

Homelessness Update

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Sector Housing

<p>Fully embed the Homelessness Reduction Act 2017</p>	<ul style="list-style-type: none"> • Team following all principles • New Computer system embedded and workflow follows legal pathway • Compliant with all Gov't reporting • Duty to Refer embedded
<p>All applicants receive a Personal Housing Plan (PHP)</p>	<ul style="list-style-type: none"> • KPI for 20/21 - 93% of approx. 1,800 applicants receive a PHP annually
<p>Develop housing pathways and discharge protocols with partner agencies</p>	<ul style="list-style-type: none"> • Agreed Protocols in place with - <ul style="list-style-type: none"> • In patient Mental Health • Probation • Working group in place for General Hospitals
<p>Adopt a new Social Housing Allocation Policy</p>	<ul style="list-style-type: none"> • Launched with a new Computer system January 2020
<p>Create and provide self-help guides and information for vulnerable groups</p>	<ul style="list-style-type: none"> • In draft ready for approval and publication
<p>Increase access to homelessness services and housing assessments</p>	<ul style="list-style-type: none"> • Prior to Covid-19 appointments held at all satellite offices • Online homelessness referral form • Online Housing Register application and new Homeseach Website • Phone interviews • New NFDC Website • 2 dedicated duty officers

<p>Ensure clients have dedicated support in order to claim Universal Credit and other benefits online.</p>	<ul style="list-style-type: none"> • Face to face meetings held with each Job Centre+ in the district to obtain appointments when required for vulnerable people. • Connected with DWP lead for the area • New Housing Support Team
<p>Provide annual training to Homelessness & Housing Advice Officers</p>	<ul style="list-style-type: none"> • Training programme in place
<p>Review internal processes to progress households through our frontline homeless services to move on and independent living.</p>	<ul style="list-style-type: none"> • Homeless Team split in to specific roles • Increased priority in the Allocation Policy • Client assessments to set key actions • Focus on move on from emergency/temporary accommodation for both new and existing clients
<p>Review staffing resources against the requirements of the Homelessness Reduction Act 2017</p>	<ul style="list-style-type: none"> • Homelessness Officers increased • Homeless Team split in to specific roles <ul style="list-style-type: none"> • Senior Homelessness Officer • 2 Officers tasked with Triage • 3 Officers tasked with prevention • 2 Officers tasked with move on • New Support Team set up • Embedded Two Saints Worker
<p>Produce resource directories of agencies providing services within the district.</p>	<ul style="list-style-type: none"> • Complete and published

<p>Monitor the impact of Welfare reforms</p>	<ul style="list-style-type: none"> • Increase in Council Tenants on UC • New Tenancy Sustainment Officer • 14 day visit for new tenants • Request APAs and TPDs • Increase in the PRS. Rent in advance provided to allow time for claiming • Use of DHP
<p>Establish a working protocol with New Forest Supporting Families</p>	<ul style="list-style-type: none"> • Programme amended and now with HCC • Early Help Hub • Social Services • Tenancy Sustainment
<p>Continue to develop the Multi-Agency Forum and its outcomes.</p>	<ul style="list-style-type: none"> • Meetings held and on hold
<p>Establish a Landlord Forum to improve relationships with landlords and letting agents to:</p>	<ul style="list-style-type: none"> • Landlord Forum on hold • 250+ properties accessed • Increase in PSLs • Co-operative work with the PSH Team • Draft landlord incentive scheme
<p>Work with Registered Providers to prevent evictions through joint working arrangements</p>	<ul style="list-style-type: none"> • Protocol established with Sovereign
<p>Promote the duty to refer and referral pathways with external agencies</p>	<ul style="list-style-type: none"> • DTR embedded and received form all partners

<p>Attend and actively participate in strategic and operational groups across Hampshire to protect and enhance services in the New Forest.</p>	<ul style="list-style-type: none"> • Strategic Housing Officers Group • Homelessness Workstream – Covid • Heathy Homes Working Group • Hospital Discharge Working Group • DFGs • Chair of Homeless Officers Group • Extra Care • Safe Sleep in TA
<p>Attend team meetings of partner agencies to promote the service and early intervention</p>	<ul style="list-style-type: none"> • Care Leavers • Mental Health • Job Centre Plus • Drug & Alcohol Services • Probation
<p>Establish an updated protocol with Hampshire Social Services for homeless 16-17 year olds</p>	<ul style="list-style-type: none"> • Complete
<p>Establish positive working relationships with The Council's Private Sector Team</p>	<ul style="list-style-type: none"> • NFDC's PSH Team was embedded in to the Housing Service in 2020. • New Computer system Dec 2020 • Joint work in place
<p>Establish local support networks</p>	<ul style="list-style-type: none"> • Member of NFDC Voluntary Network group • The Crossings Hythe drop in • Food Banks
<p>Establish links with the Credit Union to offer financial products where required.</p>	<p>Future task</p>

Work alongside domestic abuse services, refuges and the Police to assist victims of domestic abuse remain safe.	<ul style="list-style-type: none"> • Embedded in day to day operations
Review and propose support arrangements for households with complex needs	<ul style="list-style-type: none"> • New Support Team of 8 officers
Develop in-house emergency accommodation through remodelling of existing stock and property acquisitions as an alternative to Bed & Breakfast accommodation.	<ul style="list-style-type: none"> • 2 Buildings delivered with 5 further buildings in progress
Develop processes to successfully move on households from temporary accommodation	<ul style="list-style-type: none"> • Change in Allocation Policy • Support Team • Homeless Team Focus • Homesearch Support
Develop an incentive scheme/ package to encourage households under-occupying in Council housing stock to move to smaller properties	Future Task
Continue with the 'buy back' of ex-council housing stock	<ul style="list-style-type: none"> • Scheme continues and to be modified to target 'difficult to house' applicants
Adopt an innovative approach to new affordable housing provision, including implementing shared ownership	<ul style="list-style-type: none"> • Shared Ownership launched • Rent Policy and Affordable Rents to follow
Identify and optimise council house building capacity through partnerships with Registered Providers and private developers.	<ul style="list-style-type: none"> • Significant no's of properties delivered

<p>Identify opportunities for the development of Council owned land and garage</p>	<ul style="list-style-type: none"> • Viable garage sites identified • Repurposing of Council Buildings
<p>Respond to reports of rough sleeping within 24 hours</p>	<ul style="list-style-type: none"> • Process in place to respond quickly
<p>Establish a rapid rehousing pathway response to incidents of rough sleeping</p>	<ul style="list-style-type: none"> • Assessment process in place to determine best housing and support route
<p>Explore the viability of launching a Housing First model of support</p>	<ul style="list-style-type: none"> • Discussions with Radian and Southern Health to provide accommodation upon discharge from in patient MH hospital
<p>Ensure a support approach for rough sleepers provided with accommodation to prevent them returning to the streets</p>	<ul style="list-style-type: none"> • Support Assessment identifies appropriate actions and support tailored to Individual
<p>Develop closer links with voluntary and community agencies</p>	<ul style="list-style-type: none"> • 'Mary and Julie Corners' at Lymington Basics bank • Supported the Crossings to receive Gov't funding
<p>Commit to accommodating people rough sleeping beyond incidents of the severe weather and those considered not in 'priority need'.</p>	<ul style="list-style-type: none"> • In place • Government guidance now amended to include this

Housing Register

- 1142 live applications

Band	Totals	%
1	14	1.22%
2	210	18.31%
3	310	27.03%
4	608	53.01%
Total	1147	

- 201 applicants rehoused since Jan 2020

Band	Totals	%
1	16	7.96%
2	84	41.79%
3	59	29.35%
4	42	20.90%
Total	201	

- 55 Full Duty Homeless cases moved on from TA

Homelessness

- Awarded £256,592 short term funding
 - £188,592 to cover Covid accommodation costs
 - £36,000 to fund additional support – new starter 30 Nov
 - £32,000 to fund access to move on accommodation
- Secured capital grant funding
 - to Convert Tourlands Hostel, Lymington in to a dedicated Rough Sleeper Accommodation Setting for 6 occupants
- Secured £216,000 to fund 3 years worth of support from April 2021
- Awarded up to £50,000 to help accommodated rough sleepers this winter
- PROTECT Programme launched to accommodate RSs

Homelessness

- Significant rise in rough sleeping
 - 16 rough sleepers
 - 3 refusing accommodation currently
 - Assessments completed for remainder to plan moves
- 136 households accommodated since 1 March 2020
- 39 in April, 24 in May, 8 in October
- 40 currently in External Accommodation
 - 5 families
 - 19 Single people accommodated during lockdown 1
 - 14 males, 5 females
 - 16 single people since
 - 10 males, 5 females, 1 couple