

Carlisle City Council

Report to Place Panel

Report details

Meeting Date:	16 June 2022
Portfolio:	Economy, Enterprise, and Housing
Key Decision:	Yes
Policy and Budget Framework	Yes
Public / Private	Public
Title:	Homeless Prevention and Rough Sleeping Strategy 2021-2026 – update on delivery of strategy and action plan
Report of:	Corporate Director of Governance and Regulatory Services
Report Number:	GD.33/22

Purpose / Summary:

This report provides an update on the delivery of the strategic aims and priority actions in year one of the Homeless Prevention and Rough Sleeping Strategy 2021-2026.

Recommendations:

For the Place Scrutiny Panel to consider the content of the report as requested.

Tracking

Executive:	
Scrutiny:	
Council:	

- **Background**

- 1.1. The Homelessness Reduction Act 2017 gives housing authorities the power to carry out homelessness reviews within the district area; and places a statutory duty on Council's to formulate and publish a Homeless Strategy every five years based on the findings of the review.
- 1.2 The Homeless Prevention and Rough Sleeping Strategy 2021-26 and Strategic Action Plan were published in April 2021 ([Homelessness strategy \(carlisle.gov.uk\)](https://www.carlisle.gov.uk/homelessness-strategy)) following an in-depth homelessness review, analysis of district need profile, knowledge of local housing issues, stakeholder, and customer feedback.

- **Aims and Priorities**

- 2.1 The **aim** of the strategy for Carlisle is to:

Work in partnership to deliver innovative and accessible services to; end rough sleeping, prevent, and reduce homelessness, and support homeless households in finding affordable and sustainable housing solutions.

- 2.2 To achieve this, the Homeless Prevention and Rough Sleeping Strategy has been developed based on six strategic objectives:

Objective 1: Reduction of multiple exclusion homelessness and rough sleeping.

Objective 2: Prioritising early intervention and prevention of homelessness.

Objective 3: Promoting safeguarding and harm minimisation.

Objective 4: Increasing access to flexible move on accommodation and support options available for people experiencing homelessness.

Objective 5: Improve experiences and opportunities for young people and children experiencing homelessness.

Objective 6: Increase key partnerships to respond effectively to local emergency situations.

- **Year 1 performance**

- 3.1 **Appendix A** highlights a summary of key performance data from 01 April 2021 to 31 March 2022.
- 3.2 In addition, the following year one actions have been achieved:

Assertive outreach support and advice is provided to rough sleepers within 48 hours of receiving a location report
--

Access barriers and gaps have been mapped in regional emergency accommodation for households experiencing (or at risk of) homelessness because of domestic abuse
Development of a move on pathway from emergency accommodation to tenancy and sustainable options to increase access to landlords and wider support
Development of local temporary accommodation tenancy sustainment support resources as a pilot delivery programme
Working with Registered Social Landlords (RSL) partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness and rough sleeping to enhance move on strategy and RRP outcomes
Development of a monitoring system to record the support needs and housing history of rough sleepers to accurately inform future service provision, funding, and commissioning
Introduction of a local multi-agency Homelessness Prevention and Rough Sleeping commitment
Implementation of a 'hospital discharge protocol' and regular prison release / offender housing reviews
Strengthening of working relationships between the health and wellbeing coaches (HAWCs) and Housing Options/Tenancy Support and sustainment (RRP) officers
Carrying out multi-agency street and health need audits with rough sleepers and those at risk of rough sleeping
Work with key partners to actively promote, develop and deliver a range of accessible activities, employment and training opportunities for young people and children experiencing homelessness (linked to youth hub)

- **Delivery and Monitoring**

- 4.1 A multi-agency strategic board and thematic operational sub-groups have been established to oversee the delivery of the strategy and drive forward the actions outlined within the Strategic Action Plan.
- 4.2 The action plan has been reviewed and updated to ensure year two actions are focused and responsive; these can be viewed in **appendix B**.

- **Conclusion and reasons for recommendations**

- 5.1 This report presents the Place Scrutiny Panel with an update on the delivery of the strategic aims and priority actions in year one of the Homeless Prevention and Rough Sleeping Strategy 2021-2026.

- **Contribution to the Carlisle Plan Priorities**

6.1 Addressing Carlisle's current and future housing needs.

Contact details:

Contact Officer: Tammie Rhodes

Ext: 7217

Appendices attached to report:

- Appendix A: Summary of key performance data from 01 April 2021 to 31 March 2022
- Appendix B: Year two Strategic Actions

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

Corporate Implications:

Legal -

Property Services - NA

Finance - Any costs associated with the implementation and monitoring of the Homelessness Prevention and Rough Sleeping Strategy can be accommodated within existing revenue budgets.

Equality -

Information Governance- There are no Information Governance implications with the attached

Appendix A

Carlisle Homeless Prevention and Rough Sleeping Strategy 2021 – 2026

Summary of key data from 01 April 2021 to 31 March 2022

Project Delivery

Following publication in April 2021, a new strategic board and operational delivery group has been established to oversee the delivery of the strategic priorities and action plan. The strategic board meets twice a year and the operational delivery group bi-monthly. In year two the operational group will focus on thematic workshops to drive forward key actions.

Consideration will need to be made to alignment of strategic priorities across Cumberland district areas in advance of LGR milestones.

Emerging risks

The current governance and delivery aspects are on track, with year one actions met and year two actions currently being addressed therefore the delivery risks are low. Covid-19 remains a consistent risk in terms of the delivery of essential services and delivery of key actions however these have been incorporated and considered in the delivery plans, so again remain low.

Performance Overview

There were 867 approaches to Carlisle City Councils Homeless Service during this period; this is compared to 978 for the same period in 2021/22. There was a significant reduction in presentations in Q3 corresponding with the pandemic lockdown which may explain this reduction:

Q1 total presentations	219
Q2 total presentations	227
Q3 total presentations	161
Q4 total presentations	260

Year end	2021/22 Carlisle	2021/22 England	2021/22 N. West	2021/22 Cumbria
Prevention duty acceptances	43%	42%	40%	53%
Positive Prevention cases	60%	59%	58%	75%
Relief duty acceptances	53%	53%	57%	47%
Positive relief cases	64%	40%	42%	60%
Main duty acceptances	43%	64%	62%	36%

Note: the positive prevention and relief rates are measured on cases which have been closed and secured accommodation for 6+ months.

Carlisle's prevention and relief acceptances align with the national average for England. Of significance to note is the increase in positive relief cases, which explains the comparable reduction in main duty acceptances against the national average. This means that due to more instances of homelessness being relieved positively i.e., rehoused, there are less cases at the final main duty assessment stage.

Appendix A

The main reason stated for homelessness at the point of presentation remains consistent with the national and county picture of family no longer willing to accommodate (average of 24%).

The number of evictions and ending of assured shorthold tenancies both within the social sector continues to remain low (average of 3%); however, the ending of tenancies within the private rented sector more than doubled in the latter 6 months of 2021/22 (from 39 cases in the first 6 months to 81 cases in the last 6 months) following the lifting of the eviction freeze, accounting for 22% of the main reason for homelessness stated.

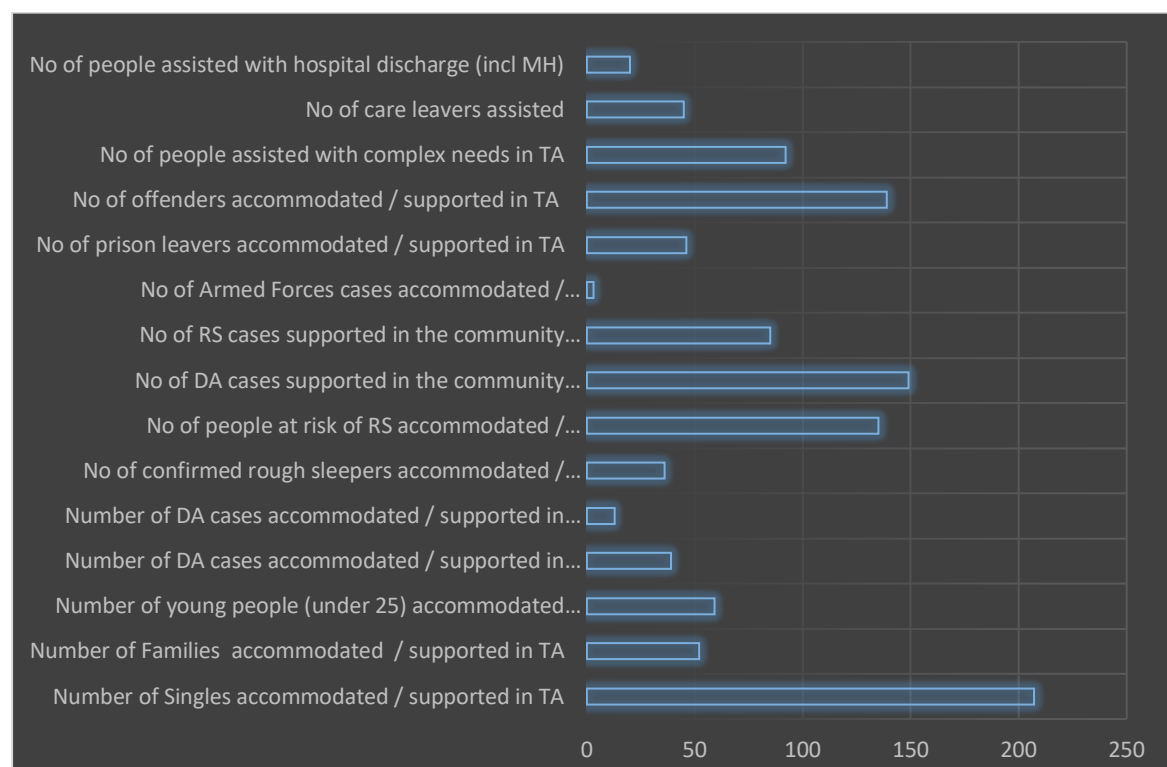
Emergency accommodation outcomes

294 people were accommodated in temporary accommodation, with 15 cases placed in B&B due to additional vulnerabilities or risks relating to Covid-19.

There was an average positive move on rate of 78% where people have successfully been rehoused or returned home; with an average move on time of 76 days.

Key need profile in emergency accommodation:

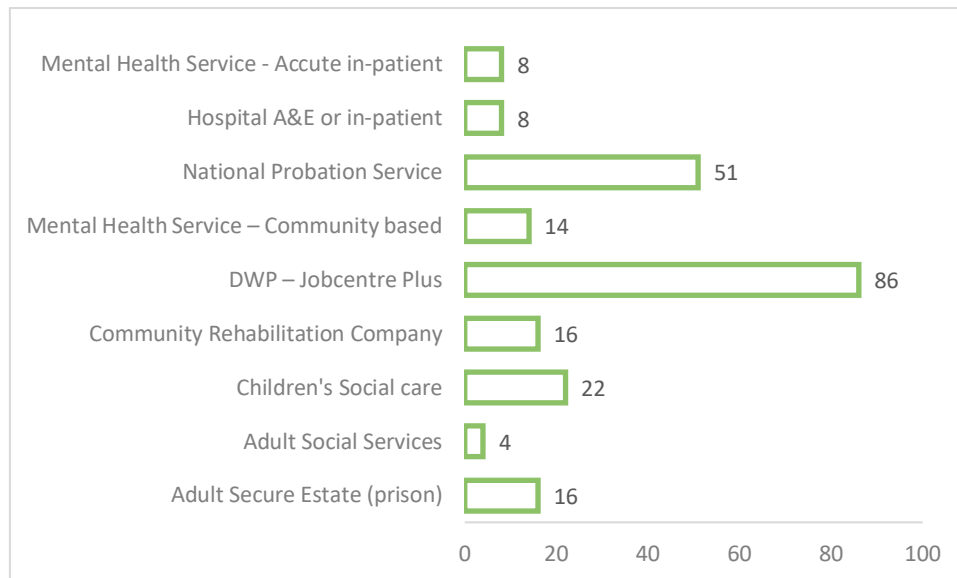
- 74% of those supported were single (with no dependents) {207}
- 50% were offenders {139}
- 48% were accommodated due to the risk of rough sleeping {135}
- 33% had complex needs {92}
- 21% were aged under 25 years old {59}
- 19% were victims or at risk of domestic abuse {52}
- 16% were prison leavers {46}
- 16% were care leavers {45}
- 13% were accommodated due to rough sleeping {36}
- 7% were accommodated following hospital discharge with no address {20}
- 1% had been in the Armed Forces {3}



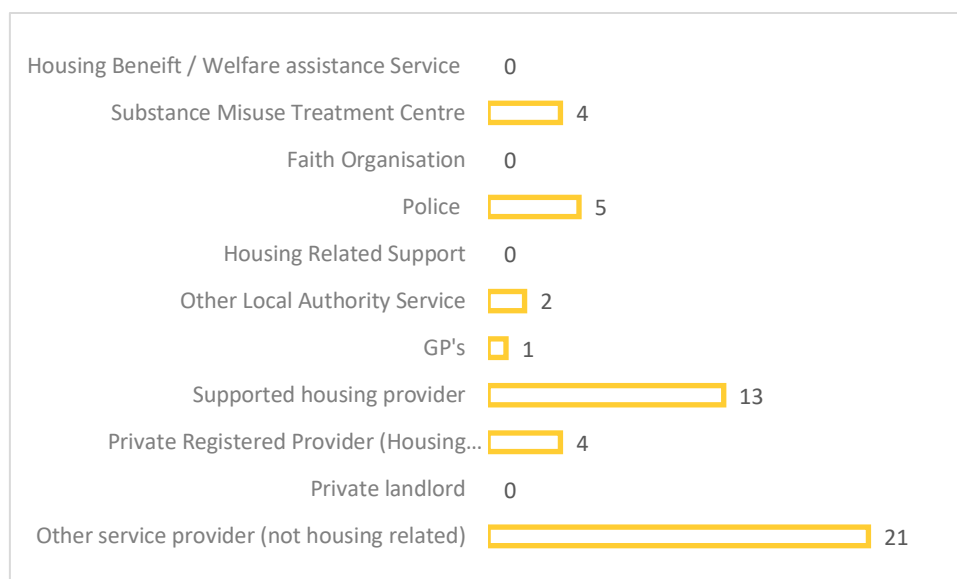
Appendix A

Public Duty to Refer (PDTR)

Of the 175 PDTR referrals received, 82% {225} were from statutory bodies; with 38% received from the DWP {86} and 23% received from NPS {51}:



50 non-statutory referrals were received:



Appendix B – Year Two Strategic Actions

No	Theme	Action	Year 1- 5
S1.1.3	Move on	Pilot a 'Housing First' approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs, including those with pets (Changing Futures)	2
S4.1.12	Move on	Explore feasibility and funding opportunities to establishing a local emergency move on furniture project	2 & 3
S1.1.1	Systems	Develop and implement a local 'prevent, intervene and recover' model (in line with government rough sleeping strategy) with key partners, with a specific focus to target those identified as most at risk of rough sleeping	2
S31.2	Systems	Establish a system of annual audit in cases where adults experience multiple exclusion / repeat homelessness / rough sleeping (Changing Futures)	2
S3.1.5	Systems	Develop a multi-agency case audit approach to serious incidents involving rough sleepers and other vulnerable groups to ensure that lessons are learnt, and service improvements identified across all agencies / organisations	2
S1.1.6	Info / training	Develop information / leaflet / e-leaflet to increase awareness of assistance available to rough sleepers	2
S4.1.6	Reviews	Review average rent levels / options and incentives across accommodation (including supported accommodation) to ensure this is not a barrier to employment (breaking down housing and intensive housing / support costs and considering tiered options or subsidised lettings)	2&3
S2.1.9	Partnerships	Explore ways to improve service delivery outcomes for households with no local connection, no recourse to public funds (NRTPF) or households with language barriers and cultural differences	2&3
S2.1.2	Service Users voice	Review and improve information to all homeless households including reviewing use of personalised housing plans (PHPs) and online information; implementing feedback mechanisms to monitor effectiveness – involve clients in the review process	2&3
S4.1.11	Service Users voice	Improve digital inclusion for clients experiencing homelessness	2&3