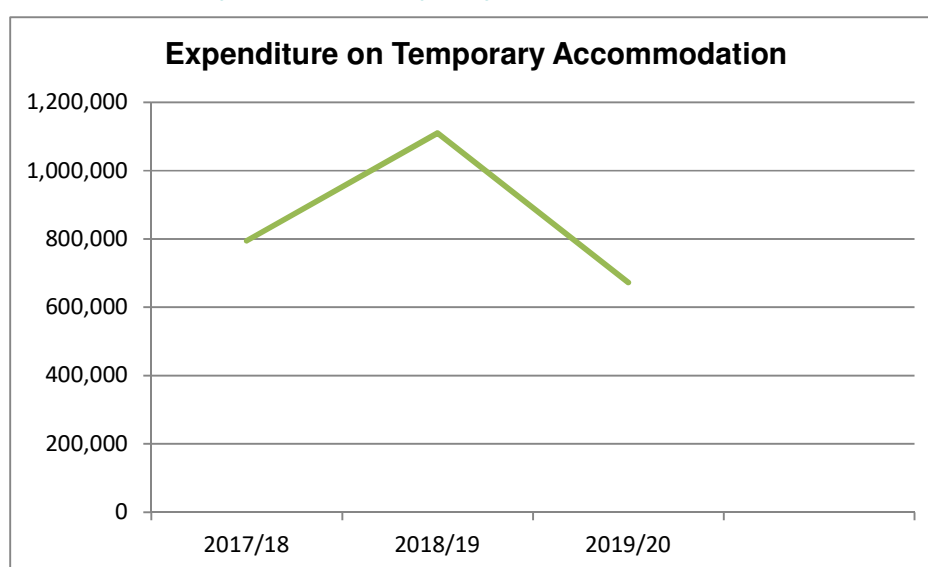
E.409 The table below details the annual spend on B&B and nightly paid temporary accommodation.

Table E.111 Annual spend on B&B and nightly paid temporary accommodation	
Year	Spend (gross cost)
2017/18	£ 794,843
2018/19	£1,110,000
2019/20 (April to Nov 19)	£672,832

Source: Huntingdonshire District Council

E.410 The 2018/19 expenditure on B&B and nightly paid accommodation increased by just under 40% compared to the previous year.

Chart E.44 Expenditure on temporary accommodation



Source: Housing Options data

E.411 The overall use of temporary accommodation has increased; this is linked to a combination of factors including:

- Poor move on from temporary accommodation linked to the lack of affordable move on options;
- Lack of affordable options within the private rented sector;
- Supply of social housing provision;
- Increased number of placements of single person households and the general shortage of affordable one bedroom accommodation;
- The increasing complexity of need that clients are presenting with, and the lack of options for these clients; and

- Registered providers completing risk assessments on suitability of tenants, and becoming increasingly risk averse.

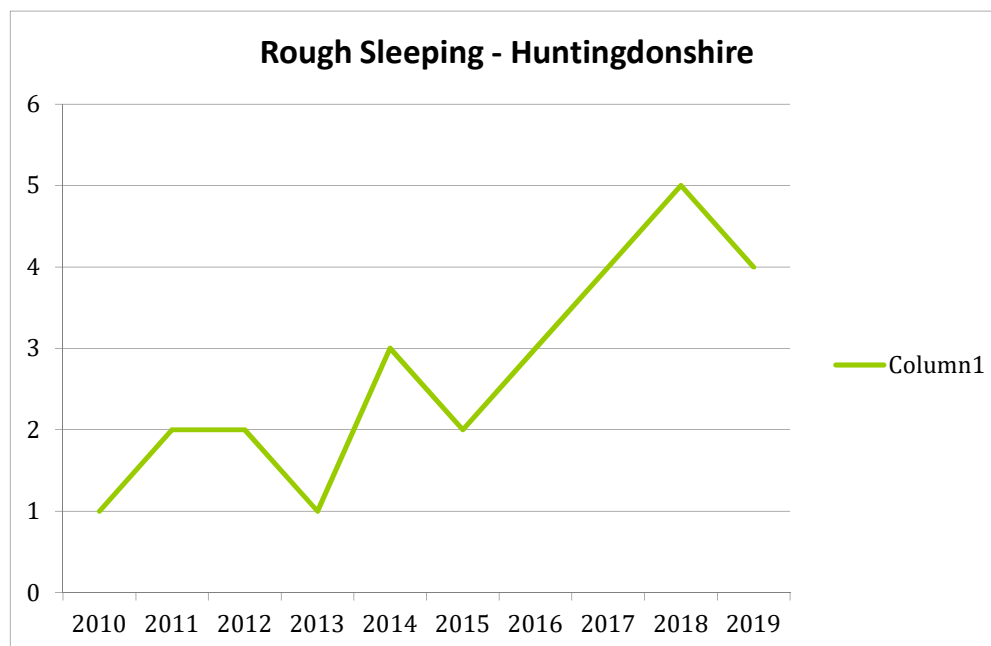
Rough Sleeping

E.412 Rough sleeping is defined as *“People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes”)”*.

Official Count

E.413 Each Authority is required to submit an official figure of numbers of rough sleepers found per year or to submit an estimate. The graph below details the number of rough sleepers found/estimated since 2010.

Chart E.45 **Rough sleeping - Huntingdonshire**



Source: MHCLG Rough Sleeping data

E.414 While there has been an increase in rough sleeping since 2010, the numbers are relatively low, peaking at 5 in 2018. The estimate in November 2019 identified 4 rough sleepers.

Access to the PRS and Prevention Payments

- E.415 The council operates a Rent Deposit Scheme that generally operates on a loan basis for the client, which can provide rent in advance and a rent deposit.
- E.416 Through this scheme the council can also offer a bond option (where the landlord or agent chooses to access this rather than having to secure a deposit through an approved scheme). The council can also use its prevention fund to make 'grant' payments rather than a loan, this can cover rent in advance if appropriate and other fees associated with securing private rented accommodation.
- E.417 The table below details the number of households assisted to access the PRS with a loan/bond/grant. While the same number of households have been helped to date in 2018/19 and 2019/20, the financial cost in 2019/20 is significantly more.

Table E.112 Number of households assisted to access PRS with a loan, bond or grant			
	2017/18	2018/19	2019/20 (April – Nov 2020)
Number of households assisted into PRS with loan/bond/grant	31	23	23
Value of payments under RDS		£22,145	£33,061
Prevention budget payments	£45,000	£42,717	£27,510

Staffing Budget

Table E.113 Staffing budget			
	2017/18	2018/19	2019/20 (April – Nov 2020)
Staff costs - including only direct costs: salaries, NI and pension cost for staff relating to advice & options/homelessness prevention/stat homelessness service area	£393,670	£556,557	£378,401 (full year forecast is £567,552)

f) Peterborough

Homelessness Data

- E.418 Peterborough City Council are required to provide homelessness statistics in the form of quarterly submissions to MHCLG, which records the numbers of households who have approached the council as homeless or threatened with homelessness and what duties are owed.
- E.419 All of the data contained in this document needs to be read in context. Low figures could result in higher percentages and distort some of the results.

Demand on the Housing Options Service

- E.420 The table below details the number of approaches to the Housing Options service for the last two years.

Table E.114 Number of approaches to Housing Options service 2018/19-2019/20	
Year	Number of approaches (including advice only cases)
2018/19	2,318
2019/20 (Q1 & Q2)	1,187

Source: Peterborough Housing Options

- E.421 As this data wasn't recorded prior to the HRA it is not possible to understand any increases in demand the introduction of the HRA. Half year data from 2019/20 indicates that a similar level of demand is anticipated to the previous year.

Case Loads

- E.422 Caseloads per officer are on average 50-60 cases, which also includes cases where a main duty has been accepted. Live cases are on average between 30-40 per officer. The level of cases is considered to be manageable.

Homelessness Statistics

H-CLIC Data

- E.423 To date only the H-CLIC returns for 2018/19 and Q1 of 2019/20 have been published, and these have been published as experimental rather than official or national statistics. Given that this section examines the year's data of the new H-CLIC data under the HRA 2017, it is important to understand that there may be issues relating to the quality of the data, therefore some caution should be taken when making comparisons either between local authorities or in comparison to other collected data.

Assessments

- E.424 The data below analyses the assessments and outcomes recorded under the HRA 2017.

Table E.115 Number of assessments and outcomes recorded under the HRA 2017	
Assessments	Number 2018/19
Assessments	1,135
Assessed as owed a duty	1,100
Threatened with homelessness – prevention duty owed	442
Homeless – relief duty owed	658
Not homeless	35

Source: MHCLG H-CLIC data

- E.425 97% of assessments resulted in a duty being owed. Of those owed a duty a higher percentage of clients were owed a relief duty (60%) than a prevention duty (40%).
- E.426 It will continue to be essential to encourage customers to seek help from the Housing Options team at the earliest point in order for opportunities for effective early intervention and prevention to be maximised.

Duty to Refer

- E.427 No data is available in relation to duty to refer cases.

Profile of Homeless Households

- E.428 The family composition of households owed a prevention duty is detailed in the table below.

Table E.116 Family composition of households owed a prevention duty	
Household composition owed a prevention duty	Number
Single parent with dep children male	8
Single parent with dep children female	129
Couple with dep children	78
Three adult's dep children	12
Couple no children	25
Three adults no children	12
Single male	113
Single females	65
Single other	0

Source: MHCLG H-CLIC data

- E.429 The majority of households owed a prevention duty were households with dependent children accounting for 51% of all households, closely followed by single person households accounting for 40% of all households owed a prevention duty.

E.430 The family composition of households owed a relief duty is detailed in the table below.

Table E.117 Family composition of households owed a relief duty	
Household composition owed a relief duty	Number
Single parent with dep children male	25
Single parent with dep children female	160
Couple with dep children	69
Three adult's dep children	3
Couple no children	36
Three adults no children	2
Single male	247
Single females	116
Single other	0

Source: MHCLG H-CLIC data

E.431 The majority of households owed a relief duty were single people accounting for 55%, households with dependent children account for 39% of those owed a relief duty.

E.432 In total singles account for 49% of all households owed a prevention or relief duty, and families account for 44%. Single households are significantly over-represented at relief stage. This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households.

E.433 The table below details the age profile of those owed a prevention or relief duty

Table E.118 Age profile of those owed a prevention or relief duty	
Age	2018/19
16-17 yrs	8
18-24 yrs	245
25-34 yrs	354
35-44 yrs	258
45-54 yrs	148
55-64 yrs	65
65-74 yrs	17
75+ yrs	5
Not known	0

Source: MHCLG H-CLIC data

E.434 The majority of households are aged 25-34 years accounting for 32% of all households, followed by 35-44 year olds (23%) and 18-24 years (22%).

- E.435 The ethnicity of all households owed a prevention or relief duty are detailed in the table below.

Table E.119 Ethnicity of households owed a prevention or relief duty	
Ethnicity	
White	845
Black/African/Caribbean/Black British	76
Asian/Asian British	94
Mixed/multiple ethnic groups	50
Other ethnic groups	22
Not known	13

Source: MHCLG H-CLIC data

- E.436 White households account for 77% of all households owed a prevention or relief duty, 7% of households were Black/African/Caribbean/Black British and 9% were Asian/Asian British.

Support Needs

- E.437 The table below details the number of clients owed a duty with a support need.

Table E.120 Number of clients owed a duty with a support need	
Support Needs	Number
Households with a support need	380
Total support needs	680

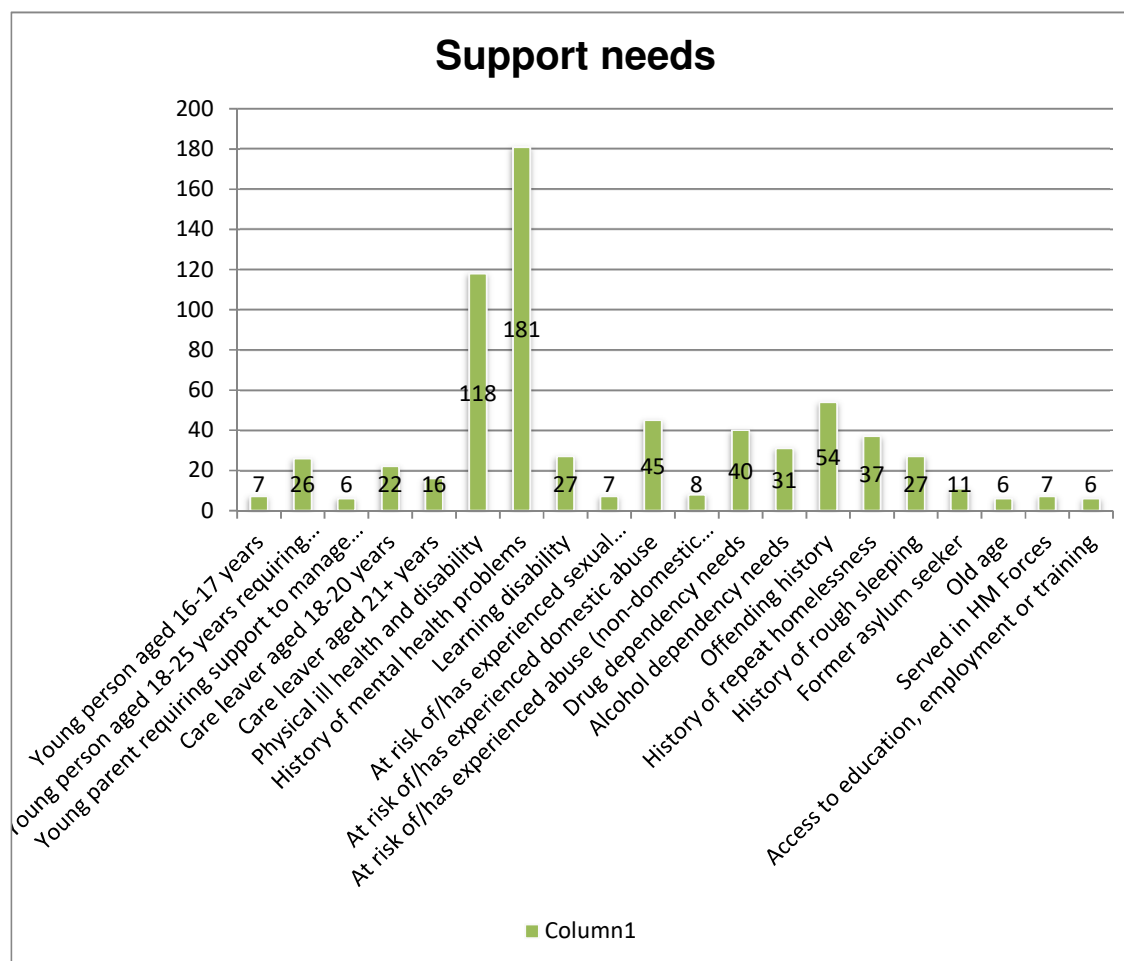
Source: MHCLG H-CLIC data

- E.438 Of the clients owed a duty by the Housing Options team 35% had a support need.

E.439 A total of 680 support needs were identified for 380 households. The nature of the identified support needs are detailed below.

Table E.121 Nature of identified support needs	
Support Need	Number
Young person aged 16-17 years	7
Young person aged 18-25 years requiring support to manage independently	26
Young parent requiring support to manage independently	6
Care leaver aged 18-20 years	22
Care leaver aged 21+ years	16
Physical ill health and disability	118
History of mental health problems	181
Learning disability	27
At risk of/has experienced sexual abuse/exploitation	7
At risk of/has experienced domestic abuse	45
At risk of/has experienced abuse (non-domestic abuse)	8
Drug dependency needs	40
Alcohol dependency needs	31
Offending history	54
History of repeat homelessness	37
History of rough sleeping	27
Former asylum seeker	11
Old age	6
Served in HM Forces	7
Access to education, employment or training	6

Source: MHCLG H-CLIC data

Chart E.46 Support needs

Source: MHCLG H-CLIC data

E.440 The most frequently occurring support need is mental health, accounting for 27% of all declared support needs. Other frequently occurring support needs include, physical ill health, offending history and domestic abuse.

Hidden Homelessness

E.441 The table below details applicants who may be hidden homeless. There was a total of 65 applicants who were NFA in 2018/19, and a further 371 who were living with friends and family.

Table E.122 Number of applicants who may be hidden homeless			
	NFA	Living with friends	Living with family
2018/19	65	102	269

Source: MHCLG H-CLIC data

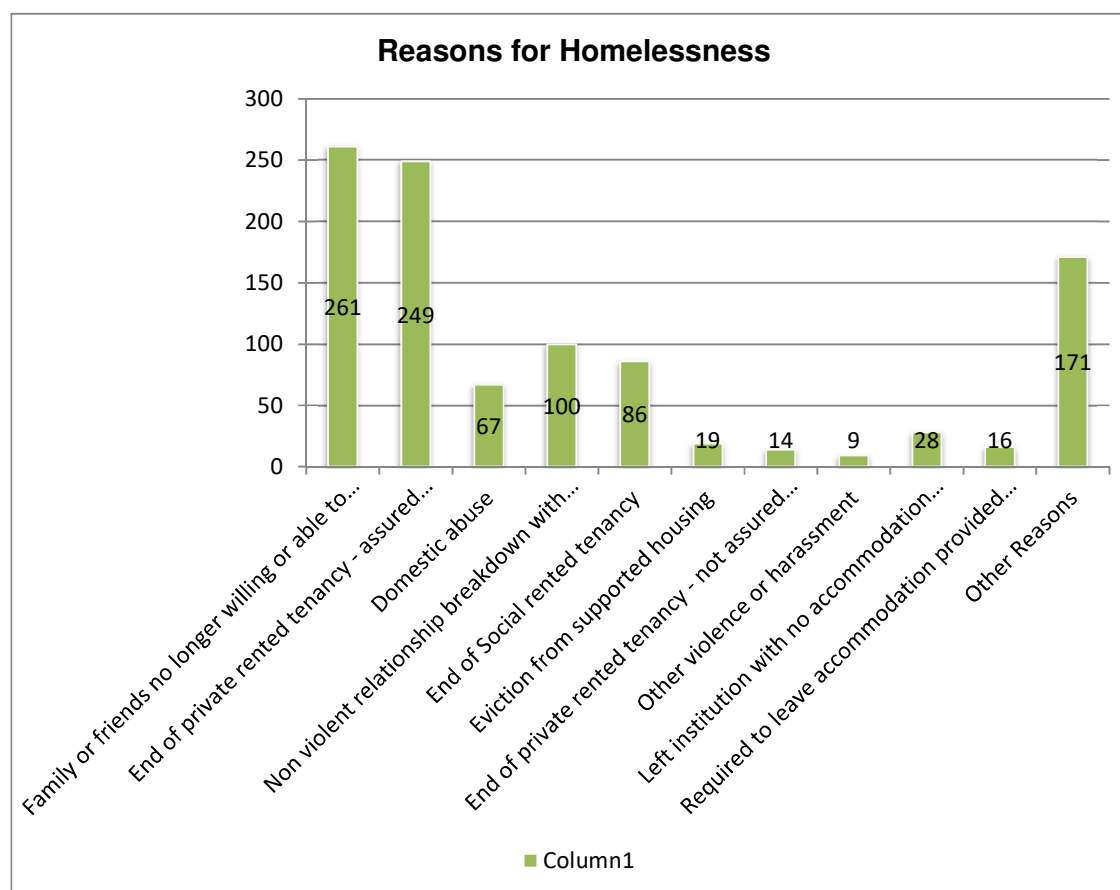
Reasons for Homelessness

E.442 The table and graphs below detail the main causes of homelessness for those owed a prevention and relief duty.

Table E.123 Main reasons of homelessness	
Main reason for homelessness	2018/19
Family or friends no longer willing or able to accommodate	261
End of private rented tenancy – assured shorthold	249
Domestic Abuse	67
Non-violent relationship breakdown	100
End of social rented tenancy	86
Eviction from supported housing	19
End of private rented tenancy – not assured shorthold	14
Other violence or harassment	9
Left institution with no accommodation available	28
Required to leave accommodation provided by Home Office as asylum support	16
Other reasons	171

Source: MHCLG H-CLIC data

Chart E.47 Reasons for homelessness



Source: MHCLG H-CLIC data

- E.443 The main reason for homelessness in Peterborough is family or friends no longer able to accommodate, accounting for 24% of cases followed by the loss of private rented accommodation (AST) (23%).
- E.444 The other main causes of homelessness in Peterborough are non violent relationship breakdown (100 cases, 9%), end of social tenancy (86 cases, 8%) and domestic abuse (67 cases 6%).
- E.445 There is a high level of cases recorded as other reasons (171 cases, 16%), this indicates a data recording issue that may need to be addressed to ensure an accurate and detailed understanding of the causes of homelessness in Peterborough.

Accommodation at the time the prevention or relief duty owed

- E.446 The table below details the type of accommodation that clients were living in at the time when the prevention or relief duty was owed.

Table E.124 Type of accommodation when duty was owed	
Accommodation type	Number
Private rented sector	374
Living with family	269
No fixed abode	65
Social rented sector	134
Living with friends	102
Homeless on departure from an institution	40
Rough sleeping	8
Owner-occupier/tied	17
Temporary accommodation	0
NASS accommodation	15
Refuge	8
Other/ Not known	68

Source: MHCLG H-CLIC data

- E.447 Prior to approaching the service the largest proportion of customers had been living in the private rented sector (34%) followed by living with family (24%) and social rented sector (12%).

Prevention and Relief Outcomes

Prevention Outcomes

- E.448 The table below details the number of cases where the prevention duty came to an end during the year 2018/19.

Table E.125 Number of cases where prevention duty came to an end in 2018/19	
	2018/19
Total number of households where prevention duty ended	340
Secured accommodation for 6+ months	163
Homeless (including intentionally homeless)	114
Contact Lost	11
56 days lapsed & no further action	38
Withdrew application/applicant deceased	5
No longer eligible	8
Refused suitable accommodation offer	0
Refused to cooperate	1
Not Known	0

Source: MHCLG H-CLIC data

- E.449 For the 340 cases owed a prevention duty, where the duty has ended, accommodation was secured for 163 of these households, this indicates that of those households owed a prevention duty homelessness was successfully prevented for 48% of these households. This compares to a national prevention rate of 58%.
- E.450 114 (34%) of these households went on to become homeless, indicating that a relief duty was then owed.
- E.451 Of these 163 households, 84 had their homelessness prevented by moving to alternative accommodation, and 79 were able to remain in their existing accommodation.
- E.452 The service is successful at both helping households to secure alternative accommodation and enabling them to remain in their existing accommodation.

Table E.126 Number of cases where prevention duty ended with secure accommodation	
Type of accommodation secured	2018/19
Social housing	50
Private rented sector	84
Staying with family	18
Staying with friends	6
Owner Occupier	1
Other	4
Not known	0

Source: MHCLG H-CLIC data

- E.453 The majority were accommodated in private rented accommodation (52%) followed by social housing (31%).

Table E.127 Main prevention activity	
Activity	
Accommodation secured by local authority or organisation delivering housing options service	27
Helped to secure accommodation found by applicant, with financial payment	45
Helped to secure accommodation found by applicant, without financial payment	13
Supported housing provided	13
Negotiation/mediation work to secure return to family or friend	4
Negotiation/mediation/advocacy work to prevent eviction/repossession	10
Other financial payments	4
Discretionary Housing Payment	29
Other	3
No activity – advice and information provided	15

Source: MHCLG H-CLIC data

- E.454 The most successful prevention activity was help to secure accommodation found by applicant with financial payment followed by accommodation secured by the Housing Options service.
- E.455 While family/friends evicting is the main cause of homelessness in Peterborough only 4 cases had their homelessness prevented through successful negotiation/mediation work to secure the return to family and friends. This is a possible area for future focus to ensure a more targeted approach to preventing homelessness due to this cause.

Relief Outcomes

- E.456 The table below shows the reasons where the relief duty has ended during the year.

Table E.128 Number of cases where relief duty came to an end in 2018/19	
	2018/19
Total number of households where relief duty ended	445
Secured accommodation for 6+ months	157
56 days lapsed	194
Contact Lost	49
Withdrew application/applicant deceased	25
Refused final accommodation offer	1
Intentionally homeless from accommodation provided	8
Local connection referral accepted by LA	0
No longer eligible	4
Refusal to co-operate	7
Not known	0

Source: MHCLG H-CLIC data

- E.457 In 2018/19 the relief duty ended for a total of 445 households, of which 157 had accommodation secured, this indicates that of those households owed a relief duty homelessness was relieved for 35% of these households. This is under the national average for England of 43%.
- E.458 For 194 households (44%) the 56 days of the relief duty lapsed. 6% of applications were withdrawn, and contact was lost with 11% of households.

Table E.129 Number of households where relief duty ended with secure accommodation	
Accommodation	
Private rented sector	59
Social rented sector	67
Staying with family	14
Staying with friends	7
Owner-occupier	0
Other	8
Not known	2

Source: MHCLG H-CLIC data

- E.459 The majority of households were accommodated in the social rented sector (43%), followed by private rented accommodation (38%).
- E.460 A fewer number of households had their homelessness relieved by staying with family or friends.
- E.461 The table below details the main relief activity that resulted in the homelessness being relieved.

Table E.130 Main relief activity	
Activity	2018/19
Accommodation secured by local authority or organisation delivering housing options service	50
Supported housing provided	21
Helped to secure accommodation found by applicant with financial payment	42
Helped to secure accommodation found by applicant without financial payment	20
Other activity through which accommodation secured	15
No activity	9

Source: MHCLG H-CLIC data

- E.462 The most successful relief activity was securing accommodation by the Housing Options service followed by financial help to secure accommodation found by the applicant.

Main Duty Decisions

- E.463 The table below details the number of main duty decisions for households where the homelessness could not be prevented or relieved.

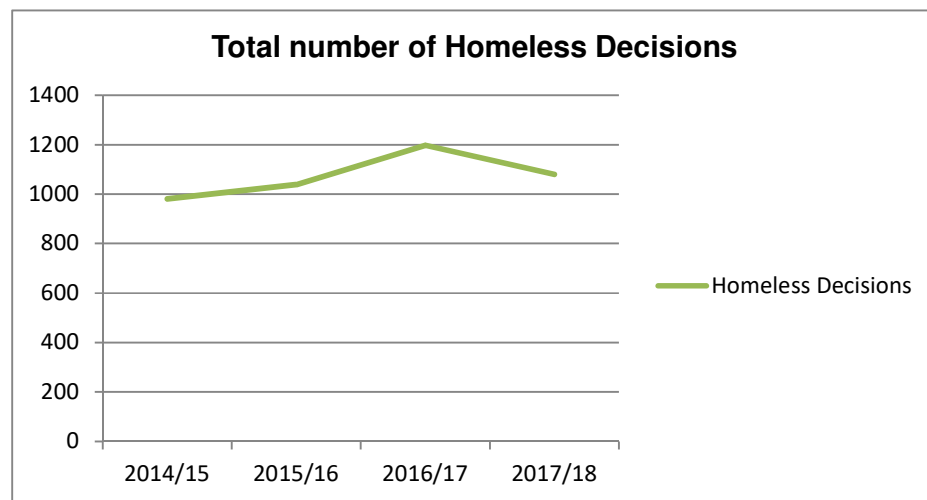
Table E.131 Main duty decisions where homelessness could not be prevented or relieved	
	2018/19
Total main duty decisions	508
Homeless + priority need + unintentionally homeless (acceptance)	381
Homeless + priority need + intentionally homeless	34
Homeless + no priority need	84
Not homeless	9

Source: MHCLG H-CLIC data

- E.464 A total of 508 main duty decisions were made, of which 381 (75%) were owed the full homeless duty under s193, compared with 58% nationally. A total of 34 households (7%) were found to be intentionally homeless, compared with the average for England of 8%. 17% of households were found to have no priority need compared with the national average of 19%.
- E.465 Of the original 1,100 households owed a prevention or relief duty 508 households (46%) went on to have a main duty decision. Of the total 1,100 households 381 households (35%) went on to have the main s193 duty owed.

P1E data

- E.466 The following data analysis is for the period 2014/15 - 2017/18 using the former P1E statistics. It is important to note that the majority of this data relates to those where a formal homeless acceptance has been made under s193, it therefore only relates to a small number of clients and any percentages should be read in this context.
- E.467 The graph below details the total number of homeless decisions made for the five years between 2014/15 and 2017/18.

Chart E.48 **Total number of homeless decisions**

Source: MHCLG P1E data

- E.468 The total number of homeless decisions increased from 2014/15 until 2016/17 and then began to reduce slightly.
- E.469 The total number of households found to be eligible, unintentionally homeless and in priority need are shown in the graph below.

Chart E.49 **Total number of homeless acceptances**

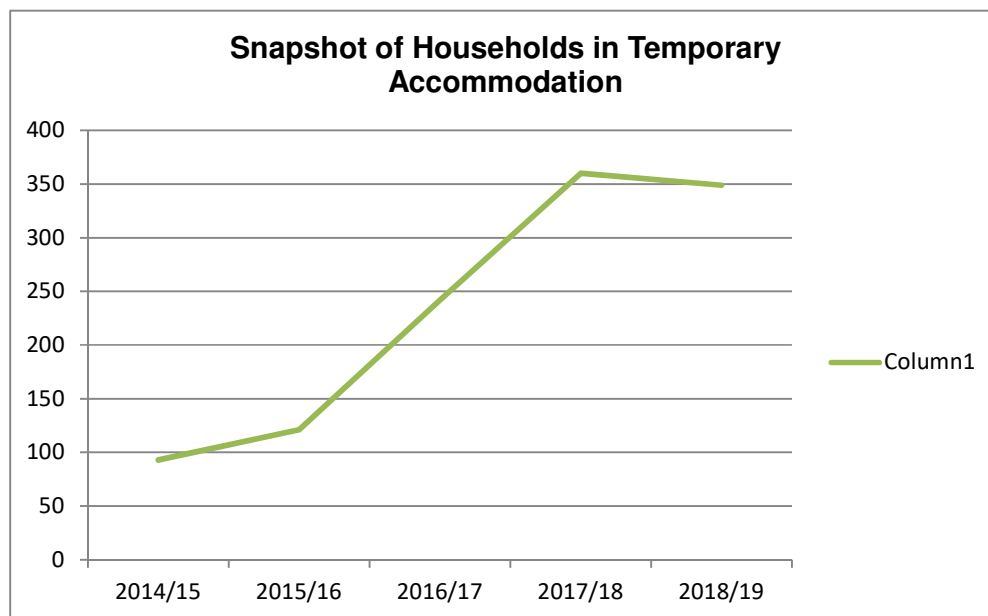
Source: MHCLG P1E data

- E.470 The level of homeless acceptances increased from 2014/15 peaking in 2016/17 and then reducing slightly.

Temporary Accommodation

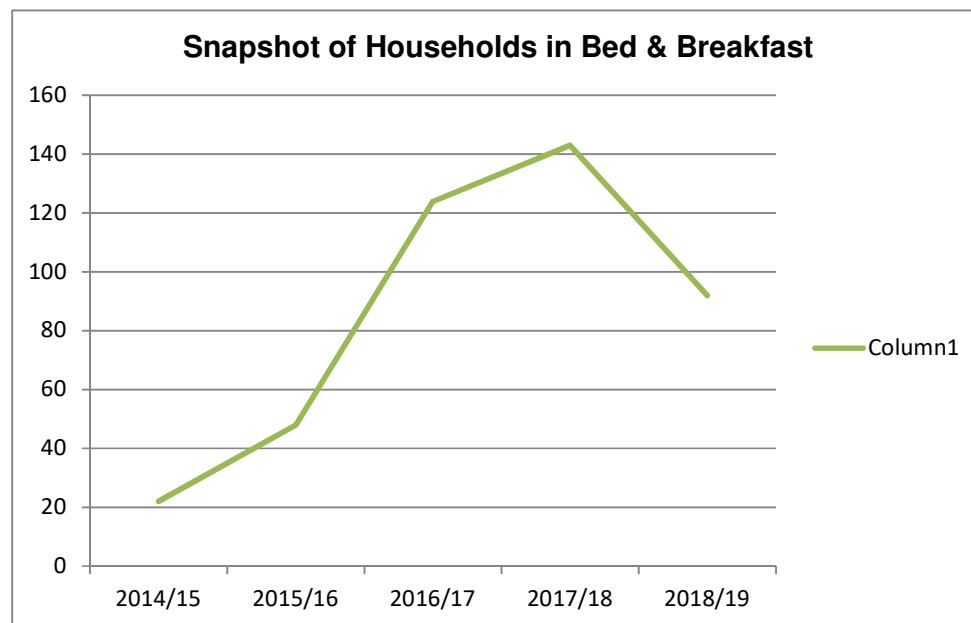
- E.471 No temporary accommodation portfolio information was available.
- E.472 The graph below shows the total number of households accommodated in temporary accommodation at the end of each financial year. This provides a snapshot of those in temporary accommodation at the end of each year.

Chart E.50 Households in temporary accommodation



Source: MHCLG P1E data & H-CLIC data

- E.473 The number of households in temporary accommodation at the end of each year has increased annually since 2014/15. A very slight reduction was seen at the end of March 2019.
- E.474 The graph below details the number of households accommodated in B&B accommodation at the end of each quarter for the last five financial years. The numbers have increased significantly since 2014/15, peaking in 2017/18 but have reduced in 2018/19 by 36% compared with the previous year.

Chart E.51 Households in Bed & Breakfast

Source: MHCLG H-CLIC data

E.475 The table below shows the total number of households placed in B&B on an annual basis.

Table E.132 Households placed in B&B		
Year	Number of placements	Average length of stay
2017/18	1,852	71 days
2018/19	1,469	110 days
2019/20 (Q1&2)	816	66 days

Source: Peterborough City Council

E.476 There was a 21% reduction in the number of annual placements in 2018/19 compared with the previous year. However the average length of stay increased significantly over this period, but has since reduced.

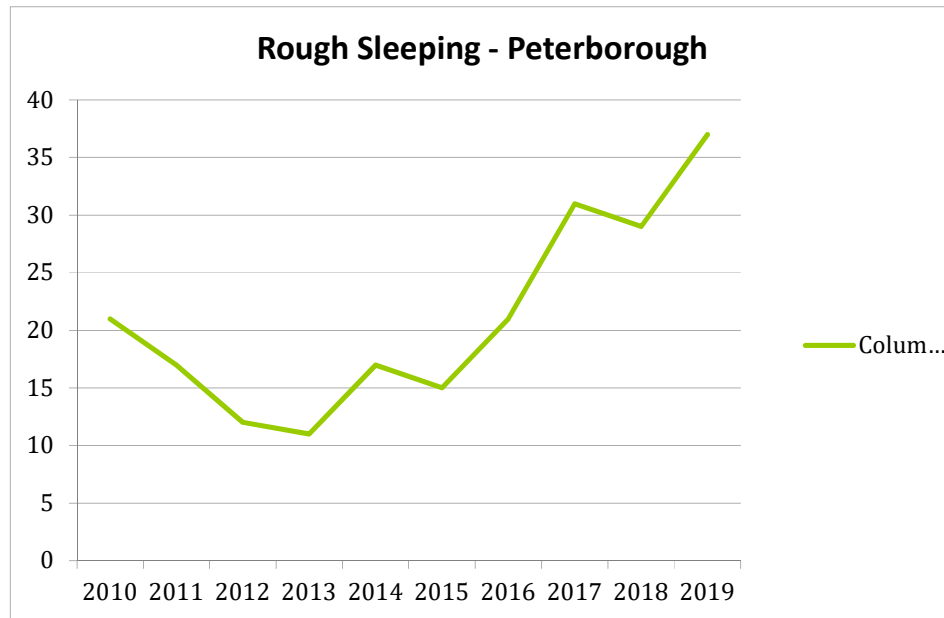
Rough Sleeping

E.477 Rough sleeping is defined as *“People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes)”*.

Official Count

E.478 Each Authority is required to submit an official figure of numbers of rough sleepers found per year or to submit an estimate. The graph below details the number of rough sleepers found/estimated since 2010.

Chart E.52 **Rough sleeping - Peterborough**



Source: MHCLG Rough Sleeping data

E.479 There has been an annual increase in rough sleeping every year since 2013.

Appendix F: Housing Association survey

Introduction

- F.1 Housing associations were invited to participate in a questionnaire survey aimed at identifying a range of information based on their views to more fully understand homelessness across the area and to seek views on Housing Options. The consultation opened on January 21st 2020 and closed on 11th February 2020 but during that time no responses were received. A fresh approach was undertaken between March 11th and March 13th and 8 surveys were returned from the 32 organisations approached. This is a qualitative summary of the views expressed by housing association colleagues responding to the online and paper survey.

Coverage

- F.2 Respondents were asked which districts they either operate in or work with. Table F.1 shows coverage of the 6 areas to be complete with some organisations clearly working in only certain areas.

Table F.1 Coverage/Operating Areas for Housing Associations

	Hyde Housing Association	Cambridge City Council	Catalyst Housing Association	Clarion Housing Association	Hundred Housing Society	Cross Key Homes	Flagship Housing Group	Longhurst Group
Cambridge City		X	X	X	X		X	
South Cambridgeshire			X	X	X	X	X	X
East Cambridgeshire				X	X		X	X
Huntingdonshire	X		X	X	X	X		X
Fenland				X	X	X	X	X
Peterborough	X			X	X	X		X

Evictions

- F.3 All of the 8 respondents indicated they work with the local Housing Options when a tenant is threatened with eviction. One organisation was clear that it is written into their internal policies and procedures that Housing Options and/or Homelessness Teams must be contacted prior to eviction.
- F.4 Overall only 3 of the 8 organisations had the time to complete the whole survey and of the 3 not all of their responses were complete.
- F.5 In relation to the biggest challenges for social housing tenants to successfully maintain their tenancies the responses are detailed below:
- Rental payments / household debt;
 - Universal credit / benefit cuts and sanctions;
 - Failure to engage when support is initially offered or provided resulting in actions being taken too late; and

- Lack of engagement with court orders and injunctions.
- F.6 In terms of the services and support offered by housing associations respondents indicated they make the following type of services available:
- Tenancy sustainment teams;
 - Neighbourhood Managers;
 - Income / Money Advisors;
 - Tenancy Support Workers;
 - Rough Sleeper Tenancy Support Worker; and
 - Members of Multi-Tasking Group (MASG).

Strengths

- F.7 The survey asked colleagues to consider the strengths of the districts' Housing Options services and how it could be improved:
- Good working relationships;
 - Good communication and two way working;
 - The team work to support customers as early as possible to prevent their homelessness; and
 - Improvements could include:
 - Dealing with backlog of housing applications and homelessness assessments;
 - Update ways of operating the current Choice Based Lettings system which is outdated;
 - Provide more adequate information on nominations; and
 - DHP (discretionary housing payments) and rent deposit payments need to be made quicker.

Barriers

- F.8 The survey then asked housing association colleagues what they consider to be the main barriers to accessing the Housing Options service. The main barriers considered were:
- Delays in obtaining appointments to register – more than 12 weeks to get onto the housing register;
 - Assessment delays for homeless clients in short stay accommodation; and
 - Difficult bidding on CBL for vulnerable customers.

Homelessness Preventions

- F.9 The survey asked housing association colleagues what role they play in the prevention of homelessness. Responses included:
- Active partner in Peterborough Homelessness Forum;
 - Contributor to homelessness strategy and common allocations policy;
 - Provider of affordable housing and lease properties to Fenland to use as temporary accommodation; and
 - We invest in the local community in terms of jobs and training, digital inclusion, financial inclusion and sponsoring local community groups.
- F.10 The survey then asked what the barriers are they encounter in preventing homelessness. Responses included:
- Lack of engagement from customers;
 - New nominated customers might not have met internal allocations policy due to previous issues e.g. ASB, arrears; and
 - Lack of joined up services.
- F.11 The survey then asked housing association colleagues what other services have been recently contacted or worked with to help prevent someone from becoming homeless. Services indicated were:
- Trailblazer;
 - Adult and Children Social Care teams;
 - Police and Fire Service; and
 - Citizens Advice.

Prevention

- F.12 Housing Associations were asked what more could be done to prevent homelessness in their district and the only response given indicated a need for more hostels and temporary accommodation.

Additional services & gaps

- F.13 The survey asked partners what additional services they feel either the council or other agencies should be providing to people who are homeless or threatened with homelessness. Responses included:
- One Stop Shop that brings all services together;
 - Lack of joined up working between groups;
 - Tenancy workshops; and
 - Specialist help and support for hoarders.

Future Levels of Homelessness

- F.14 Colleagues were asked whether they anticipate future trends or problems that may lead to an increase in homelessness for any specific client group. The only response received raised concerns about the gap between LHA and market rents whilst referencing cuts or lack of supporting people funding streams and the impact of Covid-19 on the economy.

Appendix G: Housing Options and Homelessness Services

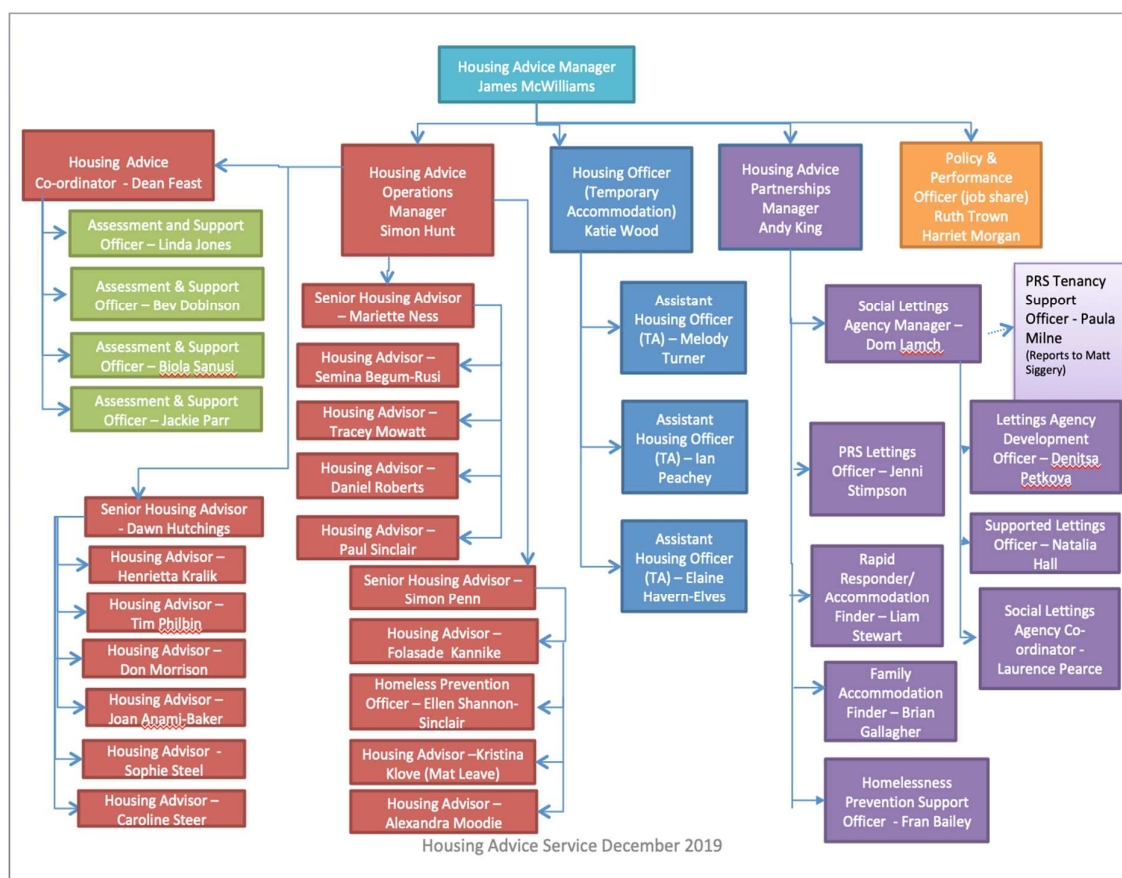
a) Cambridge

Housing Advice Service

Service Delivery

- G.1 The Housing Advice service is delivered by the council from the council's Customer Service Centre in a central location within the city centre. The service can be accessed via drop in sessions that operate 5 days a week.
- G.2 The Housing Advice service delivers the council's statutory duties in relation to housing advice, homelessness and its prevention. The council's duties in relation to allocations are also delivered alongside the Housing Advice service, with a dedicated team operating the sub-regional Choice Based Lettings scheme, HomeLink.
- G.3 The service provides a good quality of service, manages demand with a focus on achieving positive customer outcomes and preventing homelessness.

Structure and Roles



- G.4 The Housing Advice team is made up of a Service Manager, 2 Senior Advisers, and 13 (fte) Housing Advisers. Housing Advisers have a generic role, delivering housing advice, undertaking housing assessments, creation and management of Personal Housing Plans, prevention and relief casework and final determinations. This approach provides a streamlined process, ensuring that customers have one officer managing their case.
- G.5 Staffing levels were increased in anticipation of the increased demands of the HRA.
- Four further housing advisors were employed to deal with the anticipated increase in applications and case complexity;
 - Housing advice service co-ordinator. A coordinator was employed to assist with the increased administrative requirements of the Act; and
 - Accommodation finder. A second accommodation finder was employed to deal with the anticipated rise in the number of families seeking, or likely to be offered, a homelessness solution in the private rented sector.
- G.6 These core functions are complemented by the Single Homeless Service, which encompasses the Social Lettings Agency, Town Hall Lettings. The single homeless service works with clients with lower support needs to prevent them from being at risk of rough sleeping, by securing accommodation in the private rented sector.
- G.7 In addition to the above there is also a small team that manages the council's temporary accommodation provision, which is predominantly made up of council stock.

Service Pathway

- G.8 Customers can contact the service via the telephone, email or by accessing the Customer Care Centre.
- G.9 The service operates via a triage system, whereby 2 officers cover a duty system to deal with all customer contact, if the customer is homeless immediately an assessment will be undertaken. Where customers are threatened with homelessness an appointment will be booked through the appointment system. Appointments are normally available within 1 week, however at the point of reviewing the service the appointment waiting time was just over 2 weeks, linked to an increase in customer demand in the post Christmas period. Extended waiting times will negatively impact upon the service's ability to undertake effective early intervention and prevention work.
- G.10 The service also provides an advice service, and there have been a significant increase in the number of advice only cases following the implementation of the HRA. It is thought that this may be linked to an increased awareness of the help and support available, alongside the new duty to refer.
- G.11 There is a very detailed website providing a range of customer information with a number of detailed factsheets for different client groups.

Prevention and Relief Activity

- G.12 The statistics and feedback from staff show that more customers are approaching the service when they are homeless as opposed to when they are threatened with homelessness. The team recognises this and is very much focused on how they can get people to contact the service at an earlier stage so that prevention and early intervention work can take place. Staff felt that in many cases clients were deliberately accessing the service only once homelessness was imminent or they were already homeless in order to be able to access social housing through the homelessness route.
- G.13 There is a need to continue to raise awareness of the service amongst customers and partner agencies to encourage clients to come in at an earlier stage, alongside this some work will need to be done to focus on customer expectation and aspiration.
- G.14 The service has success in both preventing homelessness (54%) and relieving homelessness (41%). There is scope to improve these outcomes, and this is more likely to be achieved if the customers can be encouraged to approach the service at an earlier point.
- G.15 The most successful way that the council is able to prevent and relieve homelessness is through an offer of social housing, however it also has some success in using the private rented sector. Given the size of the private rented housing market there may be some scope to increase access to the private rented sector, however affordability is a huge barrier to being able to do this. The council is currently reviewing its private rented sector offer to try to develop an attractive and competitive offer.
- G.16 The service is much more successful at assisting its customers to find alternative accommodation than at being able to keep them in their existing accommodation.
- G.17 It is of note that evictions from family and friends accommodation is the main cause of homelessness in the city accounting for 17% of all cases (108 cases), however there are only 9 recorded cases where negotiation with family/friends has prevented homelessness. Introducing home visits, alongside access to mediation services, or mediation training for staff with a focus on working with families to enable time for planned moves may help to improve these outcomes.
- G.18 Staff advised that customer expectation and aspiration in relation to accessing social housing was a huge barrier in being able to get clients to engage with prevention and relief work. Being able to use the lettings policy, alongside home visits and mediation may help to promote planned moves into social housing and remove the perception that 'homelessness is the route to social housing'.
- G.19 There is a prevention fund in place, which can be used for cash deposits, rent in advance, travel costs, rent arrears and other prevention initiatives.

Duty to Refer – Relationship with Providers

- G.20 The service is not receiving a high number of duty to refer cases. Where referrals are received only 34% of referrals result in a prevention or relief duty being owed. A number of referrals are not always appropriate.

- G.21 Further work will be needed to raise awareness amongst referring agencies to focus on both increasing referrals, but also ensuring that they are suitable and that appropriate information is included.
- G.22 Moving forward it will be necessary to continue to provide training for partner organisations, and in the longer term identify how they may be able to assist in the delivery of personal housing plans.

Impact of HRA

- G.23 There has been a very significant increase on demand for the service following the implementation of the HRA, with a very significant increase in advice only cases. This increase in advice cases is thought to be linked to an increased awareness of the service.
- G.24 During the focus group with frontline officers staff expressed some concerns regarding the challenges associated with burden of paperwork under the new legislation.
- G.25 Under the HRA the team is working with a larger proportion of single people than under the previous legislation, single people account for 75% of all customers. The team also advises that the level of complexity that customers are presenting with is increasing.
- G.26 The increased complexity of need results in increased time managing cases, and coordination with other agencies. Finding sustainable housing options for clients with high and complex needs is very challenging, this is compounded by the lack of affordable housing options available, especially for single people.
- G.27 The HRA has also led to an increase in the number of households in temporary accommodation, this is thought to be linked to the overall increase in demand alongside the relief duty whereby households in priority need will be accommodated for 56 days through the relief duty, before a main duty determination can be made. This results in increasing the length of stay for clients, leading to an overall increase in use, as throughput is not as quick as under the old legislation. The impact of this is an increased reliance on the use of Bed & Breakfast accommodation.

Demand & Caseload

- G.28 The overall demand for the service has increased by 54% following the implementation of the HRA, this includes 147% increase in advice only cases.
- G.29 Caseloads (including advice only cases) increased from 74 in 2017/18 to 87 in 2018/19. Excluding advice only cases the average caseload at the time of undertaking the review ranged from 30-40 cases. There was a view amongst managers that the level of staffing was about right to effectively manage demand.
- G.30 It is important to note that the service is seeing an increased complexity of need amongst customers. In relation to caseloads staff are managing a much higher number of complex cases, which will involve increased staff time and case work.

Access to Housing Options

- G.31 The most successful tool used to both prevent and relieve homelessness is through accessing social housing. Accessing social housing accounted for 58% of all prevention outcomes and 42% of all relief outcomes.
- G.32 The second most successful tool was access to the private rented sector which accounts for 34% of all prevention outcomes and 19% of all relief outcomes.
- G.33 Accessing the private rented accommodation is a challenge within the city, this is linked to issues of affordability with a significant gap between LHA rates and market rents. While the private sector market accounts for 35% of the total housing market, there are a number of competing demands for this available accommodation, from both the student market and working households. Landlords are often reluctant to consider renting to households who are dependent upon benefits, seeing these clients as potentially high risk, when compared to working tenants, from whom they can receive a higher rent.
- G.34 Staff within the council report that 'selling' the private sector as a housing option to customers can be very challenging due to the issues of affordability and long term security. The majority of customers approaching the Housing Advice service have both an aspiration and expectation that they will be able to access social housing. Very often the accommodation that the council is able to secure within the private rented sector is outside of the city, which customers see as another barrier, despite transport links being available.
- G.35 The council are in the process of reviewing their landlord offer and the range of incentives available to bring these all under Town Hall Lettings and launch a new website.

Rough Sleeping

- G.36 There is a high level of rough sleeping in the city. The last official count conducted in November 2019 identified 33 individuals sleeping rough in the city.
- G.37 There is good joint working across the area to address rough sleeping, however it is not clear that the accommodation pathway is working as well as it could, with a long waiting list to access the assessment centre at Jimmy's.
- G.38 The outreach team will only bring rough sleepers into the council for an assessment where they feel the council will be able to find a solution for the client. This does mean that not all rough sleepers in the city are getting an assessment through the council, and that clients are not getting the prevention and relief duties owed. The council may wish to consider how it is able to ensure that all rough sleepers have access to an assessment, that clients feel comfortable engaging with, without creating an unmanageable workload for staff. Consideration could be given as to whether this function could be delivered by the outreach service, or the assessment centre on the council's behalf.
- G.39 The city are developing a Housing First pilot, which will be targeted at those clients who are resistant to access Jimmy's or hostel accommodation. There will be 10 units of accommodation by the end of 2019/20. Through the development programme

there will be a further 14 Housing First flats with 7 Caretaker flats. The support element is being funded through the city council, but longer term funding needs to be secured. The intention is that funding that is currently used to fund street services could eventually fund the support element of Housing First, once the numbers on the streets are reduced.

Supported Accommodation

- G.40 It was felt that there are a high number of evictions from supported accommodation, however it is also noted that there is a high level of provision within the city.
- G.41 There were 54 homelessness assessments undertaken in 2018/19 due to evictions from supported accommodation, accounting for 9% of all homelessness cases.
- G.42 Supported housing providers will evict from non-payment of small amounts of money, including the non-payment of service charges.
- G.43 There are a lack of move on options from supported accommodation, again there is a view amongst both providers and clients that the only move on option is through an offer of social housing. Better use of the private rented sector may assist to improve move on, and the council has opened up the Housing Benefit Plus scheme to support move on.

Good Practice

Housing Benefit Plus

- G.44 Housing Benefit Plus has been introduced by the council to assist clients to access the private rented sector through paying a direct subsidy to top up the LHA to cover the market rent. This scheme is aimed at clients who have a good chance of being able to access employment in the near future, which would then make the accommodation affordable and sustainable. The scheme will pay a subsidy of up to £300 a month for a maximum of 2 years. This is funded through DHP for clients who access accommodation within the city, and through Flexible Support Grant for those accessing accommodation outside of the city.

Town Hall Lettings

- G.45 Town Hall Lettings is the council's Social Lettings Agency run by Cambridge City Council. The scheme procures and manages 1, 2 and 3-bed shared properties exclusively for people in housing need within Cambridge and surrounding areas. Tenancies are ASTs for one year and renewable annually. The service for tenants includes: property quality/suitability and affordability checks; a dedicated team who support new tenants during move-in and afterwards if problems arise.
- G.46 The service for landlords includes: providing guarantees around rent and damage cover; full management service, including advice on property standards, drawing up tenancy agreements and carrying out repairs; tenant vetting.

- G.47 The council has an accommodation finder agreement with South Cambridgeshire and Huntingdonshire, whereby they charge a small amount to secure properties for them.

Single Persons Service

- G.48 The Single Homelessness Service (SHS) was launched in the autumn of 2013. Since then, it has helped over 500 homeless people into accommodation across Cambridgeshire and West Suffolk.
- G.49 The SHS now exists as a partnership between Cambridge City Council, Huntingdonshire District Council and South Cambridgeshire District Council. It works with clients with low support needs to access shared accommodation.

Section 21 notice work

- G.50 The council has achieved huge success in being able to prevent homelessness through its section 21 notice work.
- G.51 The council has a dedicated resource to check the validity of s21 notices and seek to prevent homelessness from the private rented sector. In 2018/19 there were 150 presentations from households receiving a section 21 notice. Of the 150, only eight notices were found to be valid at first presentation. Of the 142 found to be invalid:
- in 42 cases, negotiation by an officer achieved an agreement that the tenant could remain until they found a new home;
 - in 14 cases, a new AST was issued by the landlord; and
 - in 28 cases the tenancy was allowed to continue on existing terms as a periodic AST.
- G.52 A significant number of these positive outcomes are not reflected in the H-CLIC data as the work is conducted 56 days prior to the threat of homelessness, or due to the fact that the notice needs to be valid in order for the household to be considered at risk of becoming homeless.
- G.53 However it is clear that this work prevents households going on to become homeless and is an essential element in reducing homelessness from the private rented sector. Moving forward the dedicated post will end, and this role will be undertaken by generic Housing Advisers. The team expressed concern that this changed approach is unlikely to be as effective due to the time that is needed to be dedicated to this work, which will be challenging alongside the other elements of the role.
- G.54 The council may wish to consider how it can continue to resource this to ensure that this approach remains successful. There is potential for this to continue as part of a Trailblazer team or sub-regional approach.

Pressure points

Access to affordable private rented accommodation

- G.55 The affordability of the housing market makes it very difficult for many clients to access the private rented sector as detailed above.

Complexity of Need

- G.56 The Housing Advice service is seeing an increase in the complexity of need that clients are presenting with. This is especially true for single homeless people who may have multiple needs. Very often their needs do not fit into any one service area and responses to them from public sector agencies can be fragmented, reactive, often ineffective and have a high cost. Often existing supported accommodation services are not able to meet their needs.
- G.57 The threshold to access social care and mental health services has increased, so clients who would have once qualified for assistance are no longer getting the assistance that they need. This is coupled with the fact that many of these services only focus on clients in crisis, with a loss of preventative strands of work, resulting in clients' needs increasing as they are not getting early help.
- G.58 Not only is this leading to crisis presentations, but also results in clients being unable to move on from Jimmy's as their needs are too high to be able to live in any other current provision.
- G.59 Cuts to health and social care budgets has led to the city council having to directly fund 2 nurses as part of the outreach service.

Relationship with social care and mental health services

- G.60 The council reports a significant gap in the response from social care and mental health services in responding to the complex needs of its clients. There are a high number of revolving door cases, that the council is finding it increasingly difficult to find sustainable housing options for.
- G.61 Some of these individuals are considered not to be able to successfully maintain a tenancy due to their social care/mental health needs, however these clients are not considered to meet the threshold of social care, often because they are unwilling to engage in an assessment process or have dual diagnosis.
- G.62 The lack of adequate responses from social care and mental health services is a significant gap, and until a more joined up response is developed homelessness for clients with high and complex needs is unlikely to be resolved.
- G.63 These clients are currently having a significant impact upon the public purse, not only from a housing perspective, but also on the criminal justice system and health.

16/17 year old joint protocol

- G.64 Significant issues were identified in relation to a joined up approach to meeting the housing, support and care needs of 16/17 year olds from social care.
- G.65 While a protocol is in place, social care practitioners aren't acting in line with the protocol. This is thought to be linked to the high staff turnover of social workers, whereby new staff are unaware of the protocol, alongside budget pressures whereby social care seem unwilling to pick up the costs for placements, resulting in young people not getting the services they are entitled to.
- G.66 There is no independent advocate, resulting in young people being misinformed of their rights, often resulting in them stating that they do not want to be a looked after child, or being offered accommodation a long distance away (Leicester) which results in the offer being declined.

Customer expectation/aspiration

- G.67 The majority of clients accessing the Housing Advice service want to access social housing, this often results in collusion between families to create homelessness in order to access social housing. The desire to access social housing is also felt to be a barrier for clients to meaningfully engage with prevention and relief work.
- G.68 CBL Policy – the current CBL Lettings Policy was felt to meet the needs of the neighbouring local authorities more than the city council, based on the different housing markets and needs of the area.
- G.69 The city council are keen to see the banding for main duties, prevention and relief to be reviewed, whereby prevention cases receive a higher banding priority than main duty cases. The council feel that this change would stop customers pursuing the homelessness route, and make customers more willing to work with the council at the prevention stage, and promote planned moves.

b) South Cambridgeshire

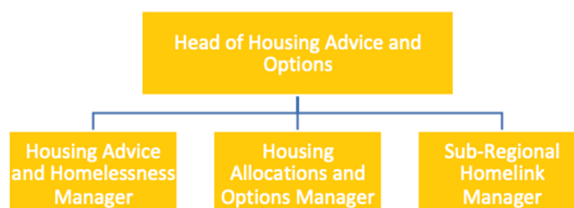
Housing Advice Service

Service Delivery

- G.70 The Housing Advice service is delivered by the council from the council's offices located in Cambourne. The service is located in the business park, which is serviced by a bus. The service also provides a surgery from Sawston on a fortnightly basis.
- G.71 The majority of customers access the service by the telephone due to the rural nature of the district, which is made up of 105 villages. Customers are also able to access the service by dropping into the council offices, the service will also offer home visits for clients who are unable to travel in. The Complex Case Officer is a remote worker, and able to undertake assessments based upon the client's individual needs.
- G.72 There are challenges associated in delivering the service over such a large rural area, both in terms of accessibility, staff time taken when travelling to undertake home visits and the ability to find affordable housing solutions in the areas where clients have connections, including employment and schooling.
- G.73 The Housing Advice service delivers the council's statutory duties in relation to housing advice, homelessness and its prevention. The council's duties in relation to allocations are also delivered alongside the Housing Advice service, with a dedicated team operating the sub-regional Choice Based Lettings scheme, Homelink.
- G.74 The service provides a high quality service, manages demand effectively and is focused on achieving sustainable customer solutions.

Structure and roles

Housing Advice and Options - Service Overview



Housing Advice and Homelessness Team



Housing Allocations and Support Team



Sub Regional Home-link Service



- G.75 Overall responsibility for the service sits with the Head of Advice and Options, and is directly managed by the Housing Advice and Homelessness Manager. The team is made up of 2 team leaders, 1 of whom manages 4.5 (fte) Housing Advisers, and 1 of whom manages 2 Housing Advice Assistants and the business support and performance management functions of the service.
- G.76 Staffing levels were increased in advance of the HRA, increasing the number of advisers from 2 to 4, and an additional assistant.
- G.77 These core functions are complemented by Shire Homes, which is the private sector leasing scheme, which is a standalone company but sits within the council.
- G.78 Temporary accommodation is managed by the council's Housing Management team.

Service Pathway

- G.79 Customers can contact the service via the telephone, email or by accessing the council's offices. The majority of customers will contact the service by telephone in the first instance.
- G.80 The contact centre will be the first point of contact at which point a task will be created which will then come through to the Housing Assistants.
- G.81 The service operates via a triage system, which is undertaken by the 2 Housing Assistants. Housing Assistants will arrange appointments with an Adviser. Where homelessness is immediate or imminent the client will be seen by whoever is on duty.
- G.82 The majority of customers contact the service when they are threatened with homelessness, there are not a very high number of clients who present as homeless on the day.
- G.83 There is a website which provides a wide range of customer information with a number of detailed factsheets for different client groups.

Impact of HRA

- G.84 Prior to the HRA being implemented the service already had a strong focus on prevention and early intervention, with an embedded prevention culture. This has made the transition to the new Act relatively straightforward.
- G.85 Following the introduction of the Act the average number of new cases per month increased from 49 in 2017/18 to 59 per month following the new legislation.
- G.86 Initially the paperwork associated with the new legislation was a challenge, however now this has been embedded staff see this as a positive aspect of the service, although they remain mindful that there are now increased points at which they may receive a legal challenge.
- G.87 Under the HRA the team is working with a larger proportion of single people than under the previous legislation. In total singles account for 49% of all households owed a prevention or relief duty, and families account for 42%. Single households are over-represented at relief stage. This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households.
- G.88 The increased complexity of need results in increased time managing cases, and coordination with other agencies. Finding sustainable housing options for clients with high and complex needs is very challenging, this is compounded by the lack of affordable housing options available, especially for single people. The dedicated Complex Case Worker assists with the service's response to working with these clients.

- G.89 One of the biggest challenges following the implementation of the Act has been understanding the new legal framework and ensuring the paperwork is in place and reflects the legal duties. This has taken a while to bed in, but is now fully established.

Prevention and Relief Activity

- G.90 There appears to be a good awareness amongst customers and partner agencies of the help that is available through the Housing Advice team, this results in clients accessing the service as soon as they have a housing issue.
- G.91 The work of the Trailblazer has helped to raise awareness amongst partner agencies, and the joint protocols that are currently in place as resulting in appropriate referrals, and improving partnership responses.
- G.92 The statistics indicate that the service is working with a bigger proportion of clients under prevention (68%) than relief (32%). This suggests a significant proportion of clients are coming in when threatened with homelessness enabling more time for effective prevention work to take place.
- G.93 The service has success in both preventing homelessness (63%) and relieving homelessness (34%). However, successful relief cases increased to 75% in the first half of 2019/20.
- G.94 The service is equally successful at both helping households to secure alternative accommodation and enabling them to remain in their existing accommodation, with an equal split between both outcomes for prevention cases.
- G.95 Staff feel that they are able to manage crisis presentations very well, and will often achieve positive outcomes at warrant stage and achieve outcomes where other services (housing management) have failed to do so.
- G.96 The most successful way that the council is able to prevent and relieve homelessness is through an offer of social housing, however it also has some success in using the private rented sector.
- G.97 The main cause of homelessness is the end of private rented accommodation, the service will contact the landlord and provide hands on support to try and resolve any issues including resolving any issues around money or arrears, using DHP and spend to save money; they will also refer into the floating support service.
- G.98 However, in a significant number of cases the landlords aren't portfolio landlords, but rather they have inherited the property or it is their retirement fund, so often they want the property back for a family member to move in or to sell in order to release funds. In these cases it is almost impossible for homelessness to be prevented, but extensions and planned moves can usually be negotiated.
- G.99 The service has more success in preventing social housing evictions, and will do this through DHP, spend to save, attending court or writing to letters to the court to support the client and negotiation. The approach of the service is very hands on and will involve 'cold calling' on tenants at their properties in order to maximise opportunities for help and prevention. The client will usually engage with the service, where they have failed to engage with their social landlord.

- G.100 There are a number of instances where the threat of homelessness has arisen where an older child has left the property, resulting in housing benefit no longer covering the full rent, in these cases the service has been able to negotiate the use of DHP to cover the shortfall and then the landlord will make a direct let of a smaller property to the client.
- G.101 While work is successful to prevent social housing tenants losing their homes, the Housing Advice service is not notified at an early enough stage, often notification only comes through at warrant stage this is the case for both council tenants and housing association tenants. Often early notification can be dependent upon individual officers rather than an established protocol. There is a need for protocol that ensures much earlier notification to ensure that opportunities for prevention can be maximised. Joint initiatives that focus on preventing arrears from escalating to high levels would ensure an early intervention approach and could be a potential area for the Trailblazer to explore.
- G.102 Parental eviction is the second main cause of homelessness, the team is increasingly undertaking home visits and these have proved successful in some cases in preventing homelessness and enabling planned moves. The use of the existing lettings policy enables the team to award a band B for prevention, and a band B for having a bedroom lacking, which has the cumulative effect of a band A being awarded. This approach often results in family members agreeing to continue to accommodate the client, there are however cases where this approach won't work when the eviction is linked to the behaviour and/or high support needs of the client.
- G.103 There is a prevention fund in place, which can be used for cash deposits, rent in advance, travel costs, rent arrears and other prevention initiatives.
- G.104 As the council already undertook early intervention it took a while for the service to buy into the Trailblazer, however the biggest value of the project is the work that has been done around improving partnership working and establishing the criminal justice protocol and the hoarding protocol.
- G.105 Much of the positive work that the council is able to do is funded through MHCLG funding streams, these are only one year funding streams so it makes it very difficult to plan ahead and give projects any longevity. There is also the risk of losing staff on short term fixed contracts to other employers.

Duty to Refer – Relationship with Providers

- G.106 Duty to refer referrals are being regularly received, however they are often lacking in detail. There is a need to improve the quality of referrals received, particularly in relation to clients support needs and the disclosure of any risk information.
- G.107 The majority of referrals are being received at the relief stage, there is a need to encourage partner agencies to make referrals at any earlier stage if opportunities for early intervention and relief are to be maximised.
- G.108 The Criminal Justice Protocol works very effectively and has improved the client pathway together with joint working with all of the relevant agencies.

- G.109 Moving forward it will be necessary to continue to provide training for partner organisations, and in the longer term identify how they may be able to assist in the delivery of personal housing plans.

Demand & Caseload

- G.110 Caseloads are between 20-30 cases per officer. There was a view that this was a manageable level and enabled staff to have the time to do effective case work and achieve positive customer outcomes.
- G.111 Similar to other areas across Cambridgeshire the service is seeing an increased complexity of need amongst customers. In relation to caseloads staff are managing a much higher number of complex cases, which will involve increased staff time and case work. The Complex Case Officer has a caseload of 30 cases.
- G.112 Demand for the service does fluctuate, in October/November 2019 appointments were being booked 3 weeks in advance, which would impact upon the time available to prevent homelessness. Since then demand reduced in the pre-Christmas period and the waiting time for appointments has reduced to a week, although the service is now seeing an increase in demand which is typical for the post-Christmas period.

Access to Housing Options

- G.113 The most successful tool used to both prevent and relieve homelessness is through accessing social housing. Accessing social housing accounted for 61% of all prevention outcomes and 22% of all relief outcomes.
- G.114 The second most successful tool was access to the private rented sector, which accounts for 26% of all prevention outcomes and 14% of all relief outcomes.
- G.115 The high cost of renting privately coupled with the challenges of the rural nature of the area and lack of public transport infrastructure makes accessing private rented accommodation very challenging for Housing Option's customers. There are big gaps between LHA levels and market rents. However the council is having significant success with its private sector leasing scheme – Shire Homes.

Rough sleeping

- G.116 There are low levels of rough sleeping in South Cambridgeshire, it is not clear if this is because there is no rough sleeping or if people who sleep rough will migrate to the city to access services.
- G.117 South Cambridgeshire, Huntingdonshire and East Cambridgeshire have been successful in accessing funding to provide an outreach service to work with clients who are sleeping rough.

Supported Accommodation

- G.118 There is no supported accommodation within South Cambridgeshire. The service is able to access supported accommodation for young people within the city, however there is no general supported accommodation that the service's clients can access for clients over the age of 25. Clients can be advised to access Jimmy's but the service is not able to refer in.
- G.119 There is a need for supported accommodation for people with complex and high support needs. These clients are unable to access and sustain other housing options and there is very much a need for specialist provision for clients with high support needs.

Good practice

Shire Homes

- G.120 Shire Homes is the council's private sector leasing scheme, which the council established as a private company. It sits alongside the Housing Advice team, and currently leases 40 properties, including one HMO, which are then rented to Housing Advice customers on assured shorthold tenancies on either a 6 or 12 month term.
- G.121 Shire Homes takes on all management responsibilities and offers the landlord a guaranteed rent. They will try to negotiate with the landlord to accept LHA rent levels, however the council will agree to a higher rent in order to have access to accommodation. The council recognises that in order for the scheme to be successful it will need to invest in the scheme, but this is more sustainable than increasing the provision and cost of temporary accommodation.
- G.122 Landlords are offered a three year lease, with a break clause after one year. The scheme has been successful with landlords who are part of the scheme either bringing more properties into the scheme or directly purchasing properties to lease through the scheme.
- G.123 The 4 bed HMO is currently being piloted, and an additional member of staff has been employed using funding from MHCLG to provide support to these clients. If this approach is successful further HMOs will be established, and the profit made from these can be used to provide long term funding for the staff member.
- G.124 There is the opportunity for this scheme to lease and manage properties on behalf of neighbouring authorities, although South Cambridgeshire is not willing to take on the risk associated with this and therefore would need the neighbouring authorities to cover this risk through a fee.
- G.125 The scheme does not charge RIA or deposits and as such this could be a financially viable scheme for other LAs to pay into.
- G.126 Shire Homes is often targeted at those clients who have no other options so for clients found to be intentionally homeless or who have no priority need, this means that all clients have options open to them. As a result of this some of the outcomes achieved through Shire Homes are not reflected in H-CLIC returns as the offers are sometimes after a negative main duty decision.

Pressure points

Rural nature of the district

- G.127 The district is made up of 105 small villages, with a very poor public transport infrastructure.
- G.128 This poses challenges in relation to service delivery, but also impacts upon being able to find both affordable and sustainable housing solutions for customers.
- G.129 It is essential that clients are offered accommodation in the right location that enables them to continue to work in the case where clients don't drive given the poor public transport.
- G.130 Clients are asked to identify 25 villages out of the 105 that they would consider being accommodated in, in special circumstances where there is a special need this can be reduced to 10 or 5. It is recognised that schooling can be an issue where clients are offered accommodation in a different village to the one that their children currently attend school, because of the poor public transport they are often unable to access their existing school. The council has worked closely with the county council to try to mitigate this whereby clients can apply for funding to maintain their child's existing schooling.
- G.131 Clients also have strong links to specific villages, and can be reluctant to move to different areas, away from existing connections, this can be a big challenge for the service when trying to manage customer expectation against housing availability.

Access to affordable private rented accommodation

- G.132 The affordability of the housing market makes it very difficult for many clients to access the private rented sector as detailed above.

Complexity of need

- G.133 As with other areas the Housing Advice service is seeing an increase in the complexity of need that clients are presenting with. This is especially true for single homeless people who may have multiple needs. Very often their needs do not fit into any one service area and responses to them from public sector agencies can be fragmented, reactive, often ineffective and have a high cost. This is exacerbated by the fact that there is no supported accommodation provision available for clients over the age of 25 years. While there is supported accommodation for people with poor mental health this can only be accessed via social care for clients who meet the social care threshold.
- G.134 The threshold to access social care and mental health services has increased, so clients who would have once qualified for assistance are no longer getting the assistance that they need. This is coupled with the fact that many of these services only focus on clients in crisis, with a loss of preventative strands of work, resulting in clients needs increasing as they are not getting early help.

Relationship with social care and mental health services

- G.135 The council, like the other districts, reports a significant gap in the response from social care and mental health services in responding to the complex needs of its clients.
- G.136 Some of these individuals are considered not able to successfully maintain a tenancy due to their social care/mental health needs, however these clients are not considered to meet the threshold of social care, often because they are unwilling to engage in an assessment process or have dual diagnosis.
- G.137 The lack of adequate responses from social care and mental health services is a significant gap, and until a more joined up response is developed homelessness for clients with high and complex needs is unlikely to be resolved.

16/17 year old joint protocol

- G.138 Significant issues were identified in relation to a joined up approach to meeting the housing, support and care needs of 16/17 year olds from social care. In the past this had worked well, but is no longer being adhered to. The operational practice is not in line with the joint protocol.
- G.139 Failure to adhere to the protocol is thought to be linked to the high staff turnover of social workers, whereby new staff are unaware of the protocol, alongside budget pressures whereby social care seem unwilling to pick up the costs for placements, resulting in young people not getting the services they are entitled to.
- G.140 The MHCLG are working with the district councils to try to help overcome these issues.

Customer expectation/aspiration

- G.141 There is a sense that many customers who access the Housing Advice service wish to access social housing, and homelessness is often seen as the route to be able to do this. This is particularly notable in cases of parental eviction cases, where it is felt that family members may collude to fast track access to social housing through homelessness.
- G.142 As is the case in other areas there is a need to work with customers to address customer aspiration and expectation.

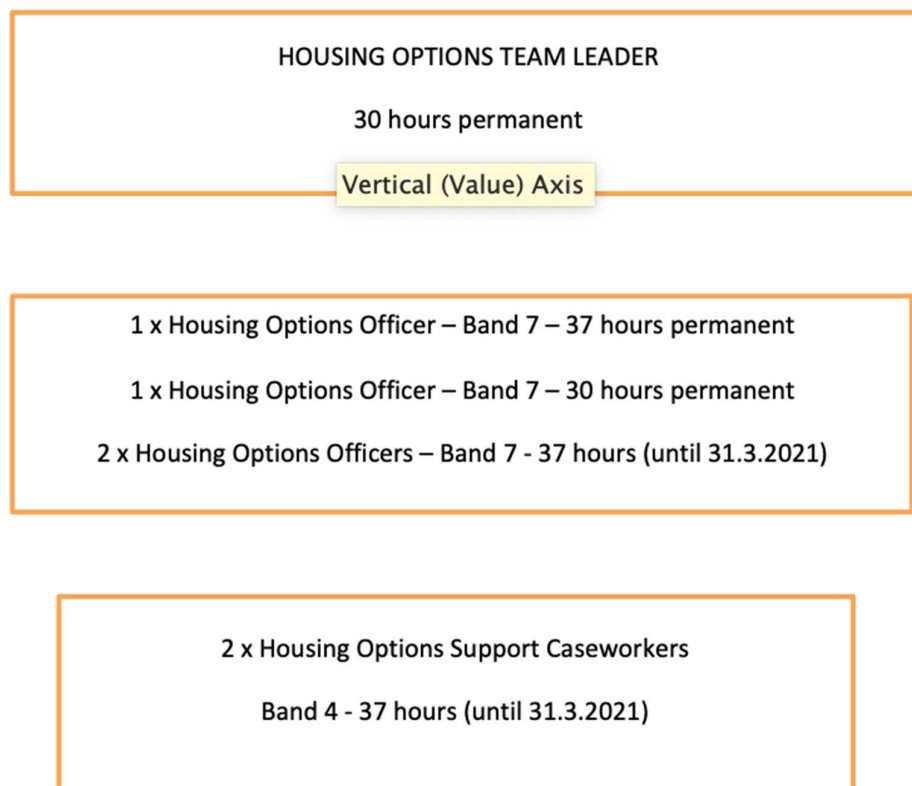
c) Fenland

Housing Advice Service

Service Delivery

- G.143 The Housing Options service is delivered by the council from the council's offices in March.
- G.144 The Housing Options service delivers the council's statutory duties in relation to housing advice, homelessness and its prevention. The council's duties in relation to allocations are contracted out to Clarion Housing who are part of the sub-regional Choice Based Lettings scheme, Homelink.
- G.145 The service provides a good quality service with a focus on prevention. The service sits alongside the private sector team this results in a joined up approach, providing streamlined services for customers. This close working between service areas has resulted in considerable success in accessing the private rented sector, and a co-ordinated approach to addressing private sector disrepair.

Structure and Roles



- G.146 The Housing & Communities Manager manages the Housing Options service, together with the private sector team.

- G.147 The Housing Options team is made up of a Team Leader, 4 Housing Options Officers and 2 Support Workers.
- G.148 Housing Options Officers have a generic role, delivering housing advice, undertaking housing assessments, creation and management of Personal Housing Plans, prevention and relief casework, final determinations and managing temporary accommodation placements. This approach provides a streamlined process, ensuring that customers have one officer managing their case.
- G.149 Staffing levels were increased in anticipation of the increased demands of the HRA by an additional 3 members of staff.
- G.150 The service manages its own temporary accommodation, which consists of a 7-unit hostel, 9 units leased from Clarion and 5 units leased from Chorus. The use of B&B accommodation is minimal, the service uses Housing Network to secure nightly accommodation as this is a more cost effective option.

Service Pathway

- G.151 Customers can contact the service through one of the four hubs across Fenland, in accessing the online portal the case will then come through to a Housing Support Worker who will triage the case and where it is identified that the client is homeless or at risk of homelessness the case will be passed to a Housing Options Officer.
- G.152 Alternatively the service can be contacted by telephone, email or by accessing the office. The majority of customers will contact the service via the telephone.
- G.153 The service operates via a triage system, which is undertaken by the support workers. The support workers will refer to the Trailblazer team prior to a 56 day threat of homelessness or to a Housing Options Officer for those who are threatened within 56 days or who are already homeless.
- G.154 There is no duty system as the team is too small for this to work effectively, rather emergencies are covered by 'everyone pitching in.'
- G.155 The majority of the team's work and client contact is conducted over the phone. The Housing Options Officer will contact the client within 48 hours for an assessment.
- G.156 The team feel that the triage model works well and frees up officer time to undertake creative and problem solving work.
- G.157 There is a very detailed website providing a range of customer information with a number of online links to relevant websites for different client groups.

Impact of HRA

- G.158 There has been an increase on demand for the service following the implementation of the HRA.
- G.159 During focus groups staff expressed some concerns regarding the challenges associated with burden of paperwork under the new legislation, and described the range of notification letters to use as daunting.

- G.160 It is felt the success of the Trailblazer programme has helped to reduce the footfall on the Housing Options service. The Trailblazer team has linked the early intervention work, work around accessing the private rented sector and the Housing Options service resulting in a joined up approach and improved customer outcomes.
- G.161 The team have embraced the ethos of the HRA, and are very much focused on achieving positive prevention outcomes with an embedded problem solving approach.
- G.162 Under the HRA the team is working with a larger proportion of single people than under the previous legislation, single people account for 48% of all households owed a prevention or relief duty, and families account for 39%. Single households are over-represented at relief stage (67%). This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households.
- G.163 The increased complexity of need results in increased time managing cases, and coordination with other agencies. Finding sustainable housing options for clients with high and complex needs is very challenging, this is compounded by the lack of affordable housing options available, especially for single people.
- G.164 The service is working with a larger proportion of single people than under the previous legislation and the data indicates that 67% of all clients that the council owed a relief duty to in 2018/19 were single people.
- G.165 The statistics indicate that there is a very high number of clients presenting with a support need, with 79% of all customers having a support need. This is much higher than in neighbouring boroughs suggesting that there may be an increase in the complexity of cases that the service is dealing with. The most prevalent support need is mental health, which mirrors neighbouring boroughs.
- G.166 There are a high number of withdrawn cases, it was thought this may be linked to customer expectation or a recording issue. The council is working to explore this further and address this issue.
- G.167 There is a need to update the notification letters, as these are not considered to be very accessible for customers and not easy for staff members to use.

Prevention and Relief Activity

- G.168 There is a strong culture of prevention within the team, with a bell located in the office that is rung every time a staff member achieves a prevention or relief outcome, creating an environment where preventions are celebrated.
- G.169 The statistics indicate that the service is working with a bigger proportion of clients under prevention (59%) than relief (41%). This suggests a significant proportion of clients are coming in when threatened with homelessness enabling more time for effective prevention work to take place.

- G.170 The service has success in both preventing homelessness (63%) and relieving homelessness (45%), both of which are in line with national averages. Some neighbouring authorities have achieved a higher relief success rate so there may be scope to improve the relief outcomes across Fenland.
- G.171 For those cases that the service has prevented from becoming homeless the service is more successful at finding alternative accommodation (143 cases) compared with assisting the client to remain in their existing accommodation (57 cases).
- G.172 The most successful way that the council is able to prevent and relieve homelessness is through an offer of private rented accommodation, which accounts for 63% of all prevention outcomes and 38% of all relief outcomes. Access to social housing is the second most successful prevention tool accounting for 23% of all prevention outcomes and 23% of all relief outcomes.
- G.173 The council has had considerable success in accessing the private rented sector and this is detailed more under good practice. A number of issues have been identified in being able to successfully access social housing and these are detailed under the pressure point section.
- G.174 The main reason for homelessness in Fenland is end of private rented accommodation, accounting for 26% of cases, however there were only 11 recorded cases where negotiation/mediation/advocacy work prevented homelessness. There is the potential to place an increased focus on this area of work moving forward, Cambridge City have had significant success with their s21 work.
- G.175 Evictions from family and friends accommodation is the second main cause of homelessness accounting for 23% of all cases (147 cases), however there are only 13 recorded cases where negotiation with family/friends has prevented homelessness. Introducing home visits, alongside access to mediation services, or mediation training for staff with a focus on working with families to enable time for planned moves may help to improve these outcomes.
- G.176 There is a prevention fund in place, which can be used for cash deposits, rent in advance, travel costs, rent arrears and other prevention initiatives.

Duty to Refer – Relationship with Providers

- G.177 The service is receiving a good number of duty to refer cases, it is felt that the Trailblazer work has assisted with this.
- G.178 There are some issues where clients are being released from prison and the prison is outside of Cambridgeshire.
- G.179 Moving forward it will continue to be necessary to provide training for partner organisations, and in the longer term identify how they may be able to assist in the delivery of personal housing plans.

Demand & Caseload

- G.180 The overall demand for the service has increased by 61% following the implementation of the HRA.
- G.181 Caseloads are at around 30 cases per officer, which is considered to be at a manageable level. However they had peaked at 50 cases per officer, which was very difficult for the team to manage.
- G.182 It is thought that by managing and changing customer expectation the service has been able to effectively manage demand. Following the introduction of the HRA there was an expectation from clients that they would be able to access social housing, however clients are now beginning to understand that private rented accommodation is the most likely outcome, and as such some potential clients are looking to resolve their own housing issues by accessing the private rented sector rather than approaching the council.
- G.183 Like neighbouring boroughs the service is seeing an increased complexity of need amongst customers. In relation to caseloads staff are managing a much higher number of complex cases, which will involve increased staff time and case work.

Access to Housing Options

- G.184 The most successful tool used to both prevent and relieve homelessness is through accessing private rented accommodation. Accessing private rented accommodation accounted for 63% of all prevention outcomes and 30% of all relief outcomes.
- G.185 The second most successful tool was access to the social housing, which accounts for 23% of all prevention outcomes and 38% of all relief outcomes.
- G.186 The service has been very successful at securing private rented accommodation for its clients.

Rough Sleeping

- G.187 There is a high level of rough sleeping in Wisbech, with a high number of Eastern Europeans making up a significant number of this population. The last official count conducted in November 2019 identified 9 individuals sleeping rough in the city.
- G.188 RSI funding has enabled concentrated work with the rough sleeping population; of those who were currently rough sleeping at the point of this review there were 16 ready to access accommodation, 16 in need of support, 2 due to be deported and 8 entrenched rough sleepers.
- G.189 Change Grow Live provide the outreach service, and are also commissioned by the county council to deliver drug and alcohol services.
- G.190 The outreach team will provide a personalised approach to working with rough sleepers, including accompanying rough sleepers to their Embassies to replace lost or stolen passports.
- G.191 There is effective joint working between the council and the Ferry Project in responding to rough sleeping.

Supported Accommodation

- G.192 The Ferry Project provides 24 units of supported accommodation alongside Night Shelter provision, that can accommodate up to 18 individuals. The project is fully integrated into the community and is a place of change. There are also 30 units of move on accommodation.
- G.193 Amicus and My Space provide supported accommodation (non commissioned). Amicus provides 14 flats of shared accommodation and My Space provides 9 self contained flats. Through My Space clients with higher needs can be accommodated, the flats are fully furnished with a commitment that residents can take the furniture with them when they move on. This provision may be expanded moving forward.
- G.194 There are concerns about the future of housing related support services, there is a fear that in cutting HRS services both people and costs will just be moved across the system. A better understanding of need is required based on data and evidenced need to inform future service provision.
- G.195 There is a gap in the provision of supported accommodation for clients with poor mental health.

Good practice

Landlord Rent Solutions

- G.196 Fenland have had considerable success in accessing the private rented sector through their Landlord Rent Solutions project. Fenland District Council and the Cambridgeshire & Peterborough Trailblazer Project have developed a free help and advice service to private sector landlords. It aims to provide fast and effective housing management support to landlords with rental properties in Fenland. The service can:
- Assist with debt issues, including rent arrears;
 - Coach tenants on tenancy obligations, including rent payments;
 - Mediate;
 - Help landlords to avoid the expense and inconvenience of evictions;
 - Help steer landlords through the requirements of new legislation and regulations;
 - Find suitable tenants; and
 - Provide rent deposits and rent in advance.
- G.197 This approach has enabled the council to increase access to the private rented sector. Providing landlords with a single point of access has helped encourage landlords to work with the local authority to provide accommodation for their clients. This approach has also resulted in establishing a strong relationship with a local lettings agency, who have become the biggest provider of properties to the council.
- G.198 The team also uses DHP to top up rents, and will pay the six month top up in one payment as an enhanced deposit in advance. The team has also had some success in negotiating reductions in rent levels.

- G.199 The landlord forum has been critical to the success of the improved approach, using this as a platform for landlords to talk to other landlords about their experience of working with the council.

Joined up partnership working

- G.200 Operation Pheasant tackles the complex issues of migrant exploitation, illegal gangmasters and poor conditions in private rented housing, particularly in Wisbech.
- G.201 The co-ordinated action, which is spearheaded by Cambridgeshire police, also involves HM Revenue and Customs, the Gangmaster Licensing Authority, Cambridgeshire Fire & Rescue, Home Office Immigration Enforcement and the Private Sector team. The work of Operation Pheasant led to the imprisonment of two Latvian gangmasters who were exploiting vulnerable migrant workers.
- G.202 The project was nominated for the LGC's Partnership Team award, which recognises partnerships that have undertaken innovative and sustainable work to successfully address local challenges.

Housing First

- G.203 The council, working in partnership with the county council and the Ferry Project have piloted an initial Housing First approach. The driving force behind this was based upon being able to meet the needs of an individual client who was not able to successfully sustain any other accommodation. The individual had had a long history of sleeping rough, through a staged transition from the streets into accommodation the individual has slept in the accommodation every night which is seen to be huge progress.
- G.204 There is an intention to extend this approach but this will require ongoing funding.

Pressure points

Funding

- G.205 Many of the homelessness services operating across Fenland, and more widely Cambridgeshire and Peterborough are based on grants from MHCLG and other short term funding streams (Controlling Migration). This also includes funding for a number of core staff within the Housing Options teams. The Trailblazer programme was based on grant funding, with no long term funding available, and mixed commitments from the local authorities moving forward. Concern was expressed on the reliance on Government grants, and the short-term nature of this funding (often with a commitment only made on an annual basis). Without this funding services would be cut dramatically, with a negative impact upon customer outcomes, and impacts upon other mainstream budgets.
- G.206 A longer term approach is required that is not reliant on short term funding. There is a need for the system to improve in order to be able to compensate for any reductions in funding.

Complexity of need

- G.207 The Housing Advice service is seeing an increase in the complexity of need that clients are presenting with. This is especially true for single homeless people who may have multiple needs. Very often their needs do not fit into any one service area and responses to them from public sector agencies can be fragmented, reactive, often ineffective and have a high cost. Often existing supported accommodation services are not able to meet their needs.
- G.208 The threshold to access social care and mental health services has increased, so clients who would have once qualified for assistance are no longer getting the assistance that they need. This is coupled with the fact that many of these services only focus on clients in crisis, with a loss of preventative strands of work, resulting in clients needs increasing as they are not getting early help.

Relationship with social care and mental health services

- G.209 The council, like its neighbouring boroughs, reports a significant gap in the response from social care and mental health services in responding to the complex needs of its clients.
- G.210 Often the broader services feel less local and are more removed; many of the county services don't work together around the person.
- G.211 Where there is a history of violence it can be very difficult to find any suitable accommodation placements where the Ferry Project feels that they are unable to help.
- G.212 The lack of adequate responses from social care and mental health services is a significant gap, and until a more joined up response is developed homelessness for clients with high and complex needs is unlikely to be resolved.
- G.213 These clients are currently having a significant impact upon the public purse, not only from a housing perspective, but also on the criminal justice system and health.

16/17 year old joint protocol

- G.214 Significant issues were identified in relation to a joined up approach to meeting the housing, support and care needs of 16/17 year olds from social care.
- G.215 While a protocol is in place, social care practitioners aren't acting in line with the protocol. This is thought to be linked to the high staff turnover of social workers, whereby new staff are unaware of the protocol, alongside budget pressures whereby social care seem unwilling to pick up the costs for placements, resulting in young people not getting the services they are entitled to.

Access to social housing

- G.216 The council transferred its housing stock in 2006, these properties are now managed by Clarion, who also operate the allocations and lettings functions on behalf of the council.

- G.217 While the council is part of the Cambridgeshire HomeLink partnership and is part of the common allocations policy, Clarion will apply their own allocation policy when shortlisting and letting accommodation. This is causing significant issues for the local authority. Clarion expect all former rent arrears to be cleared before they will consider offering a property.
- G.218 There is a reluctance from Clarion to accommodate vulnerable clients, including those with a history of rent arrears, or high support needs. The council is trying to work with Clarion to address and overcome these issues.
- G.219 Clarion are proposing that Housing Options clients are awarded a pre-tenancy licence rather than a secure tenancy, however the council has concerns that their clients are being discriminated against. There are also issues with clients being charged rent in advance at tenancy commencement making access for clients on low incomes even more challenging.
- G.220 Following the merger with Clarion there has been a loss of local focus in relation to housing management functions. They will no longer undertake home visits and visit clients who are experiencing issues in managing their tenancies.

Local challenges

- G.221 Wisbech is a deprived area with a number of significant issues. It contains two thirds of the social housing provision and 92% of the districts HMOs are based there. The main form of employment is agricultural work. The quality of private rented accommodation in this area is poor. There is a high migrant population, predominantly Lithuanians, and there are challenges in relation to modern slavery and migrant exploitation. There are a high number of people sleeping rough in this area, with a significant proportion of these being from Eastern Europe.
- G.222 The majority of the Housing Options clients come from this area of the borough.

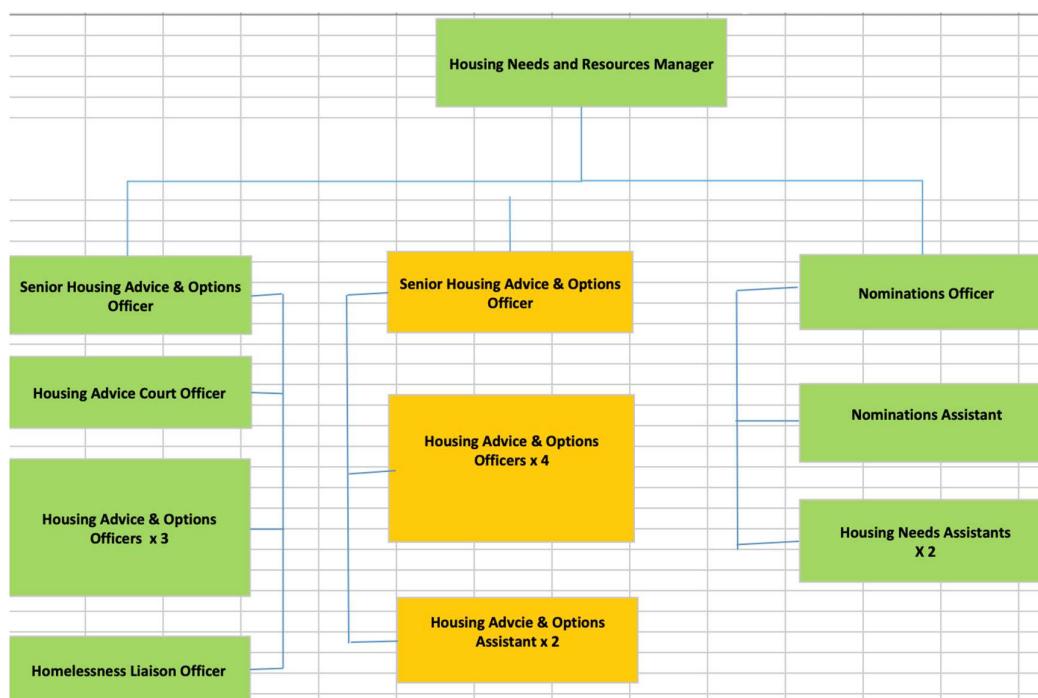
d) Huntingdonshire

Housing Advice Service

Service Delivery

- G.223 The Housing Advice service is delivered by the council from the council's offices in Huntingdon. The service can be accessed via drop in or via the telephone or email.
- G.224 The Housing Advice service delivers the council's statutory duties in relation to housing advice, homelessness and its prevention. The council's duties in relation to allocations are also delivered alongside the Housing Advice service, with a dedicated team operating the sub-regional Choice Based Lettings scheme, Homelink at a local level.
- G.225 The service provides a high quality service and is focused on achieving positive outcomes for its customers.

Structures and Roles



- G.226 The Housing Advice team is made up of a Housing Needs and Resources Manager Service Manager, 2 Senior Housing Advice & Options Officers, and 7 (fte) Housing Advisers. This is supported by a Court Officer, 2 Advice and Options Assistants and a Homelessness Liaison Officer.
- G.227 Housing Advice & Options Officers have a generic role, delivering housing advice, undertaking housing assessments, creation and management of Personal Housing Plans, prevention and relief casework and final determinations. This approach

provides a streamlined process, ensuring that customers have one officer managing their case. The officers also manage placements into temporary accommodation.

- G.228 Staffing levels were increased in anticipation of the increased demands of the HRA from 4 Advice & Options Officers to 7 and created 2 senior posts.
- G.229 All team members have a specialism, which ensures that the team's knowledge is kept up to date and that appropriate and tailored responses can be provided to customers, alongside providing consistency at any partnership meetings. These specialist areas include domestic abuse, armed forces covenant, care leavers, MAPPA.

Service Pathway

- G.230 Customers can contact the service via the telephone, email or by accessing the office.
- G.231 The service operates through a duty system which covers the duty phone, the email box, and duty to refer emails.
- G.232 For clients coming into the council's office customer service staff complete triage information which is fed through to Locata and officers will then decide on the most appropriate method of assessment either through a telephone assessment or a face to face interview. Clients who are homeless on the day will be seen by an officer.
- G.233 The majority of the team's work is completed over the telephone and it is estimated that there is a split of 75% of telephone work and 25% face to face work. Home visits are also undertaken where it is appropriate to do so.
- G.234 Clients who access the service in person tend to be those that are approaching at the point of crisis. There are not a large number of clients who are homeless on the day, however there are a significant number of clients whose arrangements won't last for long.
- G.235 There is a range of information relating to housing options and homelessness on the council's website.

Impact of HRA

- G.236 As data was captured in a different way prior to the HRA increased demand is difficult to measure, however following the HRA staff advise that they have experienced an increase in their caseloads. They also advise that under the new legislation they are working in much more depth with their cases seeking to achieve positive outcomes.
- G.237 During consultation focus groups staff expressed some concerns regarding the challenges associated with burden of paperwork under the new legislation, although it is felt that many of these changes have now bedded in. Improved processes and systems alongside regular one to ones has helped staff to adjust to the requirements of the new legislation.
- G.238 The team have a 'huddle board' which is used for the team to review at the beginning of the week what's going on, and then reflect back at the end of the week and celebrate any successes.

- G.239 Under the HRA the team is working with a larger proportion of single people than under the previous legislation, single people account for 52% of all customers. The team also advises that the level of complexity that customers are presenting with is increasing. Single households are over-represented at relief stage (67%). This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households.
- G.240 The increased complexity of need results in increased time managing cases, and coordination with other agencies. Finding sustainable housing options for clients with high and complex needs is very challenging, this is compounded by the lack of affordable housing options available, especially for single people, and the lack of access to supported housing provision.
- G.241 The increase in the number of households placed in temporary accommodation, is thought to be linked to a number of factors:
- Under the HRA relief duty households in priority need will be accommodated for 56 days through the relief duty, before a main duty determination can be made. This results in increasing the length of stay for clients;
 - Poor move on from temporary accommodation linked to the lack of affordable move on options;
 - Lack of affordable options within the private rented sector;
 - Supply of social housing provision;
 - Increased number of placements of single person households and the general shortage of affordable one bedroom accommodation;
 - The increasing complexity of need that clients are presenting with, and the lack of options for these clients; and
 - Registered providers completing risk assessments on suitability of tenants, and becoming increasingly risk averse.

Prevention and Relief Activity

- G.242 The statistics and feedback from staff show that more customers are approaching the service when they are threatened with homelessness rather than once they are already homeless. The statistics indicate that the service is working with a bigger proportion of clients under prevention (61%) than relief (39%). This suggests a significant proportion of clients are coming in when threatened with homelessness enabling more time for effective prevention work to take place.
- G.243 There is a strong culture of prevention within the service, with all staff having fully embraced the prevention ethos and focused on achieving positive customer outcomes. New ideas are welcomed within the team, and staff feel empowered to

- suggest new ways of working, with a willingness amongst managers to listen to staff, pilot new approaches, learn from these pilots and refine working practices.
- G.244 The service has success in both preventing homelessness (63%) and to a lesser extent relieving homelessness (32%). The prevention outcomes are slightly above the national average but the relief outcomes are lower than the national average. Some neighbouring authorities have achieved a higher relief success rate so there may be scope to improve the relief outcomes across Huntingdonshire.
- G.245 For those cases that the service has prevented from becoming homeless the service is more successful at finding alternative accommodation (180 cases, 64%) compared with assisting the client to remain in their existing accommodation (103 cases, 36%).
- G.246 The most successful way that the council is able to prevent and relieve homelessness is through an offer of social housing, which accounts for 73% of all prevention outcomes and 41% of all relief outcomes. Access to private rented accommodation is the second most successful prevention tool accounting for 22% of all prevention outcomes and 12% of all relief outcomes.
- G.247 The council has had some success in accessing the private rented sector and while affordability is a significant issue there may be potential to increase access to the private rented sector through the development of a comprehensive and competitive landlord offer.
- G.248 The main reason for homelessness in Huntingdonshire is eviction by family and friends, accounting for 26% of cases (247 cases), however there were only 7 recorded cases where negotiation with family/friends has prevented homelessness. Introducing home visits, alongside access to mediation services, or mediation training for staff with a focus on working with families to enable time for planned moves may help to improve these outcomes.
- G.249 End of private rented accommodation is the second main case of homelessness accounting for 20% of cases (187 cases). There may be the potential to place an increased focus on preventing homelessness from private rented accommodation, Cambridge City have had significant success with their s21 work.
- G.250 There is a prevention fund in place, which can be used for cash deposits, rent in advance, travel costs, rent arrears and other prevention initiatives.
- G.251 Personal Housing Plan templates have been developed for 6 standard scenarios that are pre-populated with the relevant information that can be personalised to make each plan bespoke for the individual client. Personal Housing Plans are used well, and the service is keen to explore how they can get the 'buy in' from other agencies to help deliver the actions within the PHPs.

Duty to Refer – Relationship with Providers

- G.252 There have been relatively low numbers of formal duty to refer cases and most of these are through the pathways that have been established through the Trailblazer work or other pathways that have been established.

- G.253 Further work is ongoing through the Trailblazer programme that aims to improve duty to refer through the mental health and substance misuse pathway that is currently being developed and the hospital discharge protocol that has yet to start.
- G.254 Although referrals under some of the pathways already established seem to have dropped off over the last quarter and the trailblazer partnership is trying to establish why. It is likely that this may be due to changes in personnel within organisations and the constant need to flag this as something that needs to be happening if the threat of homelessness is an issue.

Demand & Caseload

- G.255 Caseloads per officer are on average 50-60 cases, which also includes cases where a main duty has been accepted. Live cases are on average between 30-40 per officer. The level of cases is considered to be manageable by the team.
- G.256 Like neighbouring boroughs the service is seeing an increased complexity of need amongst customers. In relation to caseloads staff are managing a much higher number of complex cases, which will involve increased staff time and case work.

Access to Housing Options

- G.257 The most successful tool used to both prevent and relieve homelessness is through accessing social housing. Accessing social housing accounted for 73% of all prevention outcomes and 41% of all relief outcomes. The service has benefited from new build programmes which have resulted in an increased availability of social housing through Homelink.
- G.258 The second most successful tool was access to the private rented sector, which accounts for 22% of all prevention outcomes and 12% of all relief outcomes. Staff advise that most customers access the service with a desire to access social housing, although work has been done to change customer expectation and the focus that the team places on working with customers to try and secure accommodation in the private rented sector has assisted with this.
- G.259 Accessing private rented accommodation is a challenge within Huntingdonshire, this is linked to issues of affordability with a significant gap between LHA rates and market rents. There are a high number of clients who are working on zero hour contracts with income earning capacity within the area very restricted. This very much limits the opportunities for clients to access the private rented sector.
- G.260 Landlords are often reluctant to consider renting to households who are dependent upon benefits, seeing these clients as potentially high risk, when compared to working tenants, from whom they can receive a higher rent.
- G.261 The council is considering setting up a private housing company to deliver affordable private rented accommodation.

Rough Sleeping

- G.262 There is a low level of rough sleeping in the district. The last official count conducted in November 2019 identified 4 individuals sleeping rough.
- G.263 The council, together with South Cambridgeshire and East Cambridgeshire was successful in securing funding to deliver a street outreach service, this will be delivered by P3 and comprise of a Rough Sleeping Co-ordinator. Referrals will come to the council directly or through StreetLink who will then contact the outreach service. The council will undertake assessments in order to assess if there is a duty to accommodate.
- G.264 Public perception is that there is a higher number of rough sleepers than the evidence suggests, and many of those who may be accessing services such as soup kitchens are vulnerably housed rather than rough sleeping.
- G.265 Some individuals who are from Huntingdonshire will drift into Cambridge City in order to access the services that are available, including the night shelter.
- G.266 The council is keen to learn from the Housing First pilot led by Cambridge City Council.

Supported Accommodation

- G.267 There are two young people's projects within the area that are funded through Cambridgeshire County Council, however, there is no provision for supported accommodation for those over the age of 25 years.
- G.268 Amicus provide supported accommodation (non commissioned). Amicus provides shared accommodation that the council is able to refer into, this has helped with the council's prevention and relief outcomes.
- G.269 There is a gap in the provision available, particularly for clients with complex support needs who are unable to sustain their own tenancies and whose needs are too high to access Amicus provision.
- G.270 The council has access to the floating support service delivered by P3 that operates across Cambridgeshire.
- G.271 There are concerns about the future of housing related support services, with no detailed needs assessment work having been undertaken at a district level to inform future demand for services. A better understanding of need is required based on data and evidenced need to inform future service provision.

Good practice

Court Officer

- G.272 The team has a dedicated Court Officer that has been very successful in being able to defend court proceedings and prevent evictions from social housing. There is a very proactive approach to prevention work.

Oxmoor Project

- G.273 The aim of the Think Communities agenda is to create a shared vision, approach and priorities for building community resilience across Cambridgeshire and Peterborough partner organisations.
- G.274 The Oxmoor project is already working to the principles of this agenda.
- G.275 Huntingdonshire Community Safety Partnership (CSP) has long identified the Oxmoor area of Huntingdon as an area with a high degree of vulnerability among its resident population. This has resulted in high demand on county council, district council, police and other public services. As part of the pilot Oxmoor Project a range of key agencies will be based in the community in a joint working space to provide a team around the family approach/problem solving approach. The Housing Advice service have committed to being part of this project.

Co-location of Services

- G.276 A number of other key service are located at the council's offices in Huntingdon, including the Job Centre and Citizen's Advice Bureau. This co-location of services alongside the Housing Advice service creates an improved customer offer ensuring that the customer can have a range of needs met under one roof, but also promotes positive partnership working and effective referral arrangements.
- G.277 In addition to this Change Grow Live, who deliver the commissioned drug and alcohol services, will attend the council officers once a month so that the council is able to arrange appointments for their clients. Everyone Health also runs a surgery from the council's offices.

Pressure points

Access to affordable private rented accommodation

- G.278 The affordability of the housing market makes it very difficult for many clients to access the private rented sector as detailed above. The earning opportunities are very limited within Huntingdonshire, resulting in the private rented sector being beyond the finances of many of the service's clients.

Access to social housing and temporary accommodation

- G.279 The council transferred its housing stock to Chorus. While the council is part of the Cambridgeshire Homelink partnership and is part of the common allocations policy, the council has experienced issues with housing associations being reluctant to offer accommodation to those with former arrears or a history of anti-social behaviour. The council will challenge this, but it is an issue given the increasing complexity of clients approaching the service. There are also issues in the council being able to successfully place clients in temporary accommodation for the reasons detailed above.

Complexity of Need

- G.280 Like neighbouring boroughs the Housing Advice service is seeing an increase in the complexity of need that clients are presenting with. This is especially true for single homeless people who may have multiple needs. Very often their needs do not fit into any one service area and responses to them from public sector agencies can be fragmented, reactive, often ineffective and have a high cost. Often existing supported accommodation services are not able to meet their needs.
- G.281 The service describes other agencies including social care and mental health service as being very pushed so Housing Advice are often left to plug the gaps, but are often unable to fully meet the complex needs that clients are presenting with. The threshold to access social care and mental health services has increased, so clients who would have once qualified for assistance are no longer getting the assistance that they need. This is coupled with the fact that many of these services only focus on clients in crisis, with a loss of preventative strands of work, resulting in clients needs increasing as they are not getting early help.

Relationship with social care and mental health services

- G.282 The council reports a significant gap in the response from social care and mental health services in responding to the complex needs of its clients. There are a high number of revolving door cases, that the council is finding it increasingly difficult to find sustainable housing options for.
- G.283 The lack of adequate responses from social care and mental health services is a significant gap, and until a more joined up response is developed homelessness for clients with high and complex needs is unlikely to be resolved.
- G.284 These clients are currently having a significant impact upon the public purse, not only from a housing perspective, but also on the criminal justice system and health.

16/17 year old joint protocol

- G.285 Significant issues were identified in relation to a joined up approach to meeting the housing, support and care needs of 16/17 year olds from social care.
- G.286 There were differences in opinion as to how well this was working from a management perspective compared with frontline officer's experiences. While a protocol is in place, social care practitioners are reported not to be acting in line with the protocol. It was felt that there was a lack of consistency in how young people were being dealt with, with a feeling that services aren't working together to get the right outcome for the young person.

e) Peterborough

Housing Solutions

Service Delivery

- G.287 The Housing Solutions service is delivered by the council from the council's offices in Peterborough City Centre. The service is primarily a telephone service, but can also be accessed via email.
- G.288 The Housing Solutions service delivers the council's statutory duties in relation to housing advice, homelessness and its prevention. The council's duties in relation to allocations are also delivered alongside the Housing Solutions service.
- G.289 Through the review a number of issues were identified in relation to service delivery customer access and customer outcomes.

Structure and Roles

- G.290 The Housing Solutions team is made up of an Operations Manager, who manages the Gateway team, Choice Based Lettings and Rough Sleeping, and an Operations Manager who manages the Housing Needs, Private Rented and Temporary Accommodation teams. There are three Team Leaders, who separately manage Housing Options, Private Rented Sector and CBL.
- G.291 There are 5 Gateway Officers and 10 Housing Options Officers.
- G.292 There are plans to appoint a further 2 Housing Options Officers.
- G.293 The Gateway team provides the single access point to the service and this team manages calls in relation to the housing register and housing options. The Gateway team undertakes triage work and will assess if a client is eligible and homeless, prior to the case being passed on to the Housing Options Officers.
- G.294 Housing Options Officers have a generic role, delivering housing advice, undertaking housing assessments, creation and management of Personal Housing Plans, prevention and relief casework and final determinations. It is intended that this approach provides a streamlined process, ensuring that customers have one officer managing their case.
- G.295 The temporary accommodation team manages TA placements and booking in, however ongoing case management remains the responsibility of the Housing Options Officer.

Service Pathway

- G.296 Customers can contact the service via the telephone or email. Customers who access the office will not be able to see an officer and will instead be redirected to the phone to access the service. Only in cases where it is nearing the end of the day and the client is an emergency homeless case (i.e. homeless that day) will they be seen in person.

- G.297 As detailed above the Gateway team provides the first point of contact to customers, and deals with general enquiries, the housing register and housing options. This is a telephone based service; at the time of completing the review the average waiting time for a call to be answered was two hours. The telephone system only enables a maximum of 10 customers to queue.
- G.298 Staff have indicated that this is exacerbated by long backlogs in housing register applications, which is leading to an increase in call queries relating to outstanding applications.
- G.299 All of the above makes it very challenging for clients who are homeless or threatened with homelessness to access the service. The majority of customers are unlikely to wait for up to two hours for the call to be answered, this is even more likely for vulnerable clients or those with complex needs.
- G.300 The current access system is unlikely to enable an approach that encourages customers to access the service at the earliest opportunity. The identified barriers are likely to result in those customers who do attempt to contact the service as soon as a threat of homelessness is identified to abandon the call, with a likelihood that they will attempt to contact the service at a later date when homelessness is imminent.
- G.301 It is recommended that the service review the current access arrangements as a matter of urgency.
- G.302 The service has recently undergone changes in the way in which it works whereby the Gateway staff commence the initial customer assessment and establish if a customer is eligible and homeless. Where this is not the case they issue the decision letter accordingly. In cases where homelessness and eligibility are established the case is then referred on to the Housing Solutions Officer.
- G.303 An appointment is made with the Housing Solutions Officer and a full assessment is undertaken face to face.
- G.304 Staff work on a rota system and have two days on appointments and three days off. At the time of the review the Solutions Officers had no dedicated casework time, or protected time, feedback from staff indicated that they had no time to do any meaningful casework or focus on prevention.
- G.305 There is some information on the council's website, although this is predominantly focused on the legislation and eligibility for help, rather than a range of information and advice for customers to be able to get help or resolve their housing difficulties.

Impact of HRA

- G.306 As data was captured in a different way prior to the HRA increased demand is difficult to measure. Through the focus group staff stated that prior to the HRA they had very high case loads of over 100, these have remained high post HRA, although for some staff these have begun to reduce more recently following changes to working practices.
- G.307 The biggest impact for the team has been the significant paperwork burden. The huge amount of paperwork takes up a considerable amount of staff time, and this in part

impacts upon the time available to do positive casework. Within the IT system there are 23 checklists and 17 decision points.

- G.308 Neighbouring boroughs commented on the burden of paperwork initially following the implementation of the HRA, but appear to have amended systems and processes so that this is now more manageable. There may be value in Peterborough learning from other authority approaches.
- G.309 Under the HRA the team is working with a larger proportion of single people than under the previous legislation, single people account for 49% of all customers. The team also advises that the level of complexity that customers are presenting with is increasing. Single households are over-represented at relief stage (55%). This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households.

Temporary Accommodation

- G.310 There are very high numbers of households placed in temporary accommodation, and B&B, however there has been a very concentrated effort to reduce this recently. The number has reduced from 406 in January to 348 in late February. A new approach that focuses heavily upon applying the legislation and only accommodating those where there is clear evidence of homelessness and priority need has led to a reduction, as too has an increased focus on moving households on from temporary accommodation into the private rented sector.
- G.311 The team has also introduced checks to ensure that households are actually occupying their temporary accommodation.
- G.312 In order to stem the flow of households being accommodated in B&B, officers must seek management approval for all placements, and no more than 2 households can be placed in B&B on any one day without Director approval.
- G.313 While it may be appropriate to ensure that checks are in place, conversations with frontline officers indicated that staff were not able to accommodate clients in emergency accommodation even when there was a clear priority need, as 2 households had already been placed that day.
- G.314 While it is understandable that the local authority wishes to stem the flow of households into temporary accommodation it is critical that it complies with the relevant legislation and that households in priority need are able to access interim accommodation.
- G.315 In order to improve move on from temporary accommodation the council has adopted a policy to discharge its s193 duty into private rented accommodation. This is a positive approach, however it is essential that any accommodation offered to discharge any of its duties is suitable.

G.316 Through the focus groups frontline staff expressed some concerns that they felt 'forced' to make households take offers of accommodation that they knew weren't suitable, examples included a case where a family were offered accommodation that would result in them having to leave their current employment and become benefit dependent, and a case where emergency accommodation was offered to an EEA national over 100 miles away, this resulted in the client losing their employment and then ceasing to be eligible. These are concerning examples.

Prevention and Relief Activity

G.317 The statistics and feedback from staff show that more customers are approaching the service when they are already homeless rather than at an earlier point in time. The statistics indicate that the service is working with a bigger proportion of clients under relief (60%) than prevention (40%). This suggests a significant proportion of clients are coming in when they are already homeless resulting in missed opportunities for prevention and early intervention, or that the staff are unable to respond in a timely fashion where clients do approach at prevention.

G.318 There is no real culture of prevention embedded within the service, and a lack of focus on achieving customer outcomes, the culture identified through conversations suggested that of crisis management.

G.319 The pressure on the service is considered to be due to a mix of clients coming in too late, clients being unable to easily access the service and staff not having the capacity to focus on prevention work, and therefore more cases end up at crisis point.

G.320 Capacity was a huge issue and staff felt that they had absolutely no time to do any meaningful work with clients. Prevention work was generally considered to be advising clients to go and find private rented accommodation by themselves, and if they managed to do this the council would fund the deposit. In cases of social housing evictions the council was able to do a little more prevention work by using the Visiting Officers.

G.321 Managers commented that the service only really achieved prevention outcomes when prevention or relief outcomes 'fall into an officer's lap'. There is a minimal amount of pro-active prevention work that takes place.

G.322 The service recognises that it is very much process driven and not customer outcome focused. There is a need for a service structure that reflects the customer journey and focuses resources on prevention and early intervention.

G.323 The team recognises that significant time can be spent dealing with crisis cases, and that when a simple prevention case comes in the team doesn't have the time to respond to this, so that opportunity is lost and the household becomes homeless.

G.324 The service has had some success in both preventing homelessness (48%) and to a lesser extent relieving homelessness (35%). These outcomes are lower than the national average and outcomes achieved by neighbouring boroughs.

G.325 For those cases that the service has prevented from becoming homeless the service has success in both finding alternative accommodation (84 cases, 52%) and assisting the client to remain in their existing accommodation (79 cases, 48%).

- G.326 The most successful way that the council is able to prevent and relieve homelessness is through an offer of private rented accommodation, which accounts for 52% of all prevention outcomes and 38% of all relief outcomes. Access to social housing is the second most successful prevention tool accounting for 31% of all prevention outcomes and 43% of all relief outcomes.
- G.327 The main reason for homelessness in Peterborough is eviction by family and friends, accounting for 24% of cases (261 cases), however there were only 4 recorded cases where negotiation with family/friends has prevented homelessness. Introducing home visits in all cases of parental eviction, alongside access to mediation services, or mediation training for staff with a focus on working with families to enable time for planned moves may help to improve these outcomes. The Allocations Policy should be used to support planned moves from the family home.
- G.328 The service also uses the Visiting Officers to undertake some home visits, there has been a real focus in questioning whether parental evictions are genuine and the council has adopted a 'tougher' approach. It is recognised that this approach is at best only going to delay homelessness, as the Allocations Policy doesn't currently support planned moves. There are plans to review the Allocations Policy this year, with a focus on supporting the prevention work of the team.
- G.329 End of private rented accommodation is the second main case of homelessness accounting for 23% of cases (249 cases). At the moment the service only does minimal work to try to prevent these tenancies coming to an end, this is very much linked to capacity. There may be the potential to place an increased focus on preventing homelessness from private rented accommodation, Cambridge City have had significant success with their s21 work. The service is also keen to explore a First Missed Payment Officer to focus on preventing evictions.
- G.330 There is a prevention fund in place, whereby staff can spend up to £1,500 per household on prevention initiatives, including rent deposits, rent in advance and rent arrears.

Duty to Refer – Relationship with Providers

- G.331 There have been a high number of duty to refer cases, but the team doesn't have capacity to pick these up at the moment.

Demand & Caseload

- G.332 Caseloads have been high across the team for some time. There is variation in the size of caseloads between officers, with some officers having 120 and others having closer to 60. Information from managers indicates that the average caseload is 66 cases. There are currently 43 new applications a week. The current level of caseloads is not considered to be manageable, and staff feel under significant pressure.
- G.333 The focus group with staff indicated that morale amongst staff was very low, linked to the high caseloads, lack of time available to achieve positive customer outcomes, and the overall culture of the team and service.

- G.334 Like neighbouring boroughs the service is seeing an increasing complexity of need amongst customers. In relation to caseloads staff are managing a much higher number of complex cases, which will involve increased staff time and case work.

Service Culture

- G.335 As detailed above the service is under huge pressure, and the current systems and processes do not appear to be able to effectively manage demand, or provide for a positive customer experience.
- G.336 The service currently does not have the time to focus on prevention work, and as such staff time is spent working with those in crisis who are homeless on the day, unless there is a change to the overall way in which the service operates it is not clear how time and capacity can be made available to ensure that the team can spend time working to prevent households threatened with homelessness, thus reducing the number of crisis presentations and temporary accommodation placements. It is not clear that there are any plans in place to fundamentally review this approach, however this is urgently needed.
- G.337 The service has recently had training on the legislation, which managers and officers have found very useful. This has resulted in improved knowledge and more robust decision making, however from talking to managers and staff there seemed to be culture that focused on using the legislation to manage demand i.e. making negative decisions (not homeless, no priority need, intentionally homeless). Discussions with officers and managers focused very much on the legislation and processes, with no mention at any point of customer outcomes. The focus of the service seemed to be very much on undertaking assessments and making determinations rather than on helping customers at risk of homelessness.
- G.338 While the use of the legislation to make robust decisions, may in the short term stem the flow of households into temporary accommodation, it is not going to address the underlying housing issues, it is therefore highly likely that these households will re-present at a later date, possibly in a greater level of housing need.
- G.339 The current approach is not likely to deliver positive outcomes for customers, or address and prevent homelessness in the longer term. Failing to intervene early is likely to lead to an escalation in need both in terms of the housing situation but also in the support needs of those more complex clients.
- G.340 A whole systems transformation approach that focuses on freeing up resources to focus on prevention and early intervention is more likely to have a longer term impact on reducing the numbers in temporary accommodation in a way that is more likely to be sustained, alongside achieving more positive outcomes for the client.

Access to Housing Options

- G.341 The most successful tool used to relieve homelessness is through accessing social housing. Accessing social housing accounted for 43% of all relief outcomes and 31% of all prevention outcomes. The council transferred its housing stock, which is managed by Cross Keys.

- G.342 The council and Cross Keys have a common allocation policy, however there can be issues with some clients being able to access social housing, particularly for those with previous tenancy history issues. Staff report that it can be very challenging to get the clients with the highest needs into social housing.
- G.343 The most successful prevention tool was access to the private rented sector, which accounts for 52% of all prevention outcomes and 38% of all relief outcomes. The team have developed a new Private Sector Initiative team to focus on increasing access to the private rented sector, the service is a one year pilot and commenced in November 2019. The project aims to review the private sector offer and strengthen relationship with private landlords. The council has also adopted a policy to discharge its homeless duties into the private rented sector.
- G.344 The service is working to change customer expectation, whereby many customers believe that homelessness is the route to social housing. The team is promoting the private rented sector, and is beginning to discharge its duty where private rented accommodation is refused.

Rough Sleeping

- G.345 There is a high level of rough sleeping in the city. The last official count conducted in November 2019 identified 37 individuals sleeping rough.

Supported Accommodation

- G.346 Recent developments have been made by developing agreements with no additional funding to deliver Housing First, crash-pads and the Winter Night shelter.
- G.347 Annual cutbacks to supported housing has affected staffing levels. There was a view that there is not enough supported provision to meet the need, with particular gaps in relation to meeting the needs of complex single people, complex couples and complex families.
- G.348 There was a view that there was an oversupply of young person's provision, but the demand that the service was seeing was for general provision for couples and singles with complex needs.

Pressure points

Access to affordable private rented accommodation

- G.349 The affordability of the housing market makes it very difficult for many clients to access the private rented sector. There are significant gaps between the LHA rates and market rents.

Access to social housing and temporary accommodation

- G.350 While there is a common allocations policy in place the council has experienced issues with housing associations being reluctant to offer accommodation to those with

former arrears or a history of anti-social behaviour. The council will challenge this, but it is an issue given the increasing complexity of clients approaching the service.

Complexity of Need

- G.351 Like neighbouring boroughs the Housing Advice service is seeing an increase in the complexity of need that clients are presenting with. This is especially true for single homeless people who may have multiple needs.
- G.352 The service describes other agencies as seeing housing as being the solution to everything and it can be very difficult to get these agencies to engage in any meaningful way.

Relationship with social care and mental health services

- G.353 The council reports a significant gap in the response from social care and mental health services in responding to the complex needs of its clients. Cases were cited where social care have evicted from a care provider, there is an expectation that the local authority will provide temporary accommodation with a promise of a care package, but then social care won't commit to a care plan.
- G.354 There is a view that individuals need to have accommodation in order to have a care plan, however a rough sleeper is just as much in need of a care plan than someone in accommodation, if not more so.

16/17 year old joint protocol

- G.355 Peterborough City Council have their own joint protocol with children's services, issues were identified in relation to a joined up approach to meeting the housing, support and care needs of 16/17 year olds from social care. There was a strong view that children's services were not adhering to the protocol, and it was very difficult to get a social worker to undertake a joint assessment.

Appendix H: Staff Focus Groups

a) Cambridge

Q.1 What would you consider the strengths of the Housing Options team to be? What works well?

- Generic housing advice role sees case through from end to end leading to case ownership, and improved customer experience;
- Team made up of high quality staff, well trained and hard working;
- Good provision of local agencies including good hostel provision;
- Often invite partners in to come and understand how the service operates;
- Service has a very good understanding of the law, and it is therefore applied correctly and consistently – this may not be the case in other areas;
- Investment in training;
- Customers are never turned away;
- In some LA's the service is perhaps seen as a more administrative function, but here officers take on responsibility for the case and for the decisions that they make;
- Don't just have knowledge of the housing/homelessness legislation, but have understanding of other Acts (i.e. Mental Health Act, Care Act etc.);
- Have very few reviews overturned – sound decision making;
- Communicate well as a team;
- Officers are empowered to make their own decisions;
- Town Hall Lettings works well – but affordability is an issue;
- Single homeless services;
- Rent Deposit Scheme works well;
- HB Plus;
- S21 – focus on prevention;
- Accessible to clients;
- Prevention Officer post – helped with duty to refer, and links between part VI and part VII, i.e. threat of homelessness declared on housing register application;
- Very hands on service – will help with wider issues i.e. bills, debt and signpost to other key services;
- Lot of work goes into prevention and relief;
- Low level of repeat customers; and
- Domestic Abuse Housing Alliance Accreditation.

Q2. What areas could be improved?

- As funding for s21 dedicated post has now ended this will become part of the generic Housing Adviser's role – the team expressed concern that much of the good work will be lost without a dedicated resource due to other pressures and workload. The dedicated resource had led to only 6 valid s21 last year (4 of which were from HAs), 30 new tenancies were negotiated, another 30 tenancy extensions through periodic tenancies were negotiated, got 10 clients into HA accommodation, compensation through failure to protect deposits led to clients bringing arrears down or using money to source alternative accommodation. Cambridge has a very large PRS so very important post;
- PHPs – not used to their full potential – currently have generic PHPs. Sometimes there is a feeling that these are done because the law says it needs to happen rather than used to record all of the actions. Not being regularly reviewed. Often a lot of work is happening on the case (i.e. through single homeless service) but this is not reflected in the PHP – often linked to officer time and capacity. Clients don't very often update their PHP through the portal. Single homeless service needs to update the PHP;
- Appointments can get backed up – currently two weeks for an appointment (normally it is one week) – this can potentially impact on time to undertake early intervention/prevention work;
- Often struggle to find emergency accommodation within the city;
- Clients are presenting with higher/more complex needs – increasingly difficult to find emergency accommodation;
- Caseload becoming more complex;
- Homelessness is the safety net – threshold to access mental health services/social care service has become higher, clients' needs have increased and end up in crisis – housing left to pick up the pieces with limited help from social care/health;
- Examples of cases where social care/mental health services have just seen the issue as a housing issue, clients have been given properties which they have not been able to sustain – people are being set up to fail, creating a cycle of homelessness, and people becoming almost impossible to house. This can be the case when the council accept a main duty, often other key agencies will step away;
- Vulnerable adults at risk of exploitation – TA, vulnerable people being targeted – County Lines – all provision within city is very visible – people become an easy target – safeguarding referrals have been made for such cases, but all turned down by social care as clients considered to have free will; and
- Have been issues with no show appointments, reminder system has helped this.

Q3. What barriers do you think customers face in accessing the service?

- Lack of support to get vulnerable clients to access the service in the first place;
- Being the council can be a barrier – people's perception of the council, some people don't want to access council services; and

- Many people don't want to consider options that are not social housing, this can be a barrier – hard to get them to consider other options. Some parents will kick out their children so they can get social housing.

Q4. At what stage do you feel most customers contact the service for help? (56 days before they're homeless, 28 days before they're homeless, when homelessness is imminent, once they're already homeless) And what is the impact of this on the service?

- Recent stats have revealed that more people (400) are coming in at relief than prevention stage (200) – as a result of this the team are working with more people at the point of crisis;
- Team feel there is a number of reasons why people are coming in too late for some clients who have complex needs they will present at point of crisis, for some they don't know where to go, and there are some clients who will deliberately come in too late – linked to wanting to access to social housing, for some clients homelessness is the perceived route to social housing – they are not willing to actively engage in prevention and relief work;
- S21s are increasingly coming in towards the end of the notice rather than the beginning;
- Duty to refer is also not consistent, DWP not great at referrals and the hospital are hit and miss;
- Some families will bury their head in the sand – they have arrears but won't come in early enough;
- Housing associations will refer in, but often clients won't respond to Housing Options contact;
- Mortgage providers will also notify Housing Advice but again clients rarely respond to Housing Advice; and
- Some clients will deliberately come in at 4pm on a Friday as they know there is an increased chance they will be provided with emergency accommodation over the weekend.

Q5. a) What has the impact of the Homelessness Reduction Act been for the team?

- Increased overall demand on the service;
- Increased use of TA, linked to 56 day relief period;
- Re-applications for households found to be IH, if they reapply they can be accommodated for another 56 days;
- Increased paperwork burden;
- Admin feels unsustainable – up to 16 letters throughout process, alongside the PHP, and keeping casenotes up to date; and

- Have to do different referrals for different agencies – one referral form would resolve this.

Q.5 b) What has the impact of the Homelessness Reduction Act been for customers?

- Puts onus on the client to solve their housing problem with support – this can have a positive impact on the sustainability of accommodation;
- More people being helped who are not in priority need; and
- More consistent engagement with client – joint approach to resolving housing issue.

Q6. What stops you from being able to prevent homelessness?

- See question 4;
- People not engaging with prevention and relief work as they want a council house;
- People coming in too late; and
- Will do mediation with families where they can resolve the issue.

Q7. How easy is it for clients to access supported housing? Are there any barriers? Are there any gaps?

- There is a perception that some providers pick and choose who they take;
- Lack of provision and issues with move on;
- Lack of support from statutory agencies – can be a blockage to move on i.e. mental health where low level mental health support is needed to sustain a tenancy;
- Some working hostels provide free food – this doesn't encourage people to want to move on;
- Providers need to work with the council to focus on move on;
- Clients and providers have unrealistic expectations around move on – strong focus on social housing as the main move on option – providers need to look to the PRS as an option, and they need to support residents to consider this as a move on option;
- 2 year stay – not all clients need to stay for 2 years, many will stay for 2 years and at the end of the 2 year stay will then put in for move on priority through the allocations policy;
- Services aren't evenly distributed – people will come to the city to access services – a Nightshelter is needed in Huntingdon;
- Strong view that the loss of any service in the city would be very detrimental;
- Big gap – provision for people with personality disorder;
- Lack of mental health support – can only access mental health support provision if they have a care plan – many clients have significant mental health needs but don't meet threshold or have dual diagnosis – need provision that all services can refer into;

- Evictions from supported housing is an issue – looking to do prevention work to focus on this and work with people at an earlier stage;
- People are being evicted from hostels for service arrears charges and rent arrears – providers look to Housing Options to pay these off;
- Providers can be too quick to evict;
- Inconsistent approach across providers – some will try and take anyone, including those with the most complex needs and others will not; and
- Gap for those living in supported accommodation who then get work – they very quickly get into arrears and are evicted – how can people be supported to work and keep accommodation – idea amongst staff that HB plus could be extended for this client group.

Q8. What do you feel are the gaps in service provision across the district?

- Significant issues with a joined up response to 16/17 year olds from social care;
- Social care aren't acting in line with the protocol – big issues around social care not wanting to pick up costs for placements, resulting in young people not getting the services they are entitled to – often the accommodation offer from social care can be a long distance away (Leicester) so young person won't take it and they say they don't want to be a looked after child without knowing what this means. Current joint assessments aren't working in best interests of the young person;
- No clear young persons pathway – need a specialist young person's social worker – joint post between both agencies; and
- Lack of accommodation available to social care for young people.

Q9. What opportunities are there for things to be done differently, or more collaboratively?

- (Ran out of time)

b) South Cambridgeshire

Q1. What would you consider the strengths of the Housing Options team to be? What works well?

- Work well together as a team;
- Take a shared responsibility for all cases;
- Effective communication within the team;
- Team members have different employment backgrounds/skills (i.e. benefits, domestic abuse, young people) this brings strength to the team;
- Complex case officer;
- No gate keeping;
- Customer focused service;
- Will always try to get positive customer outcomes;
- The team has increased in size following the HRA which enables team members to spend more time working with clients to achieve positive outcomes;
- Managers give the team the freedom to try new things;
- Senior managers have worked to create more housing options for the team to work with;
- Shire Homes – used as a ‘last chance saloon’ for customers who have run out of other options, “it would be easy to use it to help people one day into prevention, but often these clients have other options, we will use Shire Homes to help people who have run out of options i.e. someone who is intentionally homeless”;
- Strong links with HB;
- Easy access to DHP to prevent homelessness;
- Focus on ensuring accommodation options are sustainable;
- Strong links with CAB with an officer attending the office on a weekly basis to see clients, (funded through council) results in a joined up approach to working with client and managing their money – results in more rounded advice and service; and
- The work that the Trailblazer has done around partnerships and developing protocols has been really beneficial.

Q2. What areas could be improved?

- Relationship with social care needs to improve;
- There is poor joint working with children’s services generally and specifically in relation to 16/17 year olds. While there is a good protocol in place, practice is poor. Social workers are unaware of the protocol or where they are they will speak to young people before the assessment and give advice so that when the joint assessment takes place the young

person says they don't want to be a looked after child. While the number of cases are small – when they do occur they have a big impact;

- Duty to refer – lack of information on referrals coming through, forms not being fully completed;
- Poor relationship with Addenbrooks;
- Uncertainty around the future of Trailblazer, as not all councils are making the full financial commitment;
- Cost of living in the area;
- PRS is very expensive – big gap between LHA rates and market rents;
- Area of high employment, landlords want working tenants and have a lots of choice;
- High disparity between earnings and cost of living;
- Lack of public transport – the service has accommodation it can find for clients but this would result in them in losing their job due to the lack of public transport; and
- Lack of jobs in rural district.

Q3. What barriers do you think customers face in accessing the service?

- Location – rural area – not all customers can get to the offices, however where this is the case the team will undertake home visits, or pay for customers to get taxis;
- Telephone assessments can also be arranged, team members would prefer to do home visits rather than telephone assessments, but this can be difficult due to time spent travelling; and
- Former arrears can be a barrier to accessing social housing, rent arrears usually need to be cleared to be offered social housing.

Q4. At what stage do you feel most customers contact the service for help? (56 days before they're homeless, 28 days before they're homeless, when homelessness is imminent, once they're already homeless) And what is the impact of this on the service?

- Mixed – the main cause of homelessness is s21 notices, most customers will come in as soon as they receive notice, very occasionally it may be the day before;
- In some cases it is felt that family members will evict so their adult children can access social housing – the team will try and negotiate planned moves through prevention;
- Work with a number of clients at warrant stage; and
- It is felt that there is a good awareness of the service and that customers know where to come for help.

Q5. a) What has the impact of the Homelessness Reduction Act been for the team?

- Caseloads range significantly – around 20-30 for a full time member of staff, but difficult to compare as some cases can be very complex. Complex case officer has caseload of 30 cases;
- Caseloads feel manageable – the service gets good outcomes, people don't get forgotten;
- The service has increased and the increased prevention work has led to a reduction in main duty decisions;
- Temporary accommodation is clogging up;
- Increased paperwork, but having a paper trail is seen as positive;
- The service is more transparent; and
- The increased need to issue notifications at every stage, means that there is an increased opportunity to make errors and be challenged.

Q5. b) What has the impact of the Homelessness Reduction Act been for customers?

- Customers were getting a very good service under the former legislation as the service has always focused on prevention;
- Act puts the onus on the customer, it gives them more responsibility, although it is debateable how well it works;
- Act gives officer tools to work with; and
- Service has become more responsive and innovative – its helped the service to focus on key areas.

Q6. What stops you from being able to prevent homelessness?

- Gap between LHA and market rents;
- High rents;
- Landlord perception;
- Rural nature of district; and
- Lack of transport links.

Q7. How easy is it for clients to access Supported housing? Are there any barriers? Are there any gaps?

- There is no supported accommodation in South Cambs;
- For young people the service can refer to young people's projects in the city;

- Service attends the accommodation forum, however the service cannot refer into mental health supported accommodation, clients need a social worker to access this accommodation;
- There is a gap for provision for people with poor mental health who don't meet social care threshold or who have dual diagnosis;
- Gap for people with complex needs; and
- Lack of supported accommodation for homeless clients over 25 with high support needs – there is nowhere the service can refer them to.

Q8. What do you feel are the gaps in service provision across the district?

- Clients who are benefit dependent who have had social housing and lost this due to arrears or behaviour, it can be very difficult to find solutions for them. The PSL can be accessed, but there aren't always properties available.

Q9. What opportunities are there for things to be done differently, or more collaboratively?

- Service works well collaboratively, the shared ICT system helps to track clients who are approaching more than one area;
- Joint working between the LAs housing advice teams could be improved at times; and
- Biggest challenge is improving relationships with social care.

c) Fenland

Q1. What would you consider the strengths of the Housing Options team to be? What works well?

- Given the limited resources of the service it has achieved a high level of preventions;
- The service achieves good results for its customers;
- Good team spirit, team supports each other and works well together;
- Compassionate and empathetic staff;
- Staff care – they want to make a difference;
- Good mix of knowledge and specialisms within the team’
- Good communication;
- Success in accessing the private rented sector and it has established good links with letting agencies; and
- Positive customer feedback – the team receives the most compliments and least complaints of all of the services in the Directorate.

Trailblazer Team

- Trailblazer has raised awareness of housing, homelessness and the help available;
- Improving partnership working with the early help teams;
- Single point of contact for other agencies especially those that operate across the county;
- Opportunities to identify good practice or different ways of working across the different districts;
- Positive outcomes in preventing homelessness;
- Motivational interviewing training provided to a range of agencies, and provided an opportunity to educate partner agencies on housing and getting other agencies to think differently; and
- Involved in MASH – pulling together information about client’s housing circumstances to inform child protection enquiries.

Q2. What areas could be improved?

- Struggling to find private landlords who are willing to take tenants on benefits;
- LHA rates don’t reflect market rents;
- Joint working between neighbouring authorities – some neighbouring authorities are incorrectly applying local connection to prevention and relief cases;

- Relationships with social care and mental health services –these agencies only see homelessness as a housing issue, but many clients need significant support and input from other agencies. These clients are unable to sustain accommodation;
- 16/17 year old protocol is not being adhered to and young people are bouncing between services;
- Clarion can be picky in relation to who they will rehouse – there doesn't appear to be consistency in how different landlords shortlist, clients are being overlooked;
- The lettings policy does not appear to be consistently applied across Cambridgeshire;
- Housing associations are increasingly asking for rent in advance; and
- Former tenant arrears is a big barrier. Clients are expected to have adhered to a repayment plan for 4 months – some HAs won't consider why the arrears accrued and whether it was the fault of the tenant, in some cases the tenant was not at fault but there does not appear to be a flexible approach.

Trailblazer Team

- Reduction in staffing has led to bigger caseloads;
- It is taking longer to achieve outcomes due to reduced staffing; and
- As other agencies think funding has stopped for the Trailblazer this has led to a reduction in referrals from some agencies.

Q3. What barriers do you think customers face in accessing the service?

- Private landlords unwilling to take benefit dependent tenants;
- Some clients are still not aware of all of the help that is available;
- Many private landlords don't know how to serve a valid s21 notice;
- Language barrier, particularly in Wisbeach; and
- Cultural differences can lead to families over-occupying accommodation which can lead to evictions.

Q4. At what stage do you feel most customers contact the service for help? (56 days before they're homeless, 28 days before they're homeless, when homelessness is imminent, once they're already homeless) And what is the impact of this on the service?

- This is very mixed, some will approach the service with a bailiff's warrant, but others will come in prior to an official notice being served;
- Many clients come in when threatened with homelessness – the majority of time there is enough time to be able to work to prevent homelessness;

- Parental evictions due to a teenage child having a baby are often about clients wanting to access social housing, the team will try and do home visits where they can but this does not happen in most cases. Using prevention banding can help to get family members to agree to planned moves; and
- There are also inter-generational issues of homelessness – again much of this is linked to client's aspiration to access social housing.

Q5 a) What has the impact of the Homelessness Reduction Act been for the team?

- Increase in the use of temporary accommodation, and households residing in temporary accommodation for longer periods of time, this is leading to TA clogging up – having to place people in TA in Aylesbury;
- Higher volume of clients;
- Working with more single people;
- Increase in access to supported housing through Amicus and My Space; and
- Paperwork – all of the letters can be daunting- it can be hard to find the right letter for the right situation.

Q5 b) what has the impact of the Homelessness Reduction Act been for customers?

- Improved customer outcomes;
- More time to help more people;
- High prevention success rate; and
- It can be difficult when the customer is not providing information or completing their actions.

Q6. What stops you from being able to prevent homelessness?

- People coming in too late;
- A lot of hoarding cases are coming through and the Trailblazer team doesn't have capacity to pick this all up;
- Landlords unwilling to take tenants on LHA;
- Housing associations 'cherry picking';
- When a private landlord has made the decision to evict they want the tenant out and there is nothing that can be done to prevent this;
- Universal credit has had an impact; and
- People not knowing where to go for help.

Q7. How easy is it for clients to access supported housing? Are there any barriers? Are there any gaps?

- While there are some evictions from the Ferry project the Ferry will do everything they can to prevent having to do this;
- Gap in provision for young couples who need support;
- Young parents project was cut, but there is still a need for this provision in the area;
- Households in temporary accommodation can't access the P3 floating support service; and
- People with high mental health needs.

d) Huntingdonshire

Q1. What would you consider the strengths of the Housing Options team to be? What works well?

- Supportive team – with good internal relationships;
- Good relationship with managers in the team;
- Good working relationship with HB/customer services;
- The housing team feels valued throughout the LA – other teams have an awareness of housing issues, and there seems to be a shared responsibility across the council;
- Willingness to change and try new things;
- Encouraged by managers to trial new ways of working, they are always willing to listen;
- HRA was an opportunity to turn everything on its end – service is constantly reviewing and improving the way we work;
- Co-location of the Jobcentre and CAB;
- Joint monthly meetings with the job centre and other agencies;
- Improved customer experience of having agencies co-located;
- Good handover between services;
- Training other organisations;
- Stick to the law; and
- Oxmoor Project – a new initiative to deliver services in the most deprived ward. A range of key agencies will be based in the community in a joint working space to provide a team around the family approach/problem solving approach.

Q2. What areas could be improved?

- The HRA is still new – we are still learning and reviewing how we can improve things;
- There was a quieter period in December which gave team members the opportunity to do more pro-active work and work with clients who had a main duty accepted to them – at other times it can feel like the service is fire fighting;
- When the service is busy officers aren't able to dedicate as much time to work with clients at main duty;
- Staff have become housing officers for clients in TA – this has to be balanced with other parts of the role;
- The biggest challenge is managing those in TA while trying to do all of the other parts of the role;
- High turnover in children's services means that new staff don't seem to have an awareness of the joint protocol;

- 16/17 yr old joint working with children's services could be improved – the process never feels consistent or well established. It never feels like both services are working together to get the best outcome for the young person – it can feel like both agencies are working very differently; and
- Access to affordable PRS needs to be improved – but affordability is a big issue.

Q3. What barriers do you think customers face in accessing the service?

- The service is very accessible and flexible based on the client's needs; and
- No online tool for clients to self refer in.

Q4. At what stage do you feel most customers contact the service for help? (56 days before they're homeless, 28 days before they're homeless, when homelessness is imminent, once they're already homeless) And what is the impact of this on the service?

- The service doesn't have a huge number of clients presenting as homeless on the day, but there are a lot whose arrangements won't last long;
- In Huntingdon people have lived here all of their lives so have ties and can therefore find interim solutions;
- People seem to be aware to contact the council at an early stage;
- Pre-HRA it felt that more people turned up as homeless on the day;
- Since the HRA came in it feels like the number of relief cases has reduced;
- New build developments have really helped the team manage work loads and helped the team achieve more preventions/reliefs; and
- Properties with Amicus Trust has also helped achieve preventions.

Q5 a) What has the impact of the Homelessness Reduction Act been for the team?

- Caseloads have increased – they hover around 60 including those to whom a final duty is owed, there are around 30-40 active cases;
- If there were less cases the work would be better and the service could be more proactive;
- Final duty cases sometimes feel less of a priority;
- Staff prefer working with the HRA – it is a better way of working, everyone gets a plan and advice in writing; and
- While there is an increase in paperwork – it doesn't feel inappropriate – at the beginning it felt overwhelming, but now have changed the process to get a handle on it.

Q5 b) what has the impact of the Homelessness Reduction Act been for customers?

- Clients have benefitted – they will all get a certain level of service;
- There is no ongoing customer satisfaction monitoring;
- Achieving better outcomes for clients;
- People who would have had negative decisions under the old legislation are getting the help that they need;
- Focus is on prevention;
- Equal service for everyone – single people are getting much more help; and
- Improved customer outcomes are linked to the new social housing developments and Amicus houses.

Q6. What stops you from being able to prevent homelessness?

- If clients have low needs a housing option can usually be found, it is more difficult where clients have high/complex needs;
- Housing related debts;
- Lack of affordable private rented accommodation;
- Those who are in the PRS are not motivated to stay in the PRS, even where the service has been able to prevent homelessness through negotiation with a private landlord, clients are not grateful as they want social housing;
- PRS is so expensive that many clients don't want to stay in this sector;
- Time; and
- Caseloads.

Q7. How easy is it for clients to access Supported housing? Are there any barriers? Are there any gaps?

- Can be hard to place young people with very complex needs in supported provision;
- There is a gap for people over 25 who have high or complex support needs;
- No provision for people with poor mental health or learning disabilities;
- Rough sleeping is not a huge issue, although the numbers have increased; and
- Lack of provision for couples.

Q8. What do you feel are the gaps in service provision across the district?

- Access to affordable PRS;

- Options for people with high support needs; and
- No provision for people with poor mental health.

Q9. What opportunities are there for things to be done differently, or more collaboratively?

- Would be good to work more collaboratively with the other LAs – we could improve services if we worked better sub-regionally;
- One of the biggest challenges is where a client is from another LA area – it can be a big battle where the client has approached 2 different LA areas – need to work to overcome this;
- The guidance where 2 council owe a relief duty is not clear on who should provide interim accommodation; and
- There are issues with getting some clients with higher support needs into temporary accommodation this can lead to clients with high needs being placed in B&B.

e) Peterborough

New way of working

- The Housing Options team is trialling a new way of work. Gateway Officers are establishing if a client is eligible and homeless and then passed to the Housing Solutions Officers to carry out the full assessment. There is a heavy focus on investigations. At the moment this new approach is not really working – part of this is confidence and training issues.
- This new approach isn't addressing the underlying issues around capacity, it is merely moving resources around; there is still not enough time for anyone in the team. While the Housing Solutions Officers don't need to establish eligibility and homelessness they now need to do the triage work that was previously done by the Gateway team of having to find address history etc.
- The Gateway team are now given a casework day a week, but now the Housing Solutions Officers have casework days taken off of them, and then called in on duties, emergencies etc. so no protected time. From next week they are going to get one casework day back a week.
- Generally it doesn't feel better than how it worked previously, however it is better that officers should only be on duty 2 days a week, this has helped to reduce caseloads and feel slightly less pressured, however sickness within the team and leave results in officers picking up more duty days and then the caseloads quickly escalate.
- There is a need for dedicated casework days, it is very difficult to get anything done in the office as there are always interruptions, for example, it has only been possible to produce complicated decision letters by staying late in the evening as it is the only time that it is quiet.
- Housing Options Officers are having to cover the phones at lunch time. The system isn't working, Gateway officers have been given extra duties, but they already couldn't cope with the call volumes coming in, so now housing options officers have to cover the phones.
- Private sector role focusing on trying to house people in TA or at prevention into PRS, but the main focus is on TA. It is quite difficult as the majority are not straightforward cases i.e. ASB, rent arrears etc.

Q1. What would you consider the strengths of the Housing Options team to be? What works well?

- Dedicated staff;
- While staff develop a good rapport with customers, the service is so overwhelmed that it takes a long time to respond to clients, and officers are not able to engage with them as fully as possible due to time constraints;
- Good personal interaction;
- Good team work;

- Private rented sector work – getting landlords on board; and
- Appreciated training at beginning of year, first meaningful training – all given consistent training for the first time.

Q2. What areas could be improved?

- Overwhelming workload;
- Lack of person centred response;
- More meaningful casework is needed;
- There is a need to stick to 2 days on duty as otherwise caseloads become unmanageable;
- Consistency in service is required;
- It is difficult to plan follow up appointments with clients due to constant changes to the rota you can't plan anything;
- The level of service offered to clients is limited – they are given an initial appointment for an assessment, customers are then told to look for private rented accommodation, and the Council will help with rent deposit, that is all the casework that is done. If there are cases of ASB or arrears the service can do a bit of prevention work, but the service offer to customers is limited;
- It is a struggle to get managers to listen to ideas and suggestions from frontline officers ;
- Staff not always able to speak to managers about cases – can be difficult to get time booked in with them;
- Officers have put forward lots of suggestions but none of these were taken on board, don't feel listened to by managers;
- There is a duty manager system but you get different responses from managers, you are given conflicting information;
- The service has trialled a new way of working and this was sold on the basis of all working together so there was no home working but this doesn't apply to managers;
- One member of staff has a difficult case and wants to make an IH decision, they have been asking for 3 days to sit with managers to talk through this case, but this hasn't been possible. The team only have confidence in the advice of the Housing Options Team Leader;
- Within the service there is a need to seek authorisation before being able to do certain things or make a decision. The team felt very unsupported by managers as they were never around, so then the decision was made to have a duty manager;
- There is a need to get approval to book into TA. The service isn't able to book more than 2 people into B&B on any one day without director authorisation. This can be very difficult when the client has a clear priority need – there is a real risk that the service isn't legally compliant;

- It feels that the service is driven by stats i.e. how many in B&B not why are they in B&B, how many cases are overdue etc. and not on customer outcomes or the customer experience;
- Another example was given where the officer feels that they are forcing a property on a client but they know it is not suitable for them, it will mean that they have to give up their job and will be forced to be benefit dependent, 'this doesn't feel like the right thing to do'. The whole focus is on getting the numbers down in TA and not getting the best outcomes for clients;
- There was another case where an EEA national was placed in B&B 100 miles away which will make them lose their employment and therefore their eligibility is lost, emergency accommodation could have been found closer to home;
- Caseloads vary between officers, one officer has 120 cases including main duty cases, one officer has around 70 and another just under 50. There appears to be disparity in caseload volumes;
- Sickness within service impacts upon caseloads. There are high sick levels in the team;
- There is very poor morale, one staff member left as she could never catch up with her work load, she went off with stress;
- The pressure of the role and how things operate impacts upon wellbeing;
- Fatigue and stress related disabilities not taken into account in the team;
- The situation has been bad for the last 5 year, before HRA officers had over 100 cases;
- Not enough staff, lack of consistency, the procedure that the team follows could be streamlined;
- Certain members of the team not fit for the job that they're doing – there is a culture of pulling whole team in and being told off when mistakes are made;
- Poor communication from managers; and
- Housing Options Officers are pulled in to help everyone else, but there is no one that can help them.

Q3. What barriers do you think customers face in accessing the service?

- The 2 hours waiting time to get through on the phone to the Gateway is a huge barrier, a lot of people will abandon the call, many of the calls relate to the Housing Register backlog;
- Via the Gateway system only 10 people can queue at a time, and 2 hour wait this leads to customer frustration which can then be directed at officers;
- If clients turn up in the office they are told that they have to ring, and then wait;
- Would only be seen face to face if they were homeless on the day and it was coming towards the end of the day;

- Often clients can queue for 2 hours on the phone just to enquire about their Housing Register application, only to be told that it's pending since handing the form in in September;
- If the Housing register backlog was resolved this would help to free up time and resource; and
- Staff suggested that the housing register calls be dealt with through the general call centre.

Q4. At what stage do you feel most customers contact the service for help? (56 days before they're homeless, 28 days before they're homeless, when homelessness is imminent, once they're already homeless) And what is the impact of this on the service?

- There is a relatively even split between crisis presentation and those that come in in advance, although there are still a high number of crisis cases; and
- There is very little, if any pro-active prevention work.

Q5 a) What has the impact of the Homelessness Reduction Act been for the team?

- Not covered as ran out of time

Q5 b) what has the impact of the Homelessness Reduction Act been for customers?

- Not covered as ran out of time

Q6. What stops you from being able to prevent homelessness?

- Lack of capacity;
- The council paid CAB for service in prevention, initially it sat within service, and then CAB had shortages and from that point they had to make referrals, the service offer has since further reduced;
- The Trailblazer team were coming in – but were advised to stop referrals as the team were at capacity but there hasn't been any update from managers since then;
- There is no capacity for real prevention;
- For parental evictions have a visiting officer. This approach is more effective since the service has got more strict about temporary accommodation;
- Visiting officers are reaching capacity – and they are just delaying homelessness, these clients will just come back at a later time as the issue hasn't been resolved;

- It would make sense if this work was done by Housing Options officer as would enable ongoing casework;
- Changing allocations policy – if this changes then home visits may be more effective and this then may help;
- No one is clear in the team whose role it is to input and verify housing register applications, the CBL team spend all of their time dealing with adverts and shortlisting;
- Housing Options Officers are doing a lot of admin that they shouldn't have to i.e. verifying their cases on the housing register to get them live; and
- There are 2 business support officers, but spend most of their time responding to emails, and process RD payments.

Q7. How easy is it for clients to access Supported housing? Are there any barriers? Are there any gaps?

- Not covered as ran out of time

Q8. What do you feel are the gaps in service provision across the district?

- Not covered as ran out of time

Q9. What opportunities are there for things to be done differently, or more collaboratively?

- Not covered as ran out of time

Appendix I: Partner survey

Introduction

- I.1 Partners were invited to participate in a questionnaire survey aimed at identifying a range of information based on partners' views to more fully understand homelessness across the area and to seek views on Housing Options. The consultation opened on January 21st 2020 and closed on 11th February 2020. A total of 16 separate responses to the customer survey were obtained. This is a qualitative summary of the views expressed by partners responding to the online and paper survey.

Coverage

- I.2 Respondents were asked which districts they either operate in or work with. Table I.1 shows that the split was fairly even across the 6 local authorities.

Table I.1 Responses to QB. 'Which districts do you operate in/work with?'		
	TOTAL (No.)	TOTAL (%)
Cambridge City	8	50.0%
South Cambridgeshire	5	31.3%
East Cambridgeshire	5	31.3%
Huntingdonshire	6	37.5%
Fenland	8	50.0%
Peterborough	9	56.3%

Strengths

- I.3 The survey began by asking respondents what they consider to be the strengths of the Housing Options Service. Responses for the different local authority areas are detailed below:

General comments

- All areas now giving more of a focus on prevention; a wide network of partners who support the councils in doing their work ;
- Have the ability to lever in funding from other sources, in particular the MHCLG;
- Motivational interviewing training has been undertaken countywide; and
- There are some really positive initiatives to try to support those with specific needs, such as the work done to help those fleeing domestic abuse.

Cambridge City

- Inform referral process not utilised to its full potential and not used by all services;

- Well managed and informative;
- Sometimes lack of understanding of the complex issues faced with young homeless clients;
- Lack of move on options for young people, lack of choice for young people as opposed to other clients on the housing register; and
- Cambridge supply very detailed information on personal housing plans and on s184 letters – provides a very clear picture of the council's decision making process.

East Cambridgeshire

- Very easy to work with, get results and joint working with this team has been great, even offered to let us hot desk in their offices.

Huntingdonshire

- The Housing Options team are proactive in making referrals to our temporary accommodation scheme and supporting the team when there are issues with rent and behaviour.

Fenland

- This is dependent on who you are working with but staff are knowledgeable and easy to work with;
- Easy application form/prioritise vulnerable adults; and
- When homeless people are ready to bid, a move on form is completed which accelerates access to housing.

Peterborough

- Close working relationship and on site co-location of the Rough Sleeper Outreach Team at our day time centre for rough sleepers;
- I have not come across any strengths/not aware of any particular strengths;
- Very difficult to contact via phone as no direct access, staff have to email and when they would like a response this has not also been easy; and
- Approachable and willing to be flexible in their approach when we have people ready to move on. Long standing relationships at a management level.

Improvements to services

I.4 The survey asked partners how the Housing Options could improve the service that it offers. Suggestions for improvements included:

- Providing more comprehensive information about the risk of the referred person to ensure a safe placement;
- Ongoing development of cultural understanding of value that the voluntary/faith sectors bring to the sector;
- Developing partnerships; work closely with different agencies; joint work when conducting support visits;
- Being more receptive to the needs of service users (especially young people) and better explanation to users;
- Could be easier to access – easier and quicker ways to contact;
- Access to more properties and more beds available;
- An increase of the LHA to meet market rents – some form of subsidy/incentive for young people;
- More understanding of supported housing providers, more regular meetings with providers and housing options; Invite Home Options to visit other LAs; Fully utilising HARP applications and move on options;
- Make a much more significant break with the pre-HRA mindset and make much more use of discretionary powers;
- Preventing homelessness earlier – profiling groups who may be more prone to homelessness. Having a dedicated homelessness team in all areas is not necessarily the best use of resources – pooling across the areas;
- Surgeries in supported housing services – outreach to services rather than people always having to go to them;
- More thorough checks when people apply to go on the register so we can manage expectations;
- Drop in sessions like East Cambridgeshire conduct would make the service easier to access on a more regular basis; and
- Recognise possibility of people falling between the gaps in provision – particularly challenging when people have complex needs.

Barriers

I.5 The survey then asked partners what they consider to be the main barriers to accessing the Housing Options Service. The main barriers considered were:

- Out of hours officers may or may not be fully aware of the close on the ground working relationship we have;
- Lack of understanding/lack of support;

- Accessibility – it can take a very long time to speak to anyone on the phone; not as easy to get face to face appointments now;
- Accessing home options can feel intimidating and daunting to young people. Legislative jargon can also be a barrier;
- An over-strict definition of intentional homelessness, and a too high threshold for priority need;
- Needing to attend offices at fixed locations;
- For those with additional complexity the system does not really take account of their needs especially single homeless people;
- It is not a person centred approach and it can seem like a system that treats everyone the same without recognising needs;
- People sometimes have difficulty in getting a homelessness application accepted;
- If clients have old rent debt then they are excluded from the process even if they have turned their lives around. The debt acts as a barrier to move forward;
- Young people can feel like they are not listened to, that their needs are not taken seriously;
- It can be challenging for organisations working countywide to understand multiple pathways/policies; and
- Practical barriers around individuals who don't have recourse to public funds, and it can be difficult for individuals with chaotic lives to access the support;

Homelessness Preventions

- I.6 The survey then asked partners what other departments, organisations and services play a key role in preventing homelessness in their district(s). Responses included:
- Public Health - via commissioned services e.g substance misuse; NHS; hospitals;
 - Office of Police and Crime Commissioner - via funding criminal justice pathways; police, probation, custody services;
 - Chronically Excluded Adults Service;
 - Prisons and services in there like St Giles;
 - Floating Support Providers;
 - Department of Work and Pensions;
 - Social work departments e.g. Family Safeguarding Teams;
 - MEAM work;
 - Trailblazers; Housing Related Support funding; Housing First Services;
 - City/district councils – outreach services, housing advice, tenancy sustainment service, Children and Young People's Services etc.;

- Support agencies e.g. Wintercomfort, Women's Resource Centre, Women's Aid, Centre 33, It takes a City, The Garden House, Citizen's Advice, Aspire;
 - Housing agencies e.g. Riverside, Cyrenians, YMCA, Jimmy's, Emmaus, Hope into Action, Shelter etc.
 - Local churches and faith groups such as The Samaritans.
- I.7 The survey then asked partners what other services they have recently contacted or worked with to help prevent someone from becoming homeless. Many of the responses set out above were also mentioned here. Other responses included:
- Money advice centres;
 - Light Project Peterborough;
 - Access surgery;
 - Mental health service;
 - YOS;
 - Drugs and alcohol services;
 - Further Education Colleges; and
 - Targeted youth support services.
- I.8 The survey then asked partners what their organisation does to help prevent homelessness. Responses included:
- Early intervention project – to offer early intervention and post tenancy measures to assist us in identifying tenants at most risk of abandoning their tenancies or developing problems;
 - We are signed up to the National Housing Federation Commitment to Refer, we actively refer on to homelessness prevention services at the earliest opportunity;
 - Provide thorough risk assessments; Invite relevant agencies to MAPPA meetings;
 - We look at clearing rent arrears with discretionary housing payments and payment plans with landlords;
 - We make sure people are claiming their entitled benefits, provide budgeting advice, financial statements, witness statements, N244 court applications etc;
 - Providing Housing Related Supported accommodation and resettlement services; a resettlement officer;
 - Providing safe and supported accommodation; offering tailored plans and personalised approach;
 - Improving the information available to the wider public, front-line workers and rough sleepers on the help available and how to give help; improving the system for collecting, sharing and using data to demonstrate progress;
 - Introducing a mentoring and befriending scheme for rough sleepers and vulnerably housed;

- Engaging businesses to provide employment and encouraging take-up; encouraging the business community to provide appropriate responses to homelessness;
 - We run a community centre which acts as a base for 70 different community groups to provide services;
 - A drop in for young people aged 13-25 where they can access support to meet their needs holistically – access to a shared decision making meeting;
 - Needs assessment on offending prevention and management was commissioned by the OPCC and published in June 2017. This is currently being updated; and
 - Generally our work is done via the MASH with vulnerable adult referrals, and through direct engagement with partners when we have an urgent need. If interim arrangements are required we do, on occasion, pay for hotels for individuals to stay in.
- I.9 The survey then asked partners what barriers they encounter in preventing homelessness. A variety of barriers were identified including:
- Increase in complex needs – limited support or referral routes;
 - Local connection criteria;
 - Assumption of intentional homelessness by offending;
 - Not getting referrals soon enough in order to prevent at early stages;
 - Lack of joined-up thinking across the wider community; Not all services involved want to joint work for the greater outcome;
 - Lack of suitable move on provision and appropriate supported affordable housing (especially for young people);
 - Lack of preventative services, such as mental health and drug and alcohol services;
 - Homelink banding discriminates against intermittent rough sleepers and hostel residents;
 - There is a need for a more generic approach – support with everything type approach using pooled funding;
 - Preventing people being homeless on release from prison – works for people who want to engage but not for those who don't – try new approaches that work on a strengths based approach to help engage them;
 - Another challenge is addressing dual diagnosis in respect of substance misuse and mental health issues;
 - Reluctance to prioritise rent payments. Difficulty in getting chaotic, unwell clients any sort of support worker. They need ongoing support in making payments;
 - Time it takes to get a UC payment; No recourse to public funding; The current system of zero hours contracts; Lack of meaningful employment with secure contracts;
 - Personal behaviours and behaviours of gang masters;

- Young people not being listened to by statutory services;
- Internal CJ systems could be improved to ensure housing referrals can be made as early as possible; improve co-ordination between multiple housing services and criminal justice agencies;
- Challenges with obtaining housing for specific groups e.g. those with some convictions / history, individuals moving out of abusive households (non-domestic abuse), EU nationals classified as long-term sick etc.

Prevention

I.10 Partners were asked what more could be done to prevent homelessness in their district. Responses included:

- Increase in preventative work; more active support prior to becoming homelessness;
- Greater housing provision; more accessible hostels; more diverse provision of supported accommodation; more suitable move on properties;
- More accessible advice via drop ins, hubs etc; also more transparency about what support is available to people e.g. promotion online;
- Increase resources in mental health services and substance abuse support;
- Homeless strategy to incorporate health and social care etc;
- Wrap-around care and support and patience for those who are struggling to engage or make progress;
- Remove artificial division between County and District responsibilities;
- Amend Homelink banding so it does not discriminate against intermittent rough sleepers and hostel residents;
- Increase in Housing First; longer term funding arrangements that allow development and partnership working;
- Some sort of effort to get private rents reduced; higher LHAs; more support for clients who struggle to manage their finances; a financial pot to pay off rent debt;
- Speed up UC payments; people with no recourse to public funds need more housing support;
- Better regulation of gang masters and how they house people;
- More affordable housing options for young people; more capacity for supported housing for young people;
- Continuing improvements to co-ordination between housing/criminal justice agencies;
- Need to take a more person-centred multi-agency approach – ‘team around the person’;

- Social landlords need to be encouraged to place major emphasis on housing people and providing care and support to develop, achieve and maintain independence; and
 - Try to map the release processes from prison and hospitals to ensure housing has been secured prior to releasing people; also open up different routes into housing which might recognise the specific challenges some people with complex needs have.
- I.11 Partners were then asked whether they feel that there are any services, schemes or projects needed that could help to prevent people from becoming homeless in their district. Responses included a lot of the same comments as above, but also:
- Inward investment for health services, equality of funding across Cambridgeshire;
 - Continued development of the Garden House as a hub for working with people sleeping rough;
 - Support framed around the journey not the house; specialist support for NRPF and EU citizens; specialist support and accommodation for complex needs and those "too far gone" for normal services and within the confines of the Care Act;
 - A more diverse offer in terms of supporting clients with substance misuse issues. One problem in particular is clients who need an alcohol detox but are homeless;
 - Increased response to mental health and young people in crisis; Respite beds/therapeutic community;
 - The current public sector bodies need to work together and more effectively, no additional services are required these just need to partner better and be more flexible in their solutions and quicker to act;
 - Funding to further extend Centre 33 model of homelessness prevention to areas outside Cambridge City;
 - Opportunity to work with probation redesign to co-commission services to support offenders into settled accommodation;
 - Better links with private rented accommodation providers for move on; and
 - Invest some time into mapping people's routes to homelessness to provide rich data to help us to understand which services would add the most value.

Additional services & gaps

- I.12 The survey asked partners what additional services they feel either the council or other agencies should be providing to people who are homeless or threatened with homelessness. Responses included:
- Drop in centres in the day - people who can explain;
 - More outreach support; Mental health outreach team; drug outreach services;
 - Easier access to services;

- Mental health and substance misuse connected services working in a more joined up manner;
 - Wider move on opportunities and looking at financial solutions to expensive move on;
 - Increasing services, not cutting services;
 - Multi-disciplinary support workers across different sectors;
 - Broader range of housing options for those with substance misuse issues;
 - Increased Housing First offer; spot purchasing of emergency beds, for crisis situations;
 - Support workers to get direct debits set up;
 - Better signposting to existing services; better coordination of support; health services responding more quickly, barriers to access support need to be removed; and
 - Much greater support with managing money, tenancies, benefit claims, earlier intervention to prevent placement breakdown.
- I.13 Partners were then asked whether there are any gaps in service provision. Responses included a lot of the same comments as above, but also:
- Not enough resource to offer the intensive support some people need to sustain a tenancy;
 - Actual prevention - service users get told to report homeless the day of release rather than anything be done whilst in custody;
 - Lack of housing stock and poor connections with private landlords;
 - There is no long term support for people who are always going to struggle with their tenancy due to mental health or learning disability;
 - Primary care health interventions e.g. a dedicated GP practice like in Cambridge;
 - Specialist primary care workers that visit support services - surgeries. To engage young people at the earliest point and prevent further crisis;
 - Access for young people across all areas to meet their housing/homelessness needs;
 - Rehabilitation and specialised style accommodation for entrenched drug / alcohol users; and
 - Missing a provision for vulnerable people who are victims of street sexual exploitation.

Supported Housing Providers

- I.14 Supported housing providers were asked to identify how many of their clients accommodated have a local connection to the areas of Cambridge, South

Cambridgeshire, East Cambridgeshire, Huntingdonshire, Fenland, Peterborough, London and other areas. Responses to this question are detailed in Table I.2.

Table I.2 Local connection			
Project in:	Local connection to:	2018	2019/20
Cambridge City	Cambridge City	30	5
	South Cambridgeshire	2	3
	Peterborough		1
	Other areas	3	2
Huntingdonshire	Cambridge City	2	
	Huntingdonshire	8	
Fenland	Fenland	249	300
	Other areas	8	10
Peterborough	Fenland		3
	London		30

I.15 The survey then asked supported housing providers what types of project they provide. The following types of projects were identified:

- Ex-offender project;
- Floating support;
- Supported housing accommodation for young women at risk of homelessness;
- Substance Misuse Services; and
- Homeless Hostels and Young Persons/Young parent's accommodation;
- Move on accommodation; and
- Drop in support.

Future levels of homelessness

I.16 The survey asked partners whether they anticipate any future trends or problems that may lead to an increase in homelessness for any specific client groups. Responses given included:

- Where tightening of budget constraints may affect the balance between statutory and discretionary offers to move further towards just statutory;
- Registered sex offenders; individuals who cannot return to the place where they have a local connection;
- Decisions to target the use of B&B accommodation;
- Housing associations wanting a month's rent in advance – causes evictions;
- Needs increasing due to increased mental health and substance misuse presenting and lack of associated support; increasing crack presentations; increase in complex needs;

- Reduced supported housing options and higher thresholds to entering services; sanctions and higher living costs impact on choice too;
 - Increase in house prices and rents;
 - As those with lower needs are helped, the proportion of those with higher needs will increase;
 - Housing supply not matching demand generally; Lack of affordable/social housing;
 - Universal Credit; benefit sanctions/delays and poverty;
 - Shutting down/limiting HRS services with reduced budgets;
 - The impact of Brexit – possible increase in homelessness in Eastern Europeans;
 - Growing population and fragile public services – increased demand;
 - Tighter controls and higher thresholds for priority need will reduce the number of people being offered housing through the LA; and
 - Changes in employment contracts.
- I.17 Following on from this question, the survey asked whether the above responses were based on any information or evidence. Responses included:
- Day to day observations of leading multi-agency hub;
 - Case studies;
 - Lots of referrals into our service due to above reasons;
 - Noticeable in case management records;
 - Council's own data and recent reports from Crisis and Shelter;
 - Evidenced in commissioning processes;
 - Daily experience of clients;
 - Based on Government proposals;
 - Population data available from CCC;
 - Service fragility evidenced by scale of savings needing to be made by Upper Tier authorities; and
 - Based on the client groups we are now seeing and the types of move on options and services available to them.

Additional comments

- I.18 Finally, the survey asked partners to provide any additional comments. These included:
- It is vitally important that the present review, and the linked HRS Review, and Cambridge City Council's statutory review of its homelessness strategy, and any review/extension/disposition of the Trailblazer Project, form an integrated piece

of work, drive joined up thinking and engage the wider community through, for example, It Takes a City;

- We are currently trialing housing first on a small scale, 1 bed. This is going well and we are looking to develop a second bed in the next 3 months;
- There is a need for greater coordination for statutory services and those from voluntary sector organisations, coming together to develop a system which together we can deliver better services; and
- Peterborough now has the Counting Every Adult team in place, this is a positive step and we would like to see this continue and expand.

Appendix J: Customer Survey

Introduction

- J.1 Customers were invited to participate in a questionnaire survey aimed at identifying a range of information based on customers' views on the service they received from both the Housing Options Team and Supported Housing Providers. The consultation opened on January 21st 2020 and closed on 11th February 2020. A total of 80 separate responses to the customer survey were obtained. This is a qualitative summary of the views expressed by customers responding to the online and paper survey.

Respondents

- J.2 As part of the survey respondents were asked some equal opportunity monitoring questions regarding ethnicity, gender, age and household type. Respondents were able to skip any question and were informed of their rights regarding confidentiality.

Ethnicity

- J.3 The majority of customers responding to the survey were of White British ethnicity (58), representing 72.5% of all respondents.

Table J.1 Ethnicity		
	TOTAL (No.)	TOTAL (%)
Black British	1	1.3
Black African	4	5.0
Black Caribbean	0	0.0
Black Other	0	0.0
Chinese/Other Asian	0	0.0
Asian British	2	2.5
Indian	2	2.5
Pakistani	0	0.0
Bangladeshi	0	0.0
Mixed Racial Origin	2	2.5
White British	58	72.5
Irish	1	1.3
Polish	1	1.3
White European/Other	1	1.3
Other	3	3.8
Not stated	5	6.3
TOTAL	80	100.0

Gender

- J.4 Half (50%) of the respondents were Male (40) whilst 36.3% were Female (29).

Table J.2 Gender		
	TOTAL (No.)	TOTAL (%)
Male	40	50.0
Female	29	36.3
Transgender	1	1.3
Prefer not to say	1	1.3
Not answered	9	11.3
TOTAL	80	100.0

Age

- J.5 Nearly half of the respondents (42.5%) were within the 18-24 age category (34). No customers 'Over 65' responded to the survey.

Table J.3 Age		
	TOTAL (No.)	TOTAL (%)
16-17	4	5.0
18-24	34	42.5
25-34	10	12.5
35-44	11	13.8
45-54	9	11.3
55-64	6	7.5
Over 65	0	0.0
Not answered	6	7.5
TOTAL	80	100.0

Household Type

- J.6 The majority of respondents were 'Single' persons (67), representing 83.8%. 7 respondents had children in their household, all with 1 child except for one respondent who stated that they have 4 children.

Table J.4 Household Type		
	TOTAL (No.)	TOTAL (%)
Single	67	83.8
Couple with child(ren)	0	0.0
Couple no child(ren)	1	1.3
Single parent	5	6.3
Pregnant	0	0.0
Not answered	7	8.8
TOTAL	80	100.0

Geographical area

Originally from

- J.7 The survey began by asking customers which area they are originally from. Table J.5 shows how many respondents came from different geographical areas. The largest number of respondents came from Peterborough (29), representing 36.3% of all respondents; whilst the smallest number came from Fenland (3), representing 3.8%.
- J.8 Customers who chose 'Other (please state)' accounted for 16.3% (13) of respondents and listed the following as places they come from: Lincolnshire; Berkshire; Essex; London; Great Shelford; Lancashire; West Yorkshire; Care leaver and Refugee (Ethiopia).

Table J.5 Responses to Q1 'Which area are you originally from?'		
	TOTAL (No.)	TOTAL (%)
Cambridgeshire City Council	19	23.8
East Cambridgeshire District Council	4	5.0
Fenland District Council	3	3.8
Huntingdonshire District Council	7	8.8
Peterborough City Council	29	36.3
South Cambridgeshire District Council	5	6.3
Other (please state)	13	16.3
TOTAL	80	100.0

Became homeless

- J.9 Following on from this, the survey asked customers which area they became homeless in. Table J.6 shows how many respondents became homeless in different geographical areas. The largest number of respondents became homeless in Peterborough (32), representing 40% of all respondents; whilst the smallest number became homeless in East Cambridgeshire (4), representing 5%.
- J.10 Customers who chose 'Other (please state)' accounted for 11.3% (9) of respondents and listed the following as places they became homeless in: Leicestershire; Berkshire; Brighton; Essex; Walthamstowe; Haverhill; Lancashire and West Yorkshire.

Table J.6 Responses to Q2 'Which area did you become homeless in?'		
	TOTAL (No.)	TOTAL (%)
Cambridgeshire City Council	17	21.3
East Cambridgeshire District Council	4	5.0
Fenland District Council	6	7.5
Huntingdonshire District Council	7	8.8
Peterborough City Council	32	40.0
South Cambridgeshire District Council	5	6.3
Other (please state)	9	11.3
TOTAL	80	100.0

- J.11 The survey then asked customers whether they got help in the area that they became homeless in and accessed services when they became homeless. 60 respondents stated 'Yes', representing 75%, whilst 14 respondents stated 'No' (17.5%). 6 respondents (7.5%) did not answer.
- J.12 Those respondents who did not access help and services in the place where they became homeless were subsequently asked where they did so. 6 of those stated Cambridgeshire City Council, 3 stated Peterborough City Council and 3 stated 'Other'. Other responses to where people accessed help included:
- I didn't;
 - Family; and
 - Friend.

Housing Problem

Reasons for homelessness

- J.13 The next part of the survey went on to ask customers about their housing problem, specifically, what they think led to their housing problem. Table J.7 shows that the most common reason for homelessness amongst the respondents was 'Parent or other relation asked me to leave' (18), representing 22.5% of responses.
- J.14 7 of the 'other' responses to what led to customers' housing problems involved a mixture of factors. Some of the most common answers not listed below included a loss of job and bereavement.

Table J.7 Responses to Q4 'What do you think led to your housing problem?'		
	TOTAL (No.)	TOTAL (%)
Eviction from social housing	5	6.3
Eviction from private rented accommodation	11	13.8
Eviction from supported housing or hostel	1	1.3
Couldn't afford the mortgage	1	1.3
Couldn't afford the rent	3	3.8
Parent or other relation asked me to leave	18	22.5
Friend's asked me to leave	1	1.3
Relationship breakdown	11	13.8
Domestic abuse	4	5.0
Leaving armed forces	0	0.0
Leaving prison	4	5.0
Other (please state)	17	21.3
Not answered	4	5.0
TOTAL	80	100.0

Help with housing problem

- J.15 50 respondents (62.5%) approached Housing Options for help with their housing problem. 2.5% of customers approached Citizens Advice, whilst no respondents

approached their MP. 9 respondents (11.3%) stated 'Other' which included help mostly from Timestop (3), however also from social worker, council, outreach, Mandela House, family and key worker. 19 (23.8%) did not answer.

- J.16 The survey then asked customers whether they knew where to go to get help. 44 customers responded to this question with 'Yes' (55%), 15 responded 'No' (18.8%), whilst 19 responded 'I needed some help to find out where to go' (23.8%). 2 (2.5%) did not answer.

Housing Options

Making contact

- J.17 Regarding Housing Options, customers were asked whether they made contact with a Housing Options Team. 58 respondents (72.5%) responded 'Yes', whilst 20 respondents (25%) responded 'No'. 2 (2.5%) did not answer.
- J.18 Following on from this, the survey asked customers at what stage did they make contact with the Housing Options Service. Table J.8 shows that most respondents, 33 (41.3%), stated that they made contact with the Housing Options Service 'As soon as I realised I had a housing issue'.

Table J.8 Responses to Q8 'At what stage did you make contact with the Housing Options Service?'		
	TOTAL (No.)	TOTAL (%)
As soon as I realised I had a housing issue	33	41.3
5 to 8 weeks before I was due to become homeless	0	0.0
28 days (4 weeks) before I became homeless	5	6.3
A week before I become homeless	1	1.3
On the day I became homeless	17	21.3
Other (please state)	19	23.8
Not answered	5	6.3
TOTAL	80	100.0

Help given by Housing Options

- J.19 59 respondents (73.8%) stated that the Housing Options Service helped them with their housing issue. Whereas, 16 (20%) of respondents stated that it did not. 5 (6.3%) did not answer. Respondents were then asked to provide details on this. The majority of responses were positive in nature and included examples of the help that was given to the customers by the Housing Options Service. The type of help mostly given included:
- Finding temporary accommodation;
 - Help with filling in application forms;
 - Signposted to areas of support and help;
 - Explanation of options;

- Referral to other services and hostels (see below).
- J.20 Respondents were then asked to detail which person or service they felt was most helpful in assisting them to resolve their housing issue. The majority of responses included help from a council, however other responses included:
- New Haven;
 - Future Housing;
 - Cambridge Cyrenians;
 - Jimmy's;
 - YMCA Timestop;
 - Garden House;
 - IDVA team;
 - CPFT;
 - Housing Officer;
 - CGL;
 - Castle Service;
 - Center 33;
 - Probation/Police;
 - Wintercomfort;
 - Mandela House;
 - Social worker/social care;
 - Hospital;
 - Myself;
 - Family/friends;
 - Mental Health;
 - Outreach;
 - PCT and Cross Keys;
 - Jobcentre; and
 - Outside Links.
- J.21 Following on from this, respondents were asked to detail how this person or service helped them. Responses included:
- Referrals to several different places;
 - Help with applications/forms;
 - Finding/providing accommodation;
 - Help with benefits/debt;

- Signposting to services;
- Help with registering for housing/bidding;
- Support with drug/alcohol issues;
- Listening;
- Gave information and options;
- Use of internet/phone; and
- Emotional and mental health support.

Rough Sleeping

- J.22 48 respondents (60%) stated that they have slept rough, whilst 28 (35%) stated that they have not. 4 (5%) did not answer.
- J.23 For those who responded that they have slept rough to the previous question, the survey asked those customers when this was and for how long. The majority of respondents had been homeless within the last couple of years. Responses regarding length of rough sleeping varied, however the highest number of responses related to a period of 2-3 days (8); 1-2 weeks (7), 1-3 months (7) and 1-2 years (7).

Services

- J.24 The survey then asked customers what services they saw or were aware of when they were rough sleeping. A high number (12) of respondents stated 'None' in response to this question. Following this, 9 respondents referred to a 'Council'. Other than this, largely similar responses were given relating to services and agencies listed at para C.20 above.
- J.25 Customers were then asked what services helped them when they were sleeping rough. Again, a high number of respondents stated 'None' in response to this question. 6 respondents stated 'Council'. Other responses again included previously stated services and agencies such as:
- Axiom Huntingdon Floating Support;
 - Futures Housing;
 - CPFT;
 - The Garden House;
 - Longhurst Group (The New Haven Hostel);
 - Ferry Project;
 - CGL;
 - 50 Back Packs/Vision;
 - Center 33;

- Church;
 - Social worker;
 - Salvation Army;
 - Outreach;
 - Wintercomfort;
 - Jimmy's;
 - New Horizon; and
 - Homeless people
- J.26 The next question asked respondents whether there was anything that meant the rough sleeper chose to keep sleeping rough rather than access services. 44 respondents (55%) responded 'No', 17 (21.3%) responded 'Yes', whilst 19 (23.8%) did not answer.
- J.27 For those who chose 'Yes' to the above question, they were asked to provide details. Responses included:
- Mental health/depression;
 - Other service users were stealing from me and the staff were of no help;
 - No getting any help, had no option and friends and family would put me up every so often but some nights I would have nowhere;
 - Too proud, wanted to do it myself - in denial;
 - Involvement with alcohol, drugs and crime;
 - The stigma associated with being at a night shelter - I thought I would be unsafe;
 - Didn't really know what to do;
 - I knew my mum would take me back after a couple of days;
 - No accommodation;
 - Was living with ex-girlfriend;
 - My dog;
 - Told many times couldn't get help as just a single man;
 - Felt like I should be punished, I deserved it but it was too cold; and
 - Still thought I could return despite it not being a good relationship once I realised then tried to help myself.

Day services/emergency accommodation

- J.28 The survey then asked whether customers accessed any day services or emergency accommodation. 38 respondents (47.5%) responded 'No', whilst 29 (36.3%) responded 'Yes'. 13 (16.3%) did not answer.

J.29 Following on from this question, the survey asked what the day services/emergency accommodation helped the respondent with. Responses included:

- Having a shower;
- Use of phone and internet;
- Help to find accommodation;
- A place to stay; somewhere to feel safe;
- Food, hot meal, breakfast;
- Advice e.g. benefits;
- Washing, keeping standards together;
- Emotional support;
- A chat;
- Clothes and hygiene;
- Getting settled in; and
- None.

J.30 Out of those who responded, 29 (60.4%) found the day services/emergency accommodation to be a safe environment, whilst 19 (39.6%) did not.

J.31 In terms of activities at the day centre/emergency accommodation, responses were mixed. 9 respondents stated that there were no activities, whilst 6 stated that there were. The following were mentioned:

- Having a shower;
- Use of a phone and internet/computers;
- Chess;
- Alcohol and drug treatment;
- Arts/sports etc;
- Hair cut/hot drink; and
- Footcare and massages.

Supported Accommodation

Type of accommodation

J.32 The survey went on to ask customers what accommodation they are now in. the most common responses were: homeless hostel, YMCA Timestop and Castle service. Other types of accommodation mentioned included:

- Supported hostel/accommodation;
- Temporary supported accommodation;

- Private rented housing;
- Social Housing/Housing Association;
- Sheltered single homeless accommodation;
- Cambridge Cyrenians;
- New Haven;
- Foyer;
- My own property;
- Kings Ripton Court;
- Salvation Army;
- Permanent Flat/Flat; and
- Redpoll Place - self-contained.

Standard of accommodation

- J.33 The survey then asked customers how they would rate the accommodation that they are now in. 76.3% of respondents stated, 'Very good' or 'Good', whilst no respondents stated, 'Very poor'.

Table J.9 Responses to Q21 'How would you rate the accommodation that you are now in?'		
	TOTAL (No.)	TOTAL (%)
Very good	24	30.0
Good	37	46.3
Satisfactory	11	13.8
Poor	3	3.8
Very poor	0	0.0
Not answered	5	6.3
TOTAL	80	100.0

- J.34 In relation to the question above, respondents were asked to provide details. Both positive and negative comments were received including:

Positive -

- Staff support/good support – very helpful;
- A safe environment/security;
- Brilliant, like a hotel feel;
- Very clean and comfortable;
- Staff are patient and understanding;
- The way they house people is very good. I have a structured plan while here;

- Weekly support sessions by keyworker;
- I like having my own room/space of my own - privacy;
- It has provided me with a roof over my head;
- I can cook my own food and do my laundry;
- Room is big enough for me and children and the play area;
- Lots to do – social games;
- I get on with residents;
- Suitable for my needs; and
- Helping me become me again, learning to budget, pay bills, cooking, cleaning, and finding myself, and gaining confidence.

Negative -

- I didn't want to be in Cambridge because of family/former classmates;
- I'm always being kept awake by my neighbours. I report them but they never listen to staff and sometimes they knock on my door and run away;
- The hostel needs a makeover;
- The rent is a bit expensive, I have to use my universal credit funds to top up the rent every month;
- No fridge, no microwave, no curtains;
- Noise, bad tempers, antisocial behaviour;
- The chance of getting good housemates is 50/50;
- When there's trouble staff don't always know and it ends up us sorting it; and
- I need my own place for my daughter.

Support received

J.35 The survey asked whether customers were receiving all the support that they need. 68 respondents (85%) responded 'Yes', whilst 5 (6.3%) responded 'No'. 7 (8.8%) did not answer.

J.36 Following on from this, customers were asked to provide details. Both positive and negative comments were received including:

Positive -

- Support with referrals, applications, appointments;
- Finding suitable independent move on accommodation; help finding my own place;
- Attending probation and drug services;

- Support with tenancy set up and budgeting my money, and support to link in with health services;
- Support worker helped me to source white goods, and furniture from different companies;
- Helpful advice, help with benefits;
- A mental health nurse who is great in supporting those with mental health support;
- Staff are always willing to help;
- Help with living skills, confidence, getting involved in the activities;
- Emotional support;
- Weekly visits with support/key worker;
- Help with looking for training and work;
- Cooking and cleaning;
- Given room and utilities to use; and
- Feels safe, clean facilities, toilet and Showers etc.

Negative -

- They are understaffed;
- Very limited intimate action;
- No one available; and
- Would like more help to get a job.

Accommodation design

J.37 The survey then asked customers what their hostel or supported accommodation would look like if they could design it themselves. 13 respondents would design it in the same layout as where they are currently accommodated. However, other respondents gave various ideas including:

- Rooms would have ensuite; own cooking facilities;
- Have a games room, TV, pool table, a gym; a fun, communal place;
- You could have your own furniture and lots of storage space;
- Modern and up-to-date; a cleaner;
- Self contained accommodation with support 24/7;
- Good safe place with security 24/7;
- More interactive with service users with day trips, game nights and group sessions between clients;
- Welcoming, relaxing, small houses; friendly environment;

- Bigger rooms; more family sized rooms; bigger gardens; bigger laundry;
- Supported accommodation with less people;
- Would have more training and education for better chance of getting a career and certificates in a formal setting;
- Family and friends should be allowed to visit their loved ones;
- Homes not hostels – they can cause antisocial behaviour considering the majority of tenants have individual problems and needs. I like that a house on a street isn't noticeably a hostel and don't feel stereotyped;
- When a person arrives we would assess their abilities and have a deal with companies who could offer work to our residents;
- Hot meal once a day, someone to check I have eaten;
- More technology access for residents;
- The kitchens would be kept open every night, all night in case we are hungry;
- Mother and Baby (Full term or premature) / Father and Baby hostels;
- It would be tailored to each individual;
- Extreme vetting of occupants to minus disruptions; and
- One where people can come and go as they please.

Support

J.38 Customers were then asked how the council and its partners can better support people out of rough sleeping and homelessness. Responses included:

- More (semi) independent accommodation for the rough sleepers;
- Not dumping foster care leavers in hostels;
- Help them find warm places to stay where they don't have to pay;
- Educate people as to what is available to them; more advertisement;
- Build/provide more accommodation;
- Move single person occupancy in the local area;
- Sending council members out to homeless people to let them know their options, talking to rough sleepers directly and maybe take a mental health person too;
- Doing exactly what they are doing already;
- More hostels; more social housing; more housing with support; more supported smaller accommodation;
- Wheels on meals for people who really struggle with no cooking;
- Have a more specific plan for those who are younger, so they don't have to wait months to be rehomed and they know where they are going;

- More funding;
- Don't make so many loop holes to be jumped through because it's a long process;
- Clear protocols and procedures need to be followed and people need to feel like they will progress in housing so more would commit to the services available;
- Put a cap on private rental properties;
- Cut the red tape, simplify the housing assessment, have practical persons in the homeless team, have a cold weather accommodation that doesn't wait for 3 days of cold;
- Empty homes - turn them into homeless persons' home;
- Put people in a Bed and Breakfast until they can get somewhere to live;
- Have a phone line for only homeless / rough sleeping and more than one staff to answer phone/e-mails;
- A quicker process;
- Provide bicycles and bicycle trolley;
- Reduce time spent in temporary accommodation;
- Stop treating single men as nobodies because 90% of the time it's the system that has made them homeless; and
- Try make more community places for homeless people to go.

Services

- J.39 The survey then asked what services the customers thought worked well. A variety of services were mentioned, similar to the list of services and agencies listed at para C.20 above. In addition, a number of respondents stated that 'all of the services' worked well.
- J.40 In terms of improvements that are needed to services, 9 respondents stated that no improvements were needed. Similar responses were given here as in response to the question on how the council and its partners can better support people above. Additional responses included:
- Easier access to services;
 - Flexibility in support provided in order to meet the needs of the individual;
 - More staff/resources;
 - Better mental health accommodation/services;
 - To make the paperwork shorter and easier as a lot of people struggle and available in hard copy;
 - Listening to the individuals struggle, understanding their personality and circumstance and providing suitable accommodation tailored to that individual;

- Don't allow any new claims from outside the town until you have dealt with what you have in town currently;
 - Rent and service charges are too high;
 - Better training, more people skills, be more caring;
 - Young mum's housing;
 - Provide activities e.g. gym, pool table, consoles;
 - More common meals and study areas;
 - It should be better thought through where children are placed; and
 - Stop the curfew.
- J.41 The survey then asked whether anything could have prevented the customers from becoming homeless or rough sleeping. 31 respondents (38.8%) responded 'Yes' whilst 38 (47.5%) responded 'No'. 11 (13.8%) did not answer.
- J.42 Following on from this, respondents were asked to provide details. Responses included:
- If I had not been in trouble with the police;
 - I could have paid my rent; Arrears paid off but I couldn't afford them;
 - Not dumping foster care leavers in hostels;
 - My situation and lifestyle made homelessness inevitable;
 - Family support;
 - Alcohol dependency;
 - Support with my finances at the time I was struggling with my rent; support when losing job, not after eviction;
 - Getting an affordable house, not to go into private renting;
 - Relationship breakdown with partners and families;
 - I was not on my partners tenancy but not registered so when she passed on the housing agency evicted me;
 - I was in denial;
 - Not taking family relationships for granted;
 - My mental health was a mess and my relationship with my father was no better;
 - Access to help with family situation;
 - I was living with my friend who then died so I had nowhere else to live;
 - While I was in prison, the council should have worked with staff in prison to avoid me from sleeping rough after my release;
 - I left private rented accommodation due to landlord that refused to communicate. Council allowed me to be unintentionally homeless after leaving accommodation;

- Seeking help with my mental health earlier;
- The council paying full rent;
- If I hadn't gone to London;
- My own behaviour;
- Council not shutting property down;
- I was evicted by the court;
- Landlord wanted to sell the property;
- More knowledge about housing and how to apply; and
- Refugee living in semi-independent with social worker but then stopped when turned 18.

Multiple hostel/support accommodation stays

- J.43 The survey then asked respondents whether they have stayed in more than one hostel/supported accommodation project. 38 respondents (47.5%) responded 'Yes', whilst 35 (43.8%) responded 'No'. 7 (8.8%) did not answer.
- J.44 For those who responded 'Yes' to the above question, the survey asked them to provide details. Responses again included similar services and agencies as stated above at para C.20, with additional responses such as:
- The Meads, St Michaels Gate;
 - 116 Chesterton Temporary hostel;
 - Peter Maitland Court mother and baby unit;
 - CYF YMCA;
 - Ferry project;
 - Look Ahead, Slough;
 - The Springs;
 - Youth Foyer;
 - New street and Chesterton road;
 - 120 Mill Road YMCA;
 - Ely young people's project;
 - Hope House;
 - Taveners road hostel – travel lodge and Mayors walk;
 - Coneygree Road, Social Housing;
 - Kings Ripton Court / The Bungalows / Paines Mill Foyer;
 - YMCA London;

- South Percu The Crescent;
- Cangle Foyer / Russell Street / Shared house Haverhill;
- Whitworth House / I20 / 118c, In Essex and Hawthornes;
- Cambridge Youth;
- Riverside / Ditchturn Place;
- Willow Walk;
- 12 London Rd;
- Charwood Guesthouse / PCL House; and
- 4 Buckle Street

J.45 The survey then asked respondents if they have stayed in hostels more than once what could they have done differently to stop them from losing/leaving the hostel accommodation. A few stated that there was 'nothing/ they could have done differently, whilst others responded with:

- I would not have got into a fight;
- Emergency beds only; longer stay in short stay hostel;
- More support; female only support;
- Communication;
- If I would have avoided socialising with other tenants, taking narcotics and letting other homeless individuals stay;
- Support for mental health in the community;
- Bullying could stop;
- Left accommodation, for job or otherwise;
- Damage to room and too many warnings;
- My behaviour;
- Give me a house;
- More shelves in the room. Not big enough; and
- Dangerous people.

J.46 Customers were then asked what other support they feel was needed. Some respondents responded to this question with 'none, whilst others responded:

- Outreach support;
- Support with drinking;
- More understanding staff and management;
- Female key worker, may have helped;
- More funding, more support and more staff;

- More help with Mental Health; diagnosis earlier;
- I didn't know what my options were and what services were available;
- Help with moving on into a more stable housing;
- More homes to be built, where staff come and support individuals who are struggling to maintain their tenancies;
- Better sign posting for day centres;
- Communication between housing towards the hostel;
- House people quicker;
- General help with organising my life; help with benefits; and
- Continual freebies.

Additional Comments

J.47 Finally, the survey asked respondents to provide any additional comments, these included:

- The foster system should not dump care leavers in hostels;
- We need more money and more resources;
- More funding needed;
- Project Worker who I work with is fabulous;
- Looking forward to moving into independent living;
- Having an in house medical professional allowed me jurisdiction when talking to others regarding my behaviour. Cyrenians have allowed me to progress for several years gaining new qualifications, getting active and going back into education; and
- Homelessness is a very pressing issue. Landlords make people homeless.

Appendix K: Customer Focus Groups Consultation

- K.1 Commissioners made it clear from the outset of this project that engagement with customers was paramount to ensuring the review encompasses their views and ideas.
- K.2 The following projects were visited in order to allow group discussion and consultation to take place:
- The Ferry Project – 2 customers one-to-one;
 - Jimmy's (Newmarket Road) – group x 4;
 - Jimmy's (East Road) – group x 6;
 - Cambridge Co-Production Group – group x 6;
 - Chorus Offender Project – group x 4;
 - The Light Project – 1 customer one-to-one;
 - Longhurst Adult Hostel – group x 4;
 - CHS Group (Ely) – Young people's project – group x 3; and
 - CHS Group (Corona House) – group x 10.

What do customers think of the services they are getting?

- K.3 The feedback about services and the care and support being given by staff across all the providers visited was unanimously positive and warm. Customers made the following observations about the provision:
- A few customers said it was 'Like having an extended family';
 - A number of customers noted that some of the rules can be applied too strictly on occasion;
 - Many customers said 'We need more of it' and one commented that the service was 'clearly running on thin resources';
 - A client in Peterborough noted that the current EU Settlement Scheme was finishing at the end of March 2020;
 - The Domestic Abuse Housing Alliance (DAHA) was highlighted for 'good practice'; and
 - The Romsey Mill in Cambridge was referenced for its culture.

What do customers think of the council run services?

- K.4 Customers views were sought on the council services they had engaged with during their period of homelessness. Alongside this their past and their journey into

homelessness was discussed to gain an insight into what prevention measures might need to be considered. Feedback from customers included:

- Some people not priority and hence forgotten about e.g. young men / no addiction problems;
- Concerns local services not up-to-date about the provision available;
- More housing is needed;
- Outreach work is essential;
- Counting of rough sleepers is not accurate. In Peterborough, the service noted a volume of 1 new rough sleeper every day;
- Staff need to be compassionate and show empathy – sense of ‘tick box’ from time to time;
- Some customers are advised to go to Cambridge;
- People rough sleeping for long periods – months and years;
- However, there was a view that people are not going to change until they are ready;
- Mixed thoughts on Housing First – some thought it was a good idea but for others the prospect was a bit scary if not ready;
- Causes of problems / losing property – e.g. arrears / property being sold / relationship breakdown / family problems / addiction;
- Early intervention – Tenancy Support Officers / Hub for range of professional services / Mental Health Navigator / European Navigator / Outreach Rough Sleeper Staff; and
- Complex Housing Officer – commended / brave / skilful / solution orientated / follow-up.

What about the future of services and provision?

K.5 Discussions about the future of services with customers brought out some strong and passionate views. One provider talked about ‘organisational violence’ in relation to some of the changes being imposed by one of the local authorities. Customers overall voiced the need for change and for genuine involvement through co-production. Feedback included:

- A customer quoted ‘If you always do, what you always did, you will always get what you always got’;
- The video by Leeds Poverty Truth Commission was referenced: <https://www.youtube.com/watch?v=sq0sryZvNX4>;
- Where is the co-production? Where is the ‘community’ approach to service design and re-commissioning?;

- NHS not really engaged and we have a gap between NHS, housing and social services;
- One client from Peterborough was concerned about large company closures and the lack of jobs and increased unemployment;
- Customers referenced the MEAM approach and the need for Trauma Informed Services;
- The 'Fulfilling Lives' programme was also referenced;
- It was noted by a number of customers that private sector landlords are not interested in people on benefits which is not helped by the gap between the rent required by the landlord and the LHA rate level that individuals can claim; and
- The services are the same for a long time and also they are delivering on less money each year as contracts have not changed for a number of years.