

Staffordshire Moorlands District Council

and

High Peak Borough Council

Homelessness Review

Homelessness and Rough Sleeping Strategy

2018-2022

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1.0 Introduction

Welcome to our homelessness review and homelessness strategy. The Homelessness Strategy represents the Councils' ongoing commitment to tackle and prevent homelessness and to work in partnership to offer appropriate services.

The Homelessness Act 2002 places a statutory duty on local authorities to undertake a review of homelessness in their area, and use those findings to develop and publish a strategy to prevent homelessness, in consultation with local partners and stakeholders. In 2017 we commenced a review of homelessness across the Councils' areas. The Homelessness Review provides an assessment of;

- The levels and likely future levels of homelessness
- The activities that are carried out which prevent homelessness, secure accommodation and provide support to people who are or may become homeless
- The resources available to carry out these activities

The review identifies key trends and local challenges set against the wider national context, so that the Homelessness Strategy effectively sets out a responsive approach to prevent homelessness and provide support to people who are homeless, or at risk of becoming homeless. The homelessness strategy contains key strategic priorities and associated aims and actions that set out the approach to address and prevent homelessness and frame the work of the Housing Advice Service.

The timing of this strategy is particularly relevant as the Homelessness Reduction Act 2017 is due to come into force 3rd April 2018 and represents the biggest change to homelessness legislation in over a decade. There are new legal duties to ensure meaningful support to prevent homelessness and secure accommodation for everyone who is homeless or at risk of homelessness, regardless of whether they are in priority need.

The previous 2012 Homelessness Strategies identified the following strategic priorities;

- Prevent homelessness and sustain tenancies
 - Work in partnership to prevent homelessness
 - Mitigate the impacts of Welfare Reforms and the Localism Act
 - Increase the availability of affordable housing
- In the intervening years there has been considerable progress to develop timely and relevant services to prevent homelessness and 1721 preventions have been achieved.

The overall aims of this strategy are to identify how the Council will:

- Provide timely, quality advice and assistance to anyone who may potentially be threatened with homelessness
- Work proactively with relevant stakeholders and housing providers to provide a coordinated approach to tackling and preventing homelessness
- Continue to develop innovative and responsive approaches to support people who have concerns about the stability of their current home, with prevention a core principle

This strategy is developed in consultation with a broad cross section of stakeholders including housing, service and support providers and the voluntary sector. To ensure that the strategy remains effective the action plan will be flexible to change and will be reviewed and developed with the Homelessness Forums.

This document is divided into two parts:

Part 1 the Homelessness Strategy

Part 2 contains the findings of the Homelessness Review (for the purposes of committee reporting part 2 is not included but is available on the intranet)

2.0 What is homelessness?

Homeless people are not a homogenous group, their needs and life experiences rarely follow the same path. Homelessness relates to not having a settled or safe home. The most visible form of homelessness is rough sleeping. Homelessness relates to having no or limited rights to remain, insecure lodgings, 'sofa surfing' or threat of repossession. Accommodation may be unsuitable or unsafe for a variety of reasons such as severe overcrowding, unsanitary conditions or domestic abuse.

The statutory definition of homelessness is defined by the Housing Act 1996 s.175: A person is homeless if they have no accommodation in the UK or elsewhere which is available for them (and normally residing family members) to occupy and which they have legal right to occupy. A person will also be homeless if they have accommodation but cannot secure entry to it, or where accommodation that is a moveable structure (such as a caravan or a house boat) does not have a permitted place in order to provide accommodation. A person who has accommodation is to be treated as homeless where it would not be reasonable to continue to occupy.

Many, as part of everyday life, face experiences or triggers that could lead to homelessness such as a relationship breakdown or the ending of a tenancy. In most cases individuals are able to find suitable accommodation using their own resources. But for others these events can lead to homelessness; either because they lack the resources to tackle their immediate challenge - for example enough money for a deposit; or because they have underlying problems which make it hard for them to deal with their situation. There is a general consensus that homelessness is 'more than a roof', goes beyond simply being 'a housing issue' and that there are often intrinsic links with poor health, social exclusion, low income and welfare reform. It can be difficult to separate causes from symptoms. Homelessness brings uncertainty and has a detrimental affect on individuals, families and society. It can affect health and well being, ability to maintain education, employment and social networks. Homelessness prevention as part of an 'invest to save' approach saves cost to the Council (temporary accommodation, homelessness services), broader public sector services (health, social services, crime) and poor outcomes for potentially vulnerable residents.

-----Part 1: Homelessness Strategy-----

3.0 Summary of review findings and identified gaps in provision

Changes within homeless legislation could have a huge impact on the services we provide. Homelessness applications and duties are predicted to increase, as access to private rented accommodation remains difficult and the supply of social housing is insufficient to meet need.

The number of private sector residents facing eviction is increasing as private landlords exit the housing benefit market, due to the impact of welfare reforms that reduce available benefit income, alongside demand from working households who cannot afford to buy.

Homelessness levels are rising in High Peak and a reduction in support services is having an impact across the Council, more people are presenting with complex needs, often including a substance misuse or offending histories who are increasingly challenging to assist. They may be excluded from social housing registers and private and social landlords are becoming more risk averse. The resolution of housing need can often only be addressed with help from other agencies to support individuals' with their health needs. A greater emphasis on support and partnership working is needed to ensure that any housing provision is sustainable.

Understanding the causes of homelessness is crucial in order to target support at those areas to increase prevention. The major causes of statutory homelessness are; loss of private rented accommodation, exclusion by parents/ family/ friends and violent or non-violent relationship breakdown.

The loss of a private tenancy represents the biggest single cause of homelessness and also offers a valuable option to preventing homelessness. The Council shall work proactively with landlords to improve property and management standards in this sector and develop its role as an important provider of homelessness prevention services. Vital to address homelessness and accommodation need is action to develop the Private Rented Sector Offer that includes advice and initiatives to support both tenants and landlords.

Homelessness is least likely to occur amongst persons 65+. The older population is increasing but not homelessness; this may be an issue in the future.

There is a need to explore advice and support available to people from abroad who may become ineligible households to ensure an effective response should this arise.

To build links that help to address the care and support needs of vulnerable customers, partnership work is necessary to help customers achieve sustainable and healthy living solutions. Effective partnership work with statutory, voluntary and third sector agencies is considered key to the delivery of early prevention, new homelessness duties and the securing of funding opportunities to maintain and enhance services. The effectiveness of operational casework can be improved through strategic development of joint working agreements that set out and facilitate agreed best practices.

Levels of rough sleeping are low, however ongoing work is required to ensure an effective response. Ongoing outreach service provision must support the No Second Night Out vision and partnership working is required in order for health and support needs to be addressed to facilitate a move away from the streets as soon as possible into sustainable housing solutions. To support this, ensure access to statutory homelessness assessments and assistance, and suitable temporary accommodation provision in severe weather, there is a need to develop effective partnership working through a joint working protocol around tent provision within High Peak.

Key to preventing tenancy failure and repeat homelessness is the availability of sufficient support. In the Staffordshire Moorlands there is a gap in generic tenancy support provision and access to furniture and white goods is also difficult. Going forward there is opportunity to improve support needs data collection, from Assessments and HCLIC monitoring, which can inform understanding and service commissioning.

Poor financial situations can place households at risk of homelessness. Positive action to mitigate the ongoing impact of welfare reforms including Universal Credit is required in order to prevent homelessness. There is a clear need for ongoing money, debt and budgeting support, digital support, stronger links with Credit Unions and work with agencies to increase access and options for access to employment.

It is important to ensure that suitable accommodation is available for those that are or may become homeless. Here there is scope to work with Registered Providers around the implementation of flexible or fixed term tenancies, nomination agreements, new build affordable housing supply, the early identification of potential evictions from social tenancies, also the review of allocation policies to ensure that homeless and vulnerable households are appropriately prioritised and mutual exchange options. It will be important to consider the implications of government proposals to change supported accommodation funding from 2020 and in the interim undertake further work to improve performance monitoring in relation

to schemes receiving Intensive Housing Management funding and continue work to support 'move on' from supported accommodation. The use of temporary accommodation is rising in High Peak and further Alliance wide work is needed to understand and implement changes to minimise the need for temporary accommodation. It will also be necessary to consider the implications of government proposals to change supported accommodation funding from 2020 in relation to Staffordshire Moorlands temporary accommodation provision.

Younger people appear to be increasingly marginalised. Where a family is unwilling to accommodate the housing advice service will work with families to come to a sustainable solution. Building capacity around mediation and home visits can help households remain together where it is safe. However by the time help is sought however, the position can often be untenable. Assistance is therefore given to find alternative accommodation however this can be challenging, for instance there is a lack of supported accommodation for young people in the Staffordshire Moorlands and exploring alternatives such as Nightstop would be beneficial. There is also a need to ensure young people and service users generally have realistic perceptions of homelessness, housing options (including the availability of social housing) and support services, which we can begin to address through improved information and a young persons housing pathway.

The Council will continue to develop a comprehensive range of available prevention services and initiatives. There is also opportunity to develop customer feedback methods to inform and improve service delivery.

4.0 Strategic Priorities

The homelessness strategy 2012 had the following key strategic priorities:

- Preventing homelessness and sustaining tenancies
- Working in partnership to prevent homelessness
- Mitigating the impacts of Welfare Reforms and the Localism Act
- Increasing the availability of affordable housing

This strategy continues to support these objectives. The following strategic priorities have been developed following consideration of review information related to national and local contexts, relevant guidance and consultation with stakeholders. The strategic priorities provide a sound framework to achieve Council ambitions for forthcoming years. The strategic priorities together with a summary of aims to deliver them are set out below.

Strategic Priority 1: To prevent homelessness through a comprehensive range of services

- Ensure all households understand the housing options that are available to them by providing high quality service
- Implement the Homelessness Reduction Act
- Develop positive housing pathways for young people and vulnerable adults with complex needs
- Continuously improve the homelessness prevention toolkit. There will be focus on enhancing partnership work through the development of agreements that set out and facilitate agreed best practice and exploring funding opportunities in order to maintain and enhance services. There will be also be focus on addressing the main causes of

homelessness; helping households remain together where it is safe with mediation and supporting access to appropriate services, support and accommodation for those experiencing domestic abuse.

Strategic Priority 2: Ensure suitable accommodation is available to address and prevent homelessness

- Increase the supply of affordable housing and maximise the use of existing housing
- Ensure that repossession is the last resort
- Minimise use of temporary accommodation
- Consider options for single people (including those aged under 35 years) and seek to address the gap in relation to young persons supported accommodation
- Maintain supported accommodation options and consider the impact of changing funding arrangements for supported accommodation.
- Ensure vulnerable and homeless households are appropriately prioritised on the housing registers

Strategic Priority 3: Improve the Private Rented Sector Offer

In order to achieve this we will provide advice and initiatives to support both tenants and landlords;

- Deliver a 'call before you serve' early intervention landlord service pilot
- Improve property & management standards through Landlord Accreditation Schemes, actively enforcing, establishing Landlord Forums consulting with landlords and building staff capacity to address illegal eviction
- Improve access to the private sector by commissioning services relating to both the Access to the Private Rented Sector and Single Persons Housing Projects, to secure provision of pre-tenancy training and tenancy support.
- Review policies and procedures relating to Rent Deposit Bond Schemes and Prevention Funds
- Explore schemes that facilitate affordable shared accommodation

Strategic Priority 4: Ensure sufficient support is available to address and prevent homelessness

- Reduce rough sleeping
- Mitigate the impacts of welfare reforms including Universal Credit through money, debt and budgeting support, digital assistance, stronger links with Credit Unions and work with agencies to increase access and options for employment opportunities.

- Ensure that vulnerable people can access support around various issues where it may impact upon the ability to maintain a home. This will include work to address the gap in tenancy support and access to furniture and white goods within the Staffordshire Moorlands.
- Improve support needs data collection, from Assessments and HCLIC monitoring, which can inform understanding and service commissioning

5.0 Resources available to tackle and prevent homelessness

The Council has invested resources from a range of funding streams into activities which have contributed to preventing and addressing homelessness and supporting vulnerable people in housing need. Our approach to tackling homelessness is based upon an ‘invest to save’ principle, through which services that meet strategic priorities and actively prevent homelessness are provided with funding, with the clear intention of reducing costs. Budgets are reviewed each year as part of the Council’s budgetary process. The Council will continue to work with partners to access alternative and review existing funding sources, with opportunities to implement services through partnerships, across multiple local authority areas or at County or sub regional level considered. The following is a summary of the most significant funding sources;

5.1 Homelessness Prevention Grant

Local authorities receive annual Homelessness Prevention Grant from the Department of Communities and Local Government. The Government confirmed their continued support to maintain and protect the Homeless Prevention Grant funding for local authorities in the November 2015 Spending Review. They have committed funding through the Local Government Finance Settlement announced for the 2016- 2020 financial period. Across the Council the grant is used on funding for homelessness services; staff, activities and projects to prevent homelessness.

5.2 Second Homes Council Tax (HPBC only)

An agreement was reached with Derbyshire County Council to fund a programme of projects from the increased Council Tax on second homes (fig 1). Since the programme began HPBC has been able to support several important projects. Projects funded through Derbyshire County Council Second Homes Council Tax funding allocations must demonstrate links to Derbyshire County Council’s Health and Adult Care priorities. These priorities focus on vulnerable adults and include domestic violence, learning and physical disability, mental health, older people and those with substance misuse issues. The 2018/19 funding programme, set out in fig 2b approved by DCC Cabinet members.

Fig 1: Derbyshire County Council Second Homes Council Tax Funding Allocations

District and Borough Councils	Allocation 2018/19
Amber Valley	£80,000
Derbyshire Dales	£309,000
High Peak	£115,000
South Derbyshire	£62,000
Total	£566,000

Figs 2a&b summarise the 2018/19 schemes proposed to be supported by Homelessness Prevention Grant and Second Homes Council Tax.

Fig 2a: Staffordshire Moorlands 2018/19 proposed allocation

Project name	Service Description	Homeless Prevention Grant
Existing Projects		
Rough Sleeper Service	Rough sleeper outreach support service	up to £6,000
Homelessness Prevention Fund	Financial assistance to those at risk of homelessness to enable households to retain or secure accommodation	4,000
Single Persons Housing Project	Homelessness prevention service for single under 35 years threatened with homelessness. Providing pre tenancy training, support to access shared accommodation and tenancy support	24,815
Money and Debt Advice	Generalist and specialist money and debt advice to home owners or tenants at risk of losing their home	7,500
New Projects		
'Call before serve' scheme*	Early intervention landlord service	6,000
Total		48,310.00

*'Call before you serve' campaign

A pilot 'call before you serve' initiative is proposed for an initial 1 year trial period during 2018/19. Considered good practice in relation to the Private Rented Sector Offer, a dedicated line for private sector working will made available. Through promotion and marketing the initiative will encourage landlords who are experiencing issues with their tenancies / tenants to make contact as early as possible before they actually serve a legal notice to end the tenancy. The initiative will be led by a separate service with private sector expertise who will investigate what measures can be introduced to re-stabilise the tenancy as part of collaborative approach with the housing advice service. The loss of a private sector is the largest, most common cause of homelessness. There are many far reaching benefits of this project including:

- Alleviation of early intervention workload for housing advice officers, alternative main point of contact for landlords in the first instance.
- Over the life of the pilot the project will aim to stop 10 landlords issuing section 21 notices to households in each of the partner Local Authority areas saving significant amounts of money being spent on costly interim accommodation and bed & breakfast.
- Recognised as a great example of good practice both in terms of cross-boundary working and 'upstream prevention work' by the DCLG specialist advisor team.
- Increased number of positive homelessness preventions
- Increased signposting, uptake & promotion of Local Authority offered services such as rent deposit bond schemes.
- Increased networking among landlords with property portfolios that may be available, therefore potentially increasing private sector supply and homelessness prevention.
- A dedicated stand-alone and impartial advisory service for landlords to access support and guidance.
- Cross boundary working in this way also allows for best practice to be shared and improvements to partner Local Authority services to be made.

Fig 2b: High Peak 2018/19 proposed allocation

Project Name	Service Description	Second Homes Council Tax	Homeless Grant	Total
Existing Projects				
Access to the Private Rented Sector Project	Provides a combination of services to vulnerable households. Including rent bond, tenancy support and pre tenancy training	-	53,995	53,995
Debt Advice Project	A specialist money, debt and budgeting advice project delivered to households that may be at risk of homelessness due to debt, rent or mortgage arrears	10,000	15,000	25,000
Meeting the accommodation needs of people with disabilities	Grants to achieve the Lifetime Homes standard in new build affordable homes or adaptations through additional Disabled Facility Grants	45,000	-	45,000
Support for Families in Crisis Project	Good News Family Care provides access to suitable accommodation for vulnerable women and families who are homeless and have domestic abuse or drug and alcohol support needs	20,000	-	20,000
Domestic Abuse Project	This project enables Crossroads Derbyshire to provide a specialist service and supported accommodation to younger women (under 25 years) to address issues of domestic abuse	20,000	-	20,000
Vulnerable adults affected by welfare reforms	Financial assistance for vulnerable households affected by welfare reforms with the associated costs of for instance downsizing to avoid future arrears, assistance with removals or rent arrears.	5,000	-	5,000
Action Housing Project	Supported accommodation for high risk offenders. This project was previously funded through DCC but funding reduced.	3,000	419.50	3419.5
Move On Officer	A Derbyshire wide project to help vulnerable people leaving supported accommodation to move-on into independent living.	2,000	-	2,000
Housing Related Support Services Programme	This project will contribute towards funding a number of DCC schemes including: Housing Related Support Services for people with learning disabilities, mental health problems and support services for older people.	10,000	-	10,000
Prevention Fund	Financial assistance to those at risk of homelessness to enable households to retain or secure accommodation		5,000	5,000
New Projects				
'Call before serve' scheme*	Early intervention landlord service		6,000	6,000
Total		115,000	80,414.5	195,414.5

5.3 Discretionary Housing Payments

The Council provides short term (up to 13 weeks) financial support in the form of DHPs to some people to help meet the shortfall in their housing costs. Indications are that there are a number of households claiming this award to sustain their accommodation that would potentially be at risk of homelessness if they did not receive these payments as their accommodation would become unaffordable. The numbers of applications and awards has increased overtime (fig 3a&b). Funding is predominantly provided in relation to under occupancy and expenditure in relation to the benefit cap is increasing in recent years. Further work can be done with the council revenues and benefits service to ensure that DHP is effectively targeted to prevent homelessness and explore the use of funding to help secure a move to alternative accommodation (i.e. cash rent deposits).

Fig 3a: High Peak DHP allocation

Year	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	*2016/2017
Applications Received	151	114	224	493	422	392	370
DHP Awards	99	71	155	278	247	221	225
Awards Refused	52	43	69	215	175	171	145
Government Contribution	£30,005	£38,681	£77,412	£106,783	£103,546	£71,857	£96,264
Amount Paid	£31,913	£20,445	£54,641	£106,670	£106,072	£64,917	£94,127

*Amounts Paid include DHP for UC Claimants

Fig 3b: Staffordshire Moorlands DHP allocation

Year	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	*2016/17
Applications Received	59	116	142	431	422	380	326
DHP Awards	57	59	80	197	179	170	180
Awards Refused	2	57	62	234	243	210	146
Government Contribution	£11,314	£18,068	£36,293	£91,836	£83,089	£67,337	£81,271
Amount Paid	£12,241	£17,121	£32,568	£82,269	£83,070	£52,020	£76,504

*Amounts Paid include DHP for UC Claimants

- **New Funding**

5.4 New Burdens funding

Government promised over £61m of new burdens funding to help local authorities implement the new Homelessness Reduction Act 2017 duties (s.8.4). Council allocations are shown in fig 4. This funding facilitates a new post commenced March 2018, which supports the introduction of the new HRAct and the rollout of Universal Credit (s.8.5).

Fig 4: New Burdens funding

Authority	Allocation 2017/18	Allocation 2018/19	Allocation 2019/20	Total allocation
High Peak	£17,241	£15,793	£20,366	£53,400
Staffordshire Moorlands	£19,277	£17,657	£25,122	£62,056

Government has also provided local authorities with £9,202 an equally distributed share of £3 million to support the upgrade of IT data systems to monitor the impact of the HRAct.

5.5 Flexible Homelessness Support Grant (FHSG)

Government has provided local authorities with a new ring fenced grant to support authorities to address homelessness and help those at risk of homelessness.

Fig 5: FHSG funding

Authority	Allocation 2017/18	Allocation 2018/19	Allocation 2019/20
High Peak	£67,451	£71,721	£78,488
Staffordshire Moorlands	£56,429	£61,853	£67,819

5.6 Accessing external funding sources

The Council proactively works with partners to identify funding sources that will add to our homelessness prevention toolkit and improve outcomes for people in homeless and housing need. Successful partnerships include;

DCLG 2016/20 Rough Sleeping Programme

Government launched a £40 million funding programme to prevent and tackle homelessness and rough sleeping in October 2016. A successful application submitted for 9 Derbyshire and 3 Staffordshire local authority areas (including SMDC and HPBC) secured funding to expand upon an existing Derby City Mission project, to explore and build capacity within the voluntary, faith and community sectors to deliver homelessness services.

DCLG Strengthening Accommodation Based Specialist Domestic Abuse Services

Successful funding applications with Crossroads Derbyshire, ARCH North Staffs and North Staffordshire local authorities to support domestic abuse refuge provision.

DCLG Help for Single Homeless

Successful funding application with Stoke on Trent CC, Newcastle under Lyme BC, Stafford BC and SSOTP to expand an existing Community Matron service.

6.0 How the strategy will be implemented and monitored

SMART (Specific, Measurable, Achievable, Relevant, Time bound) actions in the Action Plan (Appendix 1) ensure that progress in the delivery of strategy priorities can be monitored. The action plan will frame the work of the Housing Advice service and will be reviewed annually to ensure that local need is addressed and any local, regional or national changes are taken into account. Additional actions may be developed and existing actions changed or updated. These reviews will be carried out with key stakeholders and members of the homelessness forums that have assisted in the development of the strategy.

Local performance indicators regular monitor progress in relation to homelessness applications, prevention and the use of temporary accommodation.

7.0 Consultation

We have involved our partners during the development of our review and strategy. Key stakeholders with an interest in homelessness were asked to provide feedback about their opinions and experiences of homelessness, validity of review information, emerging strategic priorities and actions. The purpose was to share our evidence and seek further information from our partners which may strengthen our review and strategy.

The review of evidence and production of this strategy was launched at a Homelessness Conference of the HASF Homelessness Forum, where discussions were held on what the

key priorities could be, what prevention works well and what more could be done to improve prevention outcomes.

A summary of consultation feedback;

- General comments regarding format, layout and language within the document.
- Agreement that information in the review and summary (section 3.0) is 'fully' accurate.
- Support and agreement for the identified strategic priorities.
- Importance of specific action relating to; 1) partnership working around the HRAct and early referral to support providers 2) links with the private rented sector involving consultation with landlords around the nature of an 'improved' offer and marketing around 'call before you serve' campaign 3) review of models to facilitate sharing schemes 4) broadening support remit to include a focus on 'coaching'
- Support expressed for the HRAct and earlier intervention
- Concerns expressed regarding the potential impact of welfare reforms upon young people, however during the consultation period the position changed with a government announcement that regulations will be amended so that all 18 to 21-year-olds will be entitled to claim support for housing costs in Universal Credit
- The importance of partnership work was highlighted, specifically to involve advice agencies in planning support for homelessness and getting money advice to households who are financially vulnerable which requires a high degree of integration

-----Part 2: Homelessness Review-----

8.0 National context

There have been far reaching reductions in public sector funding, with ongoing austerity measures implemented since 2010. In 2008 High Peak Borough Council and Staffordshire Moorlands District Council developed an Alliance that has led to shared services resulting in significant cost-savings and improvements in the quality of Council services. Nationally and locally reductions to former Supporting People (County Council) programmes have decreased the availability of supported accommodation and support services.

The impacts of the decision to leave the European Union are hard to predict. Depending on the deal we could see EEA nationals with uncertain statuses with regard to employment, benefits and housing rights.

The homelessness strategy is developed in the context of national policy and legislative developments, as well as identified local context and needs. The following national policies and legislative changes will influence the response to current and future homelessness across the Alliance.

8.1 Localism Act 2011

In the Localism Act 2011 the government presented Local Authorities and Registered Providers with a number of social housing reform choices, summarised below.

- Changes to the homelessness duty- Local authorities may discharge their duty to secure accommodation by arranging an offer of suitable private rented sector accommodation without requiring the applicant's agreement.
- Changes to housing allocations- Local authorities will have flexibility in managing their housing registers and can limit who will qualify to join the waiting list.

- New forms of tenure- 'tenancies for life' for new social housing tenants may be replaced by fixed term or 'flexible' tenancies, renewable depending on household circumstances. Impacts include increased homelessness and challenges to community sustainment.
- Affordable rents- Registered Providers will be able to charge affordable rents (up to 80% of open market value) on new build and a percentage of relets. Potential affordability issues within high market value, rural areas have been identified.

In response to the Localism Act the authorities have developed policy outlining in what circumstances the main homelessness duty will be discharged into the private sector. Reviewed allocation policies and published Tenancy Strategies setting out the matters to which Registered Providers of social housing must have regard to when formulating their tenancy policies and exercising housing management functions. The main areas covered by the Tenancy Strategies include, Affordable Rents and the introduction of flexible or fixed term tenancies.

8.2 'Vision to end rough sleeping: No second Night Out' (2011)

A report from the Government's Ministerial working group for homelessness focused on the most visible form of homelessness - those coming onto the streets. Risks to rough sleepers include injury or potentially death through inadequate healthcare or adverse weather and exploitation or abuse. Anti-social behaviour can impact on the wider community – potential begging, noise and violence, and the effect on other citizens of people sleeping in doorways without adequate arrangements for personal care and hygiene. Rough sleeping brings safeguarding responsibilities – around 50% of rough sleepers have an alcohol problem, up to 40% of under-26 rough sleepers have a drug problem and 30-50% have mental health issues. Rough sleeping men die on average at the age of 46, women at age 43.¹

The No Second Night Out report set out five principles:

1. New rough sleepers can be identified and helped off the streets immediately
2. The public can alert services if they see anyone sleeping rough so they get help
3. Rough sleepers can go to a place of safety, where their needs can be assessed and they can get help
4. Rough sleepers are able to get emergency accommodation and other services they need
5. Rough sleepers from outside their area can be reconnected with their community

The Alliance actively seeks to tackle rough sleeping and has developed rough sleeper outreach services which support the Governments vision. In addition local authorities have a humanitarian duty to rough sleepers during severe weather in order to prevent illness or death, as set out in severe weather guidance. Should temperatures drop below freezing for 3 consecutive nights then priority need is disregarded and temporary accommodation provided.

8.3 'Making Every Contact Count: A joint approach to preventing homelessness' (2012)

The Government's Ministerial working group for Homelessness also introduced a range of changes focused on early intervention and systematic change to prevent homelessness. The report sets out the Governments approach 'To tackle the complex causes of homelessness focusing on prevention and early intervention and on locally designed integrated services that step in when things go wrong, to give people another chance.' This steers local authorities and partners to adopt a cross-cutting approach, promoting joint working across services and partners which prevent homelessness for households in their locality. The 'Making Every Contact Count' report contains five Government commitments:

- Tackle troubled childhoods and adolescence

¹ House of Commons briefing paper, [Rough Sleeping \(England\)](#), July 2016

- Improve health
- Reduce involvement in crime
- Improve skills, employment services and financial advice
- Pioneer innovative social funding mechanisms for homelessness.

The report also includes ten local challenges for local authorities to meet as necessary, to achieve the highest homelessness service.

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

The challenges were adopted and developed into a framework by the National Practitioner Support Service (NPSS), who support local authorities to deliver improved housing options and homelessness services. NPSS developed the framework for the 'Gold Standard'. This offered a 10 step continuous improvement approach with service review through quality assurance and benchmarking processes. Front line housing and homelessness services in general and locally, have followed the national steer towards more robust homelessness prevention and more extensive housing options.

8.4 Homelessness Reduction Act 2017

The [Homelessness Reduction Act](#) (HRA 2017) will come into force on 3 April 2018. The Act amends Part 7 of the Housing Act 1996 and will result in radical changes to the delivery of the council's statutory homelessness duties. As the law in England currently stands, local authorities are required to make inquiries to establish if a household threatened with homelessness is eligible² for assistance and has a priority need³. If also unintentionally homeless and with a local connection, households were consequently owed the 'main housing duty' a duty to secure accommodation. However, non priority need households, which are most likely to be single people without children, or childless couples, are owed 'advice and assistance' only.

Under the new Act there is greater emphasis on prevention activity with new legal duties to provide meaningful help to secure accommodation to everyone who is homeless or at risk of homelessness, regardless of whether they are in priority need. Prevention duties and obligations to non-priority households are on a firm statutory footing.

² This refers to a person being eligible in terms of their immigration status.

³ The 'priority need groups' include households with dependent children or a pregnant woman and people who are vulnerable in some way e.g. because of mental illness or physical disability. Those aged 16 or 17; care leavers aged 18 to 20; those vulnerable as a result of time spent in care, in custody, or in HM Forces or vulnerable as a result of having to flee their home because of violence or the threat of violence.

The effectiveness of partnership work with statutory, voluntary and third sector agencies is key to the delivery of the new duties to ensure households' needs are met and that they are assisted as they work through Personalised Housing Plans.

As part of the Act's implementation, the government has consulted on and published a revised statutory Code of Guidance. The guidance advises how local authorities should exercise their homelessness functions and apply the legislation in practice. In recognition of the financial implications to local authorities, government has provided money resolutions and new burdens funding (detailed s.5.0).

Key Measures in the Act

- **Definition of homelessness/threatened with homelessness**

Current legislation defines that a person is considered to be threatened with homelessness if it is likely that they will become homeless within 28 days. The Act doubles the number of days from 28 to 56 to facilitate earlier prevention.

The Act also addresses concerns that some authorities wrongfully adopted a blanket policy of requiring all tenants to await a court order or bailiff's warrant before triggering homelessness duties⁴, households who have received a valid notice and the expiry date is within 56 days, will be treated as being threatened with homelessness.

- **Duty to provide advisory services**

Currently there is a general duty to ensure that advice and information about homelessness, and preventing homelessness, is available free of charge to everyone in their local authority area. However the Act expands on this duty and requires a more robust approach to advisory services with the need to provide more targeted information and advice on:

- preventing homelessness, securing accommodation if homeless and the rights of those who are homeless or threatened with homelessness, and
- any help or support (provided by us or any other local organisations) that is available for those who are homeless or likely to become homeless as well as how to access that help.

Local authorities will also need to ensure that advice services are tailored to meet the needs of particular groups, who are at increased risk of becoming homeless, including (but not limited to): care leavers⁵, people leaving prison, people who have left the regular armed forces, victims of domestic abuse, people leaving hospital, people suffering from a mental illness or impairment, and people receiving treatment for a mental health issues.

- **Assessments and Plans- new duties to assess all eligible applicants' cases and provide a 'Personalised Housing Plan'**

Local authorities are currently required to make inquiries to establish what duty, if any, is owed to someone seeking homelessness assistance. Non-priority need households, likely to be single people without children and childless couples, are owed 'advice and assistance' only. The Act stipulates that the support offered to eligible applicants must be more robust than is currently required and addresses concerns that those who appeared not to fall into a priority need category could be turned away with no, or limited, assistance⁶. The Act obliges local authorities to assess and provide more meaningful assistance to everyone who is homeless or threatened with homelessness, irrespective of priority need.

⁴ <http://www.landlords.org.uk/sites/default/files/Lewis%20Section%2021%20Letter%20to%20LAs.pdf>

⁵ Care leavers will be considered to have a local connection to an area if they were looked after, accommodated or fostered there for a continuous period of at least 2 years

⁶ https://www.crisis.org.uk/media/20606/crisis_the_homelessness_legislation_2015.pdf

Once satisfied someone is homeless or threatened with homelessness and eligible for assistance an Assessment of the applicant's case must be carried out, which includes looking into the circumstances that have caused homelessness and the housing and support needs of the applicant and their household. Following the Assessment we must then work with the applicant to develop and agree a 'Personalised Housing Plan' that will contain a list of actions to be undertaken by them and the council to try and ensure accommodation is retained and/or secured and prevent or relieve their homelessness.

Both the Assessment and Plan must be kept under review and updated until no duty is owed to the applicant.

- **The new prevention duty**

If we are satisfied that an applicant is eligible and threatened with homelessness within 56 days, we must during this time take reasonable steps to help to retain or secure alternative accommodation (for occupation for a period of at least 6 months) and prevent homelessness, regardless of priority need status, intentionality⁷ or local connection⁸.

- **The new duty to relieve homelessness**

If an applicant is already homeless or becomes homeless during the prevention stage, there is a new duty to 'relieve' homelessness for a further 56 days. This means that the council will have a duty to secure accommodation (for a period of at least 6 months), regardless of whether the applicant is intentionally homeless or in priority need, unless the applicant does not have a local connection and the relief duty is therefore referred to another local authority.

The duty to provide applicants in priority need with interim (temporary) accommodation whilst we try to secure future accommodation is triggered where there is 'reason to believe' that the applicant may be homeless, eligible for assistance and have a priority need.

The Act incentivises people to engage in prevention and relief work, by allowing local authorities to discharge prevent and relief duties if an applicant unreasonably refuses to cooperate with courses of action within the agreed PHP. A main housing duty will not be owed to an applicant who has turned down an offer of suitable accommodation made during the relief stage, or has been given notice due to their deliberate and unreasonable refusal to co-operate.

- **Right to review**

The Act provides additional review stages to those laid down in current legislation and gives applicants the right to request a review of any decision made by the local authority such as the steps set out in PHPs, or giving notice to withdraw the prevention duty or relief duty.

- **Public duty 'to refer'**

Under the HRA 2017 'specified public authorities'⁹ will have a duty to notify local authorities if they come into contact with someone they think may be homeless or at risk of becoming homeless. Although this has to be with a household's consent, this can be to any housing authority they would like to be referred to, even if they have no local connection.

Taken together the new duties will have a considerable impact upon the existing Alliance wide housing advice service. Each application will require far more extensive assessment work and where a duty is accepted, more extensive casework to either prevent a household from becoming homeless or, if they are homeless, to relieve their homelessness. Other

⁷ A person is intentionally homeless if they deliberately do or fail to do anything as a consequence of which they cease to occupy accommodation.

⁸ Local connection refers to whether (a) they are, or were in the past, normally resident there, and that residence was of their own choice; or b) they are employed there; or c) they have family associations living there; or d) any special circumstances'

⁹ Specified public bodies are set out in [further regulations](#). The duty to refer will come into effect Monday 1st October 2018.

impacts on the authority include the potential increased use of temporary accommodation and bed and breakfast. Fig 6 provides an assessment of potential future impact of the new duties using a methodology¹⁰ developed by a leading housing consultant. The methodology is based on learning from the implementation of the Housing (Wales) Act 2014 where there has been a 26% increase in homelessness applications based on similar new duties from legislation introduced in 2015. The new duty on specified public authorities to refer, which is not replicated in Wales, is anticipated to result in significantly more applications. Taken together, it is estimated that the increase in homelessness applications for the authorities could be up to 50%. The footfall of cases that approached with a housing problem in 2016/17 was 197 Staffordshire Moorlands and 403 High Peak.

Fig 6: An estimate of the number of additional homelessness applications due to the HRAct 2017

	Additional homelessness demand as a result of the Homelessness Reduction Act	Numbers/calculation for Staffordshire Moorlands	Numbers/calculation for High Peak
1.	Number of homelessness applications in 2016/17	76	150
2.	Estimated increase due to the rise in homelessness applications over previous 2 years: SM 8.5% decrease, no increase applicable, HP 10% increase	0	15
3.	Estimated outturn figure for 2017/18	76	165
2.	Estimated increase in homelessness applications for 2018/19 due to the HRA based on the evidence from Welsh local authorities (26%)	Additional 20 applications to 96	Additional 43 applications to 208
3.	Estimated increase in homelessness applications due to the new duty on public authorities to refer (25%)	Additional 19 applications to 115	Additional 41 applications to 249
Total 2-3	Total anticipated homelessness applications	115	249
6. Total 2018/19	Minus 20% SM & 30% HP which is the average number of households found to be 'not homeless' following the assessment of their homelessness	115-23 = 92 (average percentage of <u>not</u> homeless decisions to total number of decisions 20%)	249-75 = 174 (average percentage of <u>not</u> homeless decisions to total number of decisions 30%)
7.	Estimated Prevention duty caseload at 51%	47	89
8.	Estimated Relief of homelessness duty at 49%	45	85
9.	Prevention duty successful outcome cases (based on Welsh figures) is 65% with 23% helped to remain and 77% helped through alternative accommodation	24 require alternative accommodation to be sourced by the council	45 require alternative accommodation to be sourced by the council
10.	Relief of homelessness successful outcome cases (based on the Welsh figures) is 45% helped through alternative accommodation	20 require alternative accommodation to be sourced by the council	38 require alternative accommodation to be sourced by the council
11.	Total requiring alternative accommodation to be sourced by the council (We estimate that 39% will be housed by social housing and the rest will require private rent)	17 (44 less 39%) where that accommodation is provided by social housing means that 61% or 27 that will require private rented accommodation	32 (83 less 39% where that accommodation is provided by social housing means that 61% or 51 that will require private rented accommodation

In light of potential workload increases process mapping has been undertaken; to review current duties/ workloads and frontline processes and identify workload that can be undertaken by customer services staff that specialise in supporting particular service areas. An Alliance wide HRAct 2017 Implementation Plan addresses the following considerations; corporate commitment and understanding, partnership work, operational and strategic, training and communications. Actions include;

- Establishment of a new post to support the implementation of the new HRAct and the rollout of Universal Credit across the Alliance

¹⁰ The methodology developed by consultant Andy Gale is considered robust as it is based on 18 months data since comparable Welsh legislation was introduced April 2015.

- Testing of an upgraded homelessness IT module to support new casework recording, Assessment, PHPs and the new statutory HCLIC monitoring requirements.
- Development of template s184 letters/ written notifications required under the Act
- Review of web information to provide advice tailored to meet the needs of particular groups and provide self help housing options
- Review of Home Options allocation policies to ensure that those owed a prevention duty and relief duty are given sufficient priority

8.5 Welfare Reform

The Governments reforms to benefit entitlement introduced this decade and those planned for coming years, are aimed at reducing public expenditure (by some £25 million a year by 2020/21), simplifying the current system and incentivising employment. Welfare reforms continue to affect lower income households and impact upon their ability to secure and retain accommodation. The key welfare reforms and associated impacts for housing and homelessness include;

Local Housing Allowance (LHA) rates have been based on the 30th percentile market levels, rather than median average market rent since April 2011 and have been frozen for four years from 2016/17 to 2019/20 so that they do not increase with market changes (see fig 14a&b rental comparisons). As a result, private rental affordability is likely to be a continuing issue for more households. Also as the amount of LHA received depends on household income, savings and any non-dependents living in the same property, a change in household circumstances can lead to accommodation becoming unaffordable.

The transfer of funding for '**community care grants**' and '**crisis loans/grants**' from the Department for Work and Pensions (DWP) to local authorities, has been followed by a removal of funding for the replacement services, which respond to emergency need and assist with additional costs that households reliant on benefit may face. Derbyshire County Council offer the Derbyshire Discretionary Fund however similar Staffordshire based funding ended December 2016.

From October 2012 benefits including Employment and Support Allowance (ESA), Income Support, Jobseeker's Allowance (JSA) and Universal Credit (UC) can be stopped or reduced for a period of time if there is failure to meet one or more conditions of a benefit claim without good reason (i.e. missed appointments). Nationally around one in four JSA claimants between 2010 and 2015 received a benefit sanction. Locally **sanctioning** and increased conditionality can result in loss of income particularly for claimants with complex needs.

362 households (7.5% housing benefit recipients) in High Peak and 310 households (8.8% housing benefit recipients) in Staffordshire Moorlands are affected by the **under-occupancy rules** which restrict benefit to the number of bedrooms deemed to be needed by that household (also known as the 'spare room subsidy' or 'bedroom tax'). The criteria assumption is that any bedroom can be shared by two children, regardless of how small it might be, or the age of the children (although this is not a requirement for children over ten of different sexes). The reduction is: 14% for 1 spare bedroom and 25% for 2 or more spare bedrooms. In High Peak 266 local authority tenants are affected, with 41 (15.4%) in receipt of DHP. A further 96 other social sector tenants are affected, with 19 in receipt of DHP. The average loss of housing benefit per household is £13.68pw in HP and £14.84pw in SM. There are constraints on the availability of smaller social dwellings (2 bed and 1 bed general needs) available for 'downsizing' transfers.

The government introduced a **benefit cap** on the amount of benefits households could claim in 2014 which affects larger family households. Overtime the cap has been reduced, as at 7 November 2016 this is;

- Couple (with or without children) or a single parent: £384.62 per week
- Single person without children or not living with your children: £257.69 per week

In January 2018, 40 HP (0.6% of housing benefit recipients) and 23 SM households (0.6% of housing benefit recipients) affected. The average loss per household; HP Council tenants £60.17pw and other HP tenants £44.52pw. In SM £41.02pw

Child Tax Credits have been limited to two children from April 2017, for any subsequent children born after 6th April 2017. This will significantly impact on the incomes of large families over time. In High Peak there are 339 families with 3 or more children equivalent to 7.02% of the housing benefit caseload (4829). Similarly there are 267 families with 3 or more children equivalent to 7.59% of the Staffordshire Moorlands housing benefit caseload (3517).

Support for Mortgage Interest (SMI) helps people with the interest cost of their mortgage if they aren't working. The 13 week qualification period was extended to 39 weeks after April 2016 and redundancy, savings or insurance may not adequately cover this period. It has been provided as a non repayable benefit, however from April 2018 it will only be available as a loan secured against the property. About half of those in receipt of SMI are pensioners who get Pension Credit and tend to be on SMI for long periods. It is anticipated that this will affect predominantly elderly home owners, who may alternatively look to equity release options.

Going forward there are several further welfare reform changes that are likely to impact significantly on homelessness and the ability to prevent homelessness;

The largest single impact on homelessness is likely to be the roll out of **Universal Credit (UC)**. This combines a wide range of existing benefits into one with the stated aim of simplifying the system. The new regime is now operational nationally for single person claimants and is due to fully roll out June 2018 in Staffordshire Moorlands and September 2018 in High Peak. From this point, working age households will no longer make new claims for Housing Benefit (or JSA /ESA /Tax Credits /IS) and instead will make a UC claim online. UC is paid differently from other benefits as it is paid once a month in arrears, this may put pressure on some households who may require increased support around budgeting. UC is also paid to the applicant rather than a landlord, claimants will have increased financial accountability and will have to arrange to pay their own rent. For some currently receiving housing benefit, this can be paid directly to their landlord where there may have previously been rent arrears or other debt issues or health related issues that impact upon the ability to manage a tenancy. For some there may be digital/ IT access, support and training issues. Experience from other areas of the country where full service UC has already been introduced is that rent arrears double compared to legacy benefits. Also there can be impacts on debt generally, foodbanks, advice services and low level shop lifting crime (food/ essentials).

The **extension of the Shared Accommodation Rate (SAR)** to single under 35's (where help with housing costs is limited to the amount of renting a room in a shared house) causes particular problems. The impact on younger people being able to access affordable accommodation is more pronounced and helping single people under 35 to access affordable, shared housing is challenging. The impact on younger people was set to worsen with UC claimants under 22 not automatically entitled to housing costs however a recent government announcement has changed this position.

Government proposals to cap the maximum rent allowances (in HB/UC) at LHA rates from April 2019 for those in 1) social housing tenancies signed after April 2016 and 2) supported accommodation, have been dropped. However uncertainty remains around the future **funding of supported accommodation** (including sheltered housing, refuges, temporary homelessness accommodation etc) beyond 2020, with government consultation ongoing.

The cumulative impact of welfare reforms may present challenges for affected households who will have to adjust to reduced benefits and to success in homelessness prevention. Households both in and out of work have less income and will be less able to pay their rent, leading to eviction and households will be less able to secure alternative affordable accommodation. This could present greater demands on services that residents turn to for assistance as well as presenting a financial risk to landlords. The homelessness monitor series found that welfare reform has been making both private landlords and housing associations more risk averse with regard to letting to households in receipt of benefits. Across the Alliance Registered Providers are requesting rent money in advance, which can be difficult for households in poor financial situations. With increased debt there may also be increased use of high interest and unregulated lenders and there may be benefits from developing stronger links with Credit Unions. Positive action to minimise the impact of reforms will reduce homelessness. Registered Providers are proactively working with tenants on issues such as financial management and the Home Options allocation policies assists residents to move into smaller properties. Financial inclusion with personal money, debt and budgeting advice is currently funded and provided by Citizens Advice in both local authority areas. The ongoing availability of this will be essential to prevent homelessness when Universal Credit is fully implemented. There will also be benefits to explore opportunities to work with the Voluntary Sector and other local partners that;

- support work initiatives that assist people into employment and address support, education and training needs
- increase the availability of digital access, improve levels of digital literacy and promote online application processes.

Welfare reform, with rising demand for properties with fewer bedrooms is also an important consideration in the development of new build affordable housing. Whilst there is a need to facilitate the development of new affordable properties, there is also an expectation that market housing can be an appropriate housing solution for many households. This is reflected in the Council's powers to discharge its homelessness duty into the private rented sector. Whilst these powers are used infrequently, the private rented sector does play a key role in the prevention of homelessness and we will engage with landlords to ensure availability.

9.0 Local Context

9.1 Area profile

In 2011 High Peaks population was 91,000, covering 539 sqkms over two thirds of the Borough lies in the Peak District National Park. There are three main towns, Buxton, Glossop, and Chapel-en-le-Frith, with many smaller settlements and villages surrounding. Within the East Midlands yet much of the Borough faces north-west, particularly towards Manchester, for many services and access to leisure and employment. Part of the Borough, Hope Valley, faces Sheffield for its services.

In 2011 Staffordshire Moorlands population was 97,106. A third of the District falls within the National Park. Many larger and smaller villages surround the three market towns; Leek, Biddulph and Cheadle which accommodate half the population. North Staffordshire conurbations such as Stoke-on-Trent exert a strong influence with significant transport links.

Despite proximity to other urban conurbations the authorities are very rural and therefore face problems common with other rural areas. Particularly access to and ease of travel, access to emergency hostels and support services; rural communities can be more isolated. Outreach work can be more challenging working in remote locations, where resources are stretched and where there are concerns about lone worker safety. These challenges

increase during bad weather. Severe travel disruption can cut off rural communities, preventing people from reaching locations and essential shops and services.

9.2 Links to other plans and strategies

There are direct links between the aims and priorities in the Homelessness Strategy and those within a wide range of other local strategies and plans. At the local level the Homelessness Strategy is consistent with and relates to;

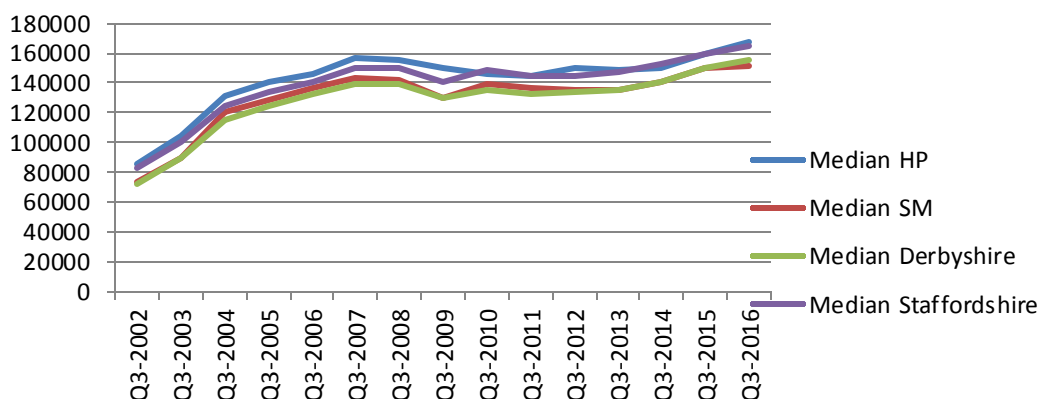
- Corporate Plan –sets out direction for the delivery of Council services and positive outcomes for residents
- Allocation Policy - sets out who can apply for social housing and how we allocate properties
- Housing Strategy - provides strategic direction in relation to housing activity and delivery
- Tenancy Strategy - sets out matters for housing providers to have regard to when formulating tenancy policies and exercising housing management functions
- Empty Property Strategy - increases activity and strategic direction in relation to bringing empty properties back into use
- Growth Strategy – encourages investment and sets out a plan for sustainable growth, development and regeneration
- Local Plan - guides decisions about the developments that will take place
- Community Cohesion and Inclusion Strategy – sets out an approach to community cohesion and social inclusion
- Sustainable Community Strategy - a long-term vision and plan for bringing about a sustainable improvement in social, economic and environmental conditions
- Community Partnership Plan –priorities and actions to make the local authority areas safer

9.3 Housing Market

9.3.1 Home ownership

An exceptionally high proportion of owner occupation exists in the Staffordshire Moorlands 83% and in High Peak this is 72%. Despite a relatively high proportion of flat and terraced property types typically associated with entry level accommodation, High Peak continues to experience higher house prices than the Derbyshire average and prices have continued to rise steadily over the last few years. There is also significant variation, with house prices significantly higher in rural areas. The rurality of the Alliance makes it a desirable place to live, however whilst house prices remain high the effect is local people are squeezed out of local housing markets.

Fig 7: Average house prices



Help with mortgage deposits available through Local Authority Mortgage Schemes (LAMS) with Staffordshire Moorlands District Council and on Derbyshire wide basis with Staffordshire County Council. However Fig 8a&b illustrate that 6.13 and 6.5 times the annual residence based earnings are required to purchase a lower quartile or entry level home. With access to mortgage finance and home ownership problematic due to affordability with high house price to income ratios and tighter affordability lending tests the contribution of intermediate housing and the private rented sector is increasingly important.

Fig 8a&b: Ratio of house price to residence-based earnings (lower quartile and median)

	High Peak			Derbyshire County		
	Q3 2016 House Price	2016 gross annual residence-based earnings	2016 Ratio of house price to gross annual residence-based earnings	Q3 2016 House Price	2016 gross annual residence-based earnings	2016 Ratio of house price to gross annual residence-based earnings
Lower Quartile	£127,000	£19,543	6.50	116,000	19,593	5.92
Median Quartile	£168,000	£25,368	6.62	155,000	27,218	5.69

	Staffordshire Moorlands			Staffordshire County		
	Q3 2016 House Price	2016 gross annual residence-based earnings	2016 Ratio of house price to gross annual residence-based earnings	Q3 2016 House Price	2016 gross annual residence-based earnings	2016 Ratio of house price to gross annual residence-based earnings
Lower Quartile	£119,950	£19,576	6.13	125,000	19,759	6.33
Median Quartile	£151,500	£26,750	5.66	165,000	27,641	5.97

9.3.2 Housing Supply

The overall rate of new build housing provision at national and local levels is not keeping pace with household growth and is failing to reduce housing market pressures. Strategic Housing Market Assessments (SHMA) provide an estimate of housing need based on predicted growth and recommend annual rates of development, set out in fig 9. The Alliance has a proven track record in building new homes and therefore increasing the supply of affordable housing, however the annual rate of housing completions for both authorities has been below these targets. The Councils Local Plans set out how market, affordable and specialist housing to address future housing needs will be delivered up to 2031. The Local Plans will drive the delivery of affordable homes through s106 agreements and negotiations with Registered Providers regarding the nomination of properties.

Fig 9: SHMA housing and affordable housing requirements

	SMDC	HPBC
Housing requirement (per annum)	235-330	310-350
Affordable housing requirement (per annum)	224-432	526

9.3.3 Social housing

There is considerable pressure on social housing with growing numbers of people registering. Availability varies substantially within the local market areas. There is 12.6% of social housing stock in High Peak, slightly lower than Derbyshire (15.3%) and national (17.6%) averages. With less than half the national average, supply in Staffordshire Moorlands (8%) is very restricted.

As at 1st April 2017 High Peak Borough Council owned 3989 properties. Since 1993 the Council has sold 1,166 properties, approximately 20% of stock through Right to Buy, with the highest number (142) sold in 2000/01. At least 30.8% stock provides for older people; this includes 20% (797) bungalows, 3.5% (138) over 55s age-designated flats and 7.3% sheltered housing (291 sheltered units across 7 different schemes). Otherwise there is general needs provision of; 0.5% bedsit, 9.2% 1 bed, 26.7% 2 bed, and 30.8% 3 bed.

A council's housing register is one of the ways in which the demand for affordable housing can be evidenced (although they are generally considered to be an undercount as everyone in housing need will not apply). Home-Options choice-based lettings (CBL) schemes are used by both Councils. Home Options provides a clear and transparent means of allocating social housing which highlights availability and improves customer choice and access. Those that are registered are able to search and bid for a home of their choice. Housing to rent from HPBC, Your Housing and other Registered Providers predominantly advertised, as well as homes to purchase. The scheme is managed according to the Council's allocation policies, which are regularly reviewed. The policies give preference for those in housing need (including those threatened with homelessness) as well as seeking to make the most efficient use of housing resources. The Home-Options allocation policies have a four-tier banding system;

- Band A – Emergency/Top Priority
- Band B – Urgent Need to Move
- Band C – Identified Housing Need: applicants who need to move but do not need to do so urgently
- Band D - Non-Priority Housing: applicants who are otherwise adequately housed but would like to live somewhere different.

There is significant demand for social housing with 1835 households (HP) and 563¹¹ households (SM) registered on Home Options (fig 10 & 11). In Staffordshire Moorlands the operation of a joint allocation policy and choice based lettings system in partnership with Your Housing LSVT in effect secures 100% nominations to vacancies within Your Housing housing stock (with exception of management transfers) above the 60% secured through Nomination Agreement. Registered Providers operating in both areas also advertise 50% of vacancies, in effect providing 50% nominations. Fig 10 also shows that the largest area of housing register demand is for 1 bed accommodation, representing 57% (HP) and 51% (SM). In High Peak 57% of 1 bed need is associated with general needs and in Staffordshire Moorlands 57% of 1 bed need is associated with older persons (55 years plus). Demand for 2 bed accommodation (24% HP and 28% SM) is predominantly for general needs (85% HP,

¹¹ It should be noted that Staffordshire Moorlands recently moved to Home Options in April 2017, with applicants making new applications, so applications are low by comparison. The previous Moorlands Homechoice housing register had c 1200 applications.

89% SM) rather than older persons accommodation. Fig 11 also shows that approximately 5-7% of housing register applications associated with homelessness.

Fig 10 Home Options applicant bedroom need

Bedrooms	High Peak	Staffordshire Moorlands
1	1048	285
2	449	159
3	203	92
4 & +	66	27
Misc	69	0
Total	1835	563

Fig 11: Home Options applicants current Bands

Band	High Peak	Staffordshire Moorlands
A	38 (of which 0 urgent temp accom move)	4 (of which 0 urgent temp accom move)
B	106 (of which 27 homeless duty/ prevention)	115 (of which 35 homeless duty/ prevention)
C	928 (of which 69 intentional/ non-priority)	269 (of which 4 intentional/ non-priority)
D	763	175
Total	1835	563
% associated with homelessness	5%	7%

The Home Options allocation policies give additional preference to applicants threatened with homelessness or who need to move on from supported accommodation. When a main housing duty is accepted there is a duty to provide suitable temporary accommodation until such time as the duty ends, typically the duty ends through an offer of permanent accommodation made through the waiting list. Due to property availability, approximately 25% of social housing lets are associated with homelessness (fig 12a&b).

Fig 12a: Staffordshire Moorlands choice based lettings allocations

Band	2013	2014	2015	2017 (**10 th April – end Dec)
A	15	10	8	2
B	56*	47*	34*	51 (of which 24 homeless duty/ prevention)
C	100	136	139	36
D	5	7	14	14
Total lets	176	200	195	102
% lets associated with homelessness	Not available	Not available	Not available	24%

* Under former Moorlands Homechoice allocation policy and choice based lettings system, Band B predominantly homeless households

**2016 & part year 2017 data not available

Fig 12b: High Peak choice based lettings allocations

Band	2013	2014	2015	2016	2017
A	41	37	32	20	18
B	174 (of which 93 homeless duty/ prevention)	127 (of which 66 homeless duty/ prevention)	158 (of which 87 homeless duty/ prevention)	139 (of which x 71 homeless duty/ prevention)	115 (of which x 55 homeless duty/ prevention)

				prevention)	
C	110 (of which 11 intentional/ non-priority)	111 (of which 9 intentional/ non-priority)	128 (of which 11 intentional/ non-priority)	114 (of which 9 intentional/ non-priority)	118 (of which x 9 intentional/ non-priority)
D	31	32	41	20	42
Total lets	356	307	359	293	294
% lets associated with homelessness	29%	24%	27%	27%	22%

Fig 13 shows that 43.4% of High Peak Home Options allocations relate to older persons accommodation. There is greater availability of older persons social housing and lower demand, which is expressed through a lesser number of bids (between 2-10 bids per vacancy). There is lesser availability and greater demand for 1, 2 and 3 bed general needs social housing. Less availability and lengthier waiting times are also associated with particular locations; Cheadle within the Moorlands, Glossop and Hope Valley within High Peak. Across the Alliance more Registered Providers are requesting rent in advance, in order to mitigate business risk posed by welfare reforms however this can be difficult for households in poor financial situations.

Fig 13: High Peak Home Options lettings 2016/17

Property Type	No. available	% allocations	Average No. bids
Sheltered (1 bed)	50	43.4	2.56
Bungalow (1 bed)	56		10.5
Bungalow (2 bed)	15		9
Other over 55's	13		5.1
1 bed GN	34	14.2	14.5
1 bed GN (40+)	3		10
1 bed GN (25+)	6		15.2
1 bed GN (45+)	1		7
2 bed flat GN	34	25.9	17.5
2 bed flat (25+)	2		4
2 bed house	44		19.6
3 bed house	46	14.9	22.6
4 bed house	5	1.6	11.2
Total	309	100	

9.3.4 Private rented housing

The private rented sector represents 13.4% of High Peak stock, slightly higher than the Derbyshire average (12%) but lower than the regional (14.9%) and the national (16.7%) averages. In Staffordshire Moorlands there is a relatively small stock of 11% private sector housing. Buxton Central has almost 50% flats, with a large proportion of around 281 HMOs of which 80 are mandatory licensable compared with 2 within the Staffordshire Moorlands.

Rising house prices and reducing benefit levels have resulted in landlords moving away from letting to low income households, either because they are selling their properties or taking advantage of increased demand from working households who cannot afford to buy. Other landlord considerations highlighted in research include;

- Housing benefit is paid 4 weekly and in arrears, while rent is generally required in advance and on a monthly basis – reconciling these systems can cause difficulties for tenants and landlords
- Procedural and administrative delays with processing claims can lead to a build up of arrears
- Many mortgage lenders impose conditions on the mortgage forbidding a landlord from renting to a tenant in receipt of benefits
- Insurance companies can impose higher premiums on properties occupied by tenants on benefits
- Local Housing Allowance rates are set at the lower end (30th percentile) of the rental market and tenants will have difficulties topping up the shortfall between their benefit payment and their rent.
- Higher management costs associated with greater tenancy management requirements
- Tax relief changes – Tax relief for buy-to-let landlords is restricted in order to ‘create a more level playing field between those buying a home to let and those buying a home to live in’. The amount of tax landlords can reclaim was restricted to a basic rate reduction from Income Tax liability from 6 April 2017 and landlords are no longer able to deduct all of their costs to arrive at property profits.
- Stamp Duty Land Tax- As of April 1 2016, anyone purchasing a second home or buy-to-let investment has been required to pay an additional 3% in Stamp Duty Land Tax.

The private sector can be associated with poorer quality housing and lesser security of tenure, with six month tenancies typically offered. Nationally and locally rental costs can be higher than Local Housing Allowance rates as highlighted in fig 14a&b¹². The authorities offer Rent Deposit Bond Schemes to enable access to affordable and suitable accommodation in the private rented sector. The Alliance also offers landlord accreditation schemes, benefits include;

- ensures good accommodation conditions and provides a set of standards
- use of an accreditation mark
- access to help and advice, including regular e-Newsletters
- access to grant funding to improve properties

The successful promotion of the landlord accreditation scheme will continue to improve standards in the privately rented sector and increase availability.

A sufficient supply of good quality accommodation in the private rented sector is vital to address housing need and prevent homelessness. As such it is important for the Alliance to work closely with landlords and further develop the ‘Private Rented Sector Offer’.

Fig 14a High Peak rental comparison

	HPBC Rent £pw	Median Private Rent £pw	Local Housing Allowance rates		
			Peaks and Dales (Buxton, Dove Holes and Hope Valley)	Southern Greater Manchester (Whaley Bridge, New Mills, Chinley, Chapel en-le Frith, Hayfield etc)	Tameside and Glossop (All Glossop areas up to Chunal)
Bedsits/ Shared Accommodation Rate	56.65	88.15 room rate	67.93	57.84	56.58
1 Bed	64.93	98.07	90.21	102.25	86.3
2 Bed	71.46	126.92	110.72	128.19	103.56
3 Bed	79.05	154.15	128.19	151.78	126.58

¹² Valuation Office Data provides some data on private rental levels; however, this is only based on a sample, collected between 1st October 2016- 30th September 2017.

4 Bed	83.73	201.92	168	200.09	156.38
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Fig 14b Staffordshire Moorlands rental comparison

	Median Private Rent £pw	Local Housing Allowance rates	
		Staffordshire North (majority District)	Peaks & Dales (small area within Peak Park)
Bedsits/ Shared Accommodation Rate	not available	67.93	57.84
1 Bed	85.38	90.21	102.25
2 Bed	103.85	110.72	128.19
3 Bed	135	128.19	151.78
4 Bed	173.07	168	200.09

9.3.5 Repossession

The following graphs illustrate possession actions undertaken by mortgage lenders and landlords (social and private).

Fig 15a SM mortgage possession actions

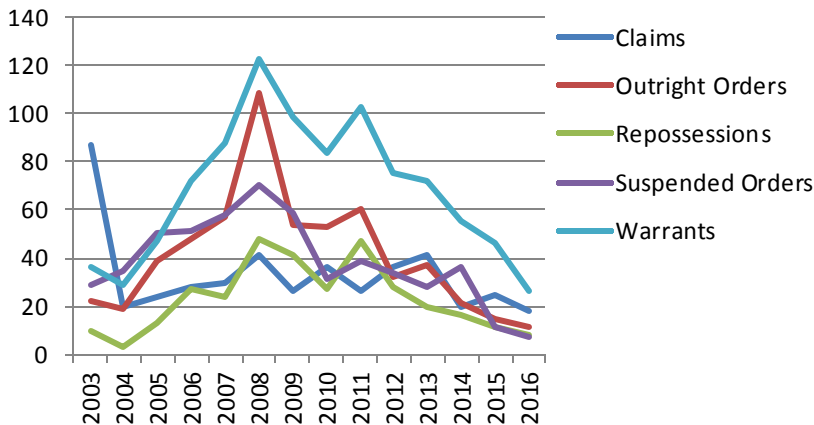


Fig 15b HP mortgage possession actions

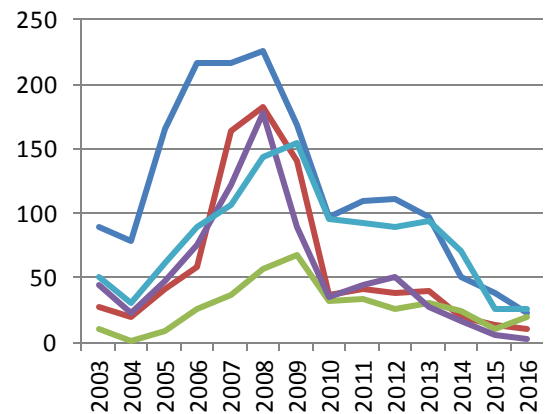


Fig 16a SM landlord possession actions

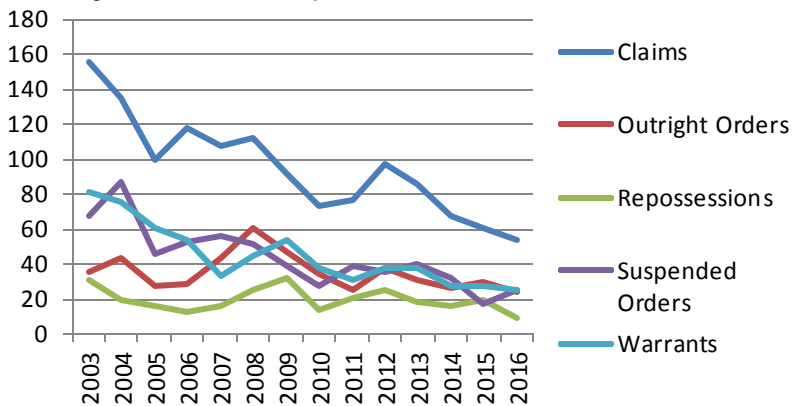
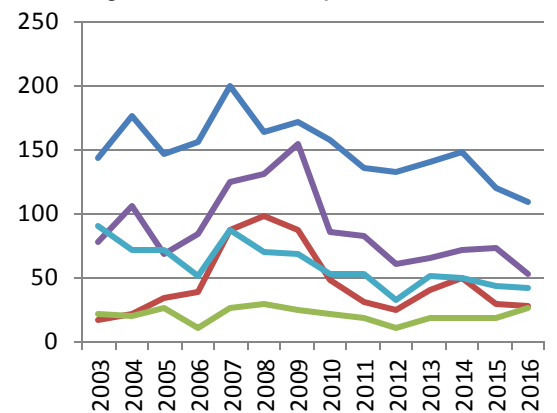


Fig 16b HP landlord possession actions



Generally mortgage and landlord possession action has decreased in recent years in both authority areas, however more recently landlord and mortgage repossessions have increased within High Peak. Court Desk services operate at the Stoke on Trent combined court, Derby and Chesterfield Crown Courts, this service gives last minute legal advice to

households who are facing hearings but have not previously sought advice. The Buxton court desk closed in 2016, with repossession cases now heard in Derby and Chesterfield. Whilst bus services to these locations are limited, this has not necessarily led to a decline in court attendance in defence of possession hearings. Stakeholders in both authority areas also report increased numbers of people approaching with often very complex debt problems that impact upon housing security, with complex needs in particular mental health issues and substance misuse who take longer to assist.

The Pre-Action Protocol for housing possession claims issued by social landlords based on rent arrears came into effect on 2nd October 2006. High Peak Borough Council and Registered Providers face increased business risk due to welfare reforms and we will continue to work closely with Registered Providers to proactively prevent evictions from social tenancies. HPBC maintain a low eviction rate (fig 17), with focus on prevention and support to help households sustain accommodation and make repossession the last resort.

Similarly the 'Mortgage Pre Action Protocol' introduced in February 2009 provides guidance and standards for mortgage lenders which makes clear that repossessions should be a last resort and gives clear guidance around lender and borrower action prior to court proceedings. In relation to this we can confirm that we are notified of households in the local authority areas with impending possessions and in response contact households to offer advice and assistance. The Alliance was actively involved in the Government's Mortgage Rescue Scheme when this was in operation. Mortgage repossessions have reduced significantly however there is a risk that arrears and repossessions could climb if interest rates and lenders' attitudes to forbearance measures change. Money and debt advice services for home owners or tenants at risk of losing their home, is seen as an ongoing priority taking into consideration welfare reforms, including Universal Credit roll out and ongoing economic pressures.

Fig 17: High Peak Borough Council evictions

	Non-payment of rent	Of which affected by under occupancy	Anti Social Behaviour	Total evictions
2014/15	4	0	0	4
2015/16	6	0	0	6
2016/17	4	0	0	4
2017/18	6	1	0	7

9.4 Homelessness

This section provides a profile of statutory homelessness and achievements in homelessness prevention.

9.4.1 Homelessness approaches and acceptances

Fig 18a: High Peak Homelessness approaches and acceptances

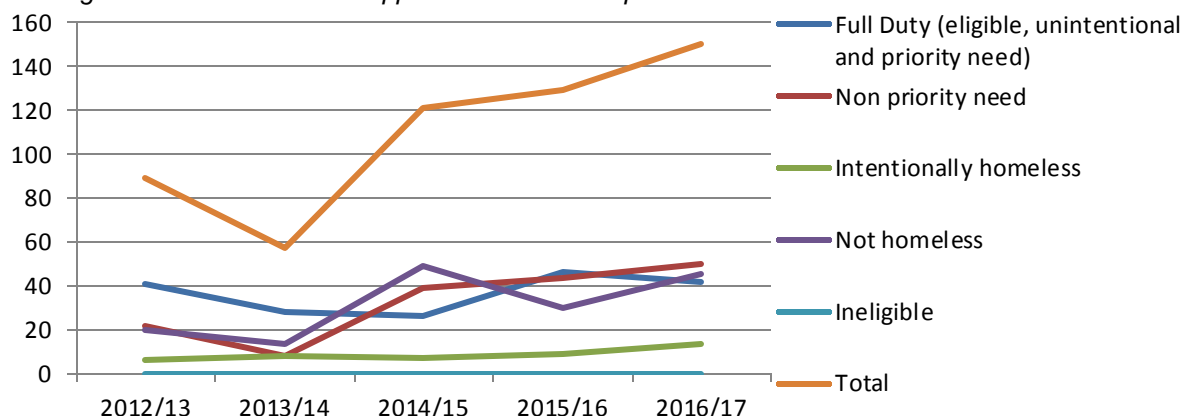
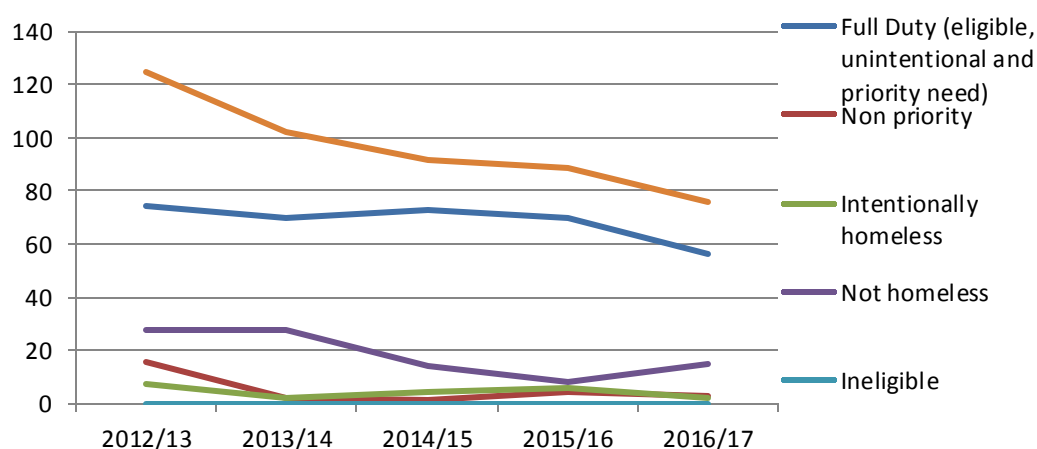


Fig 18b: Staffordshire Moorlands Homelessness approaches and acceptances



In line with national trends, High Peak has seen a very substantial 163% increase in homelessness approaches and applications taken since 2013/14. Over the same time period homelessness applications have decreased in the Staffordshire Moorlands, however in comparison full duty acceptances remain higher. Both areas are below the regional and national acceptance rates per 1,000 households.

Fig 19: Local authority regional acceptance comparison per 1,000 households

	Accepted as homeless and in priority need, numbers per 1,000 households				
	2012/13	2013/14	2014/15	2015/16	2016/17
Staffordshire Moorlands	1.76	1.59	1.73	1.67	1.31
West Midlands	3.76	3.44	3.42	3.46	3.47
High Peak	1.05	0.71	0.65	1.15	1.02
East Midlands	1.87	1.86	1.78	1.88	2.06
England	2.41	2.32	2.40	2.52	2.54

9.4.2 Black Minority Ethnic (BME) Households

It is important to consider the ethnicity of households seeking assistance in order to ensure equality in service delivery. The 2011 census indicates 2.5% of Staffordshire Moorlands and 4.1% of High Peak population are from a BME group. The numbers of BME homelessness acceptances are very low by comparison, which indicates that some sections of the BME community are under represented amongst homeless households. There have been no 'ineligible' decisions made in relation to immigration status (fig 18a&b). However this is recognised to be a growing issue in neighbouring authority areas, work is required to ensure

relevant advice and support is available to people from abroad who may become ineligible to ensure an effective response.

Fig 20: % BME homelessness acceptances

	Staffordshire Moorlands	High Peak
2015/16	0	0.78
2016/17	0	0

The 2015 Gypsy and Traveller Accommodation Assessments establish that there is no need for residential pitches during 2014-19 within the High Peak area. In the Staffordshire Moorlands a need is identified for 6 residential pitches during 2014-19. Because of recent planning approvals the residual requirement is now 3. The Submission version Local Plan (February 2018) seeks to meet this need and includes a criteria based policy which supports the development of residential pitches in appropriate circumstances.

9.4.3 Homelessness acceptances by household type and age

Fig 21a&b illustrate that homeless households with main housing duty are predominantly female lone parent households (SM 36%, HP 45%) and as may be required support for this family type can be seen to be important. To a lesser extent single person households and couples with children. However single person households present significant need for 1 bed accommodation (SM 33%, HP 31%).

Fig 21a: High Peak homelessness acceptances by household type

	Couple with children	Lone Parent household with dependant children		Single person household		All other	Total
		Male	Female	Male	Female		
2016/17	5	3	19 (45%)	4	7	4	42
2015/16	4	4	27 (45%)	5	6	0	46
2014/15	0	2	16 (61%)	4	4	0	26
2013/14	0	1	10 (36%)	7	8	2	28
2012/13	7	3	17 (41%)	8	5	1	41
Total	16 (9%)	13 (7%)	89 (49%)	28 (15%)	30 (16%)	7	183

Fig 21b: Staffordshire Moorlands homelessness acceptances by household type

	Couple with children	Lone Parent household with dependant children		Single person household		All other	Total
		Male	Female	Male	Female		
2016/17	12	0	20 (36%)	11	10	3	56
2015/16	7	7	27 (38%)	12	13	4	70
2014/15	13	4	31 (42%)	15	8	2	73
2013/14	16	7	18 (26%)	9	12	8	70
2012/13	16	1	28 (38%)	10	13	6	74
Total	64 (19%)	19 (5%)	124 (36%)	57 (17%)	56 (16%)	23	343

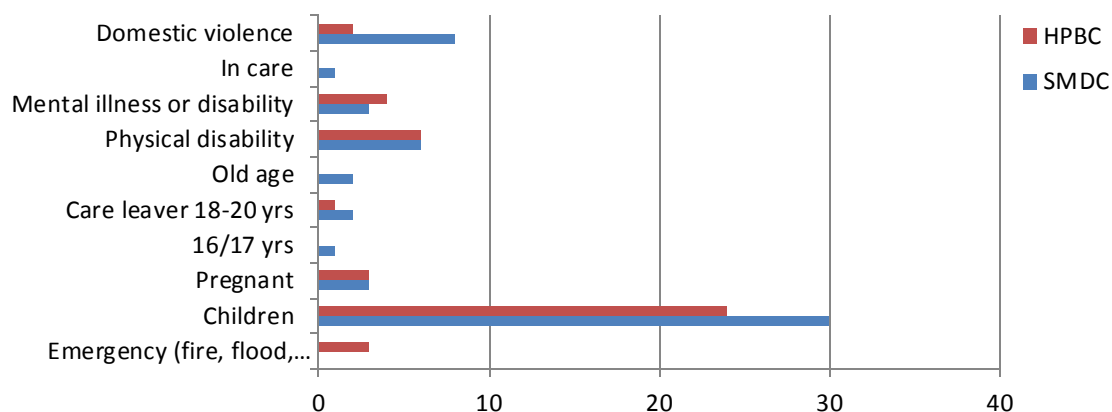
Across the Alliance homelessness acceptances predominantly relate to the 25-44 age group (HP 49%, SM 63%). In High Peak homeless households are more likely to fall into the 45-49 year age range (HP 34%, SM 11%) and younger homelessness is more likely within the Staffordshire Moorlands 16-24 year groups (HP 12%, SM 21%). Homelessness occurs least frequently amongst the elderly 65+ (HP 5%, SM 2%). This could be linked with the availability of older persons accommodation discussed s.9.3.3 and the fact that welfare

reforms are generally not applicable to those aged over 65. In both authorities there is a low incidence of homelessness amongst 16/17 years olds (shown in fig 22 priority need categories) which may reflect upon social services joint working discussed s9.9.4.

9.4.4 Priority need categories

The types or groups of people who have a priority need have not changed dramatically. The largest priority need category is those with dependent children (57% HP, 54% SM), those with physical disability or mental illness, or experiencing domestic abuse, pregnant and care leavers. However priority need data only requires one priority need category, with dependent children taking precedence over other priority need reasons and is therefore limited. The data does not reflect the underlying issues that may be associated with homelessness and may require support interventions. Going forward revised HCLIC monitoring requirements and Assessments under the HRAct 2017 may facilitate greater understanding in relation to support needs.

Fig 22: Priority need categories



9.4.5 Main causes of homelessness

The causes of homelessness are complex however the main reasons associated with those accepted with a main homelessness duty remain the same across the Alliance and indeed nationally. P1E data returns (fig23a&b) suggest there are three major drivers of homelessness; loss of an assured shorthold tenancy (AST), exclusion by parents/ family/ friends and violent or non-violent relationship breakdown.

Fig 23a: High Peak reasons for homelessness

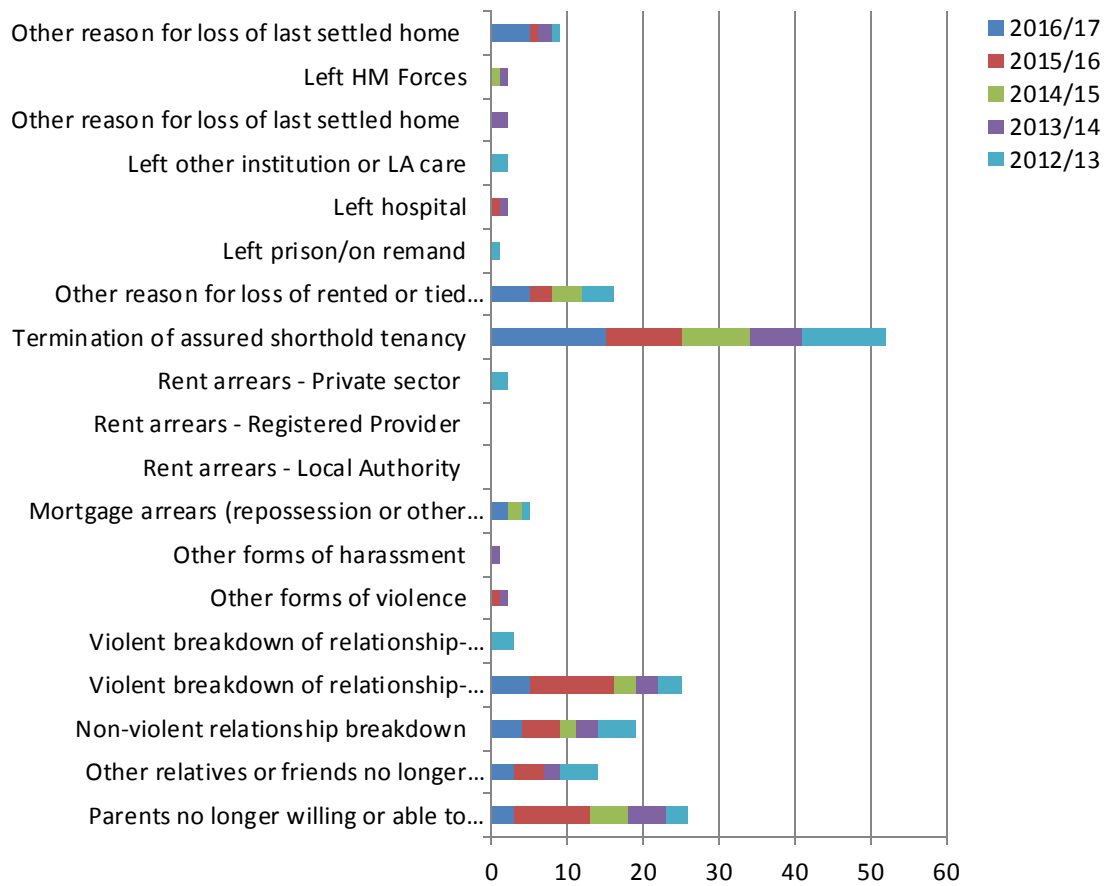
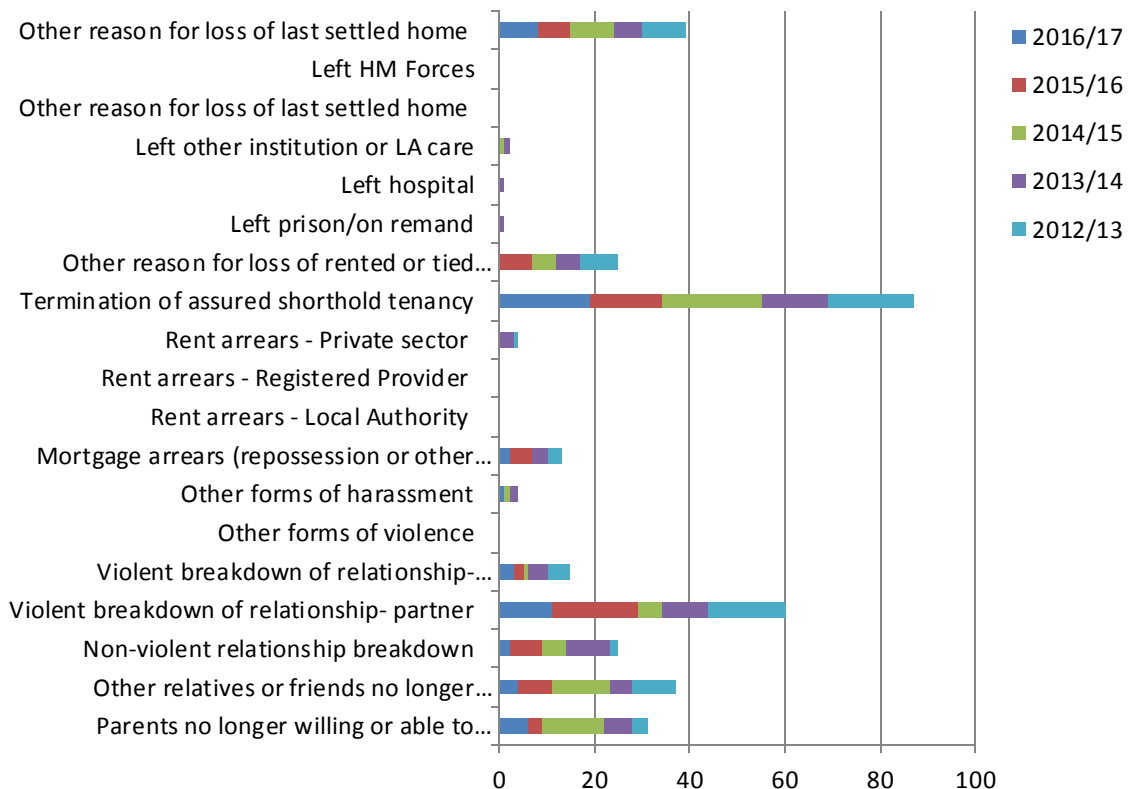


Fig23b: Staffordshire Moorlands reasons for homelessness



The loss of an AST constitutes the major cause of homelessness. In 2016/17 34% SM & 36% HP households were accepted as homeless due to the ending of an AST. Evictions from the private sector are a growing cause of homelessness, reflecting changes in the private sector market. Many landlords report that they intend to sell their properties rather than let them, whilst others prefer to let to professionals rather than those reliant on increasingly limited benefit levels.

Exclusion by parents and family/ friends continues to be a major cause of homelessness. Family exclusions can arise where young adults remain in the home and start a family of their own resulting in overcrowding and tensions. Although the presenting reason for homelessness may be exclusion from the family home, households will have a variety of histories or routes into homelessness and some may have been living with a family member or with friends or 'sofa surfing' after becoming homeless from a previous address. The means to prevent this is generally limited to private rented accommodation or rehousing through Home Options. However increasing demand for social housing is restricted due to the limited availability of 1 bed social housing and affordability within the private rental market.

Overall few are accepted as homeless due to rent arrears and an even smaller number are homeless due to mortgage arrears and repossession.

9.5 Temporary Accommodation

The Councils have a statutory duty to assess the housing needs of households who present as homeless. The duty may include the provision of temporary accommodation if households may have a priority need (pending enquires or as part of a main housing duty) and in cold and extreme weather. Fig 24 indicates that use of temporary accommodation is rising in High Peak and relates to increasing homelessness applications and statutory acceptances. The number of households temporarily accommodated, per 1,000 households (fig 25) remain lower than regional averages.

Fig 24: Number of households in temporary accommodation

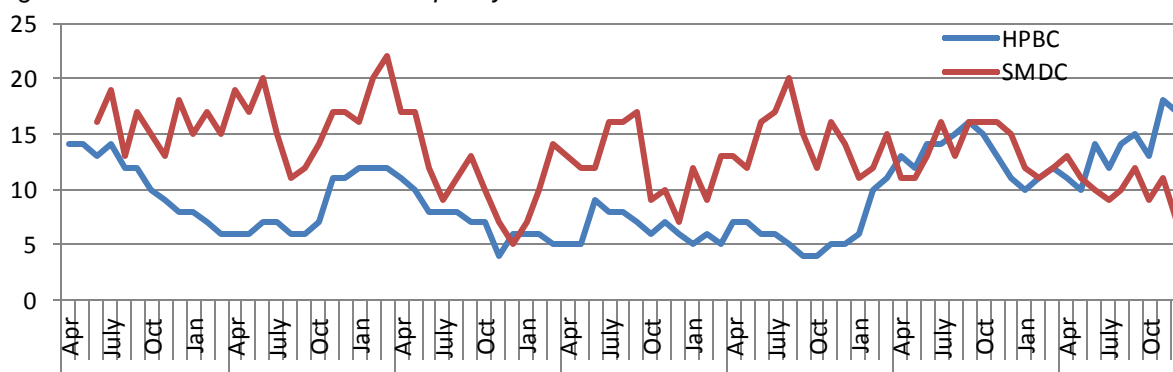


Fig 25: Households temporarily accommodated, numbers per 1,000 households

	31 st March 2013	31 st March 2014	31 st March 2015	31 st March 2016	31 st March 2017
Staffordshire Moorlands	0.50	0.36	0.28	0.28	0.28
West Midlands	0.72	0.66	0.69	0.91	1.09
High Peak	0.31	0.13	0.18	0.30	0.30
East Midlands	0.40	0.36	0.35	0.39	0.52

HPBC owned stock is primarily used to provide temporary accommodation subject to household requirements and availability. In Staffordshire Moorlands there is access to 12 units of temporary accommodation, provided through partnership with Your Housing. This partnership has previously achieved the re-modelling of former Council accommodation. A mix of accommodation for is available for single persons and families, with sanctuary scheme and wheelchair adaptations. With such a low temporary accommodation base available, a difficult balance has to be achieved in order not to increase the use other forms of temporary accommodation such as bed and breakfast and out of area placements.

The Alliance recognises that the use of Bed and Breakfast accommodation is highly expensive and offers for instance limited food preparation facilities and strives to meet local challenges (s8.3) and legislation¹³ in this regard. Bed and breakfast accommodation is provided on an emergency basis with a move facilitated to alternative accommodation as soon as possible.

Fig 26: Gross bed & breakfast expenditure

	2013/14	2014/15	2015/16	2016/17	2017/18 (up to Jan 2017)
Staffordshire Moorlands	11,980.75	26,114.46	28,272.74	14,703.53	11,645.12
High Peak	6257.34*	4373.53	3091.15	6871.05	7,131.95

*only 11 months available

Further work is needed to understand and implement changes to reduce the need for temporary accommodation.

9.6 Rough Sleeping

¹³ The Homelessness (Suitability of Accommodation) (England) Order 2003 (SI 2003/3326) came into force on 1 April 2004.

All local authorities conduct an annual estimate or count between 1st October and 30th November of people sleeping rough on a single typical night. This figure meets with the following DCLG definition ‘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”). Fig 27 & 28 illustrate that rough sleeping within the Alliance remains low.

Fig 27: Annual DCLG rough sleeping returns

	HPBC figure and (per 1,000 households)	SMDC figure and (per 1,000 households)	East Midlands figure and (per 1,000 households)	West Midlands figure and (per 1,000 households)	England figure and (per 1,000 households)
2017	3 (0.07)	1 (0.02)	313 (0.16)	295 (0.12)	4751 (0.20)
2016	1	2	255	289	4134
2015	3	4	208	249	3569
2014	2	2	193	186	2744
2013	2	3	206	223	2414
2012	2	3	137	230	2309

Rough sleepers are predominantly single males and can move back and forth between local authority areas, in order for instance to access available services, facilities and night shelters (i.e. Stoke-on-Trent, Derby).

The Alliance works with partners to develop initiatives to prevent and address rough sleeping. Rough sleeper outreach services operate in the areas which support the NSNO vision and respond to any rough sleeping referrals made through Streetlink or otherwise. Members of the public can report a rough sleeper through dedicated phone lines and an outreach worker will attend and offer help and advice as soon as possible.

Fig 28: Rough sleeping referrals

		2015	2016	2017
Referrals received	SMDC	19	7	4
	HPBC	2	3	10
Contact	SMDC	6	0	2
	HPBC	0	1	6

Night shelter provision in High Peak closed in 2014 due to lack of demand and volunteer capacity. Nightstop High Peak facilitate access to hosted accommodation (lodgings) and operate a ‘loan a tent’ scheme. This scheme reportedly provided tents to 48 individuals during 2016/17. It is understood that individuals may express a preference tent provision rather than hosted accommodation, wish to remain in particular localities (including New Mills, Glossop, Buxton), or may be travelling through the area, particularly in the summertime. In severe weather tent provision is particularly unsuitable and can be dangerous. To ensure access to statutory homelessness assessments and assistance, and suitable temporary accommodation provision in severe weather it is important to develop effective partnership working through a joint working protocol.

9.7 Homelessness prevention

Homelessness prevention addresses both the prevention of homelessness for those at risk of becoming homeless before homelessness occurs and the relief of homelessness after homelessness occurs, on the basis that homelessness will be prevented for at least six months. It includes help or positive action to remain in existing accommodation or access alternative accommodation and is undertaken by the authorities directly or by a partner organisation commissioned by the authorities (fig 29). Investment in services that actively

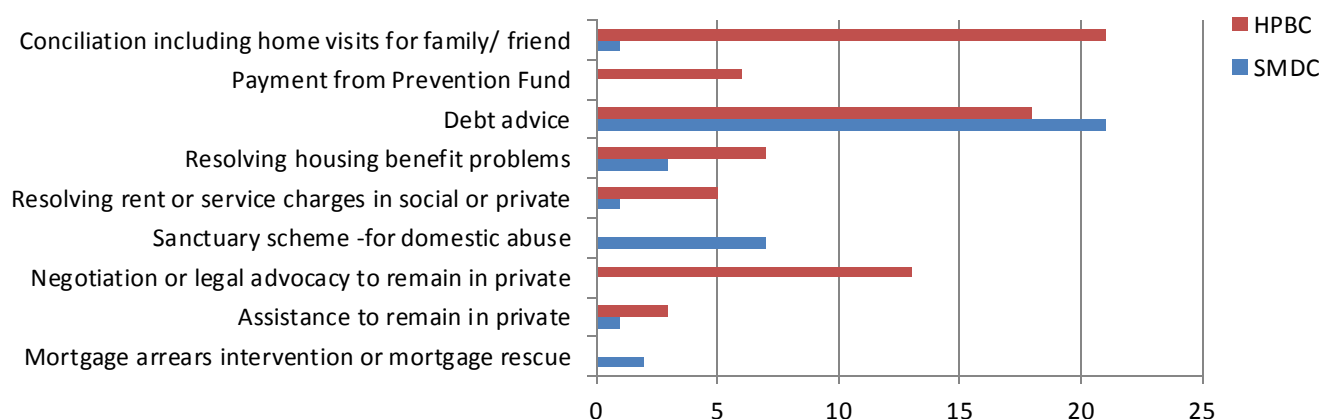
prevent homelessness reduces expenditure in relation to temporary accommodation, statutory homelessness services and other public services.

Fig 29: Homelessness Prevention Types

	Prevention Type	2012/13	2013/14	2014/15	2015/16	2016/17
High Peak	Remain in home	47	30	16	26	73
	Found alternative accommodation	132	130	171	153	121
	Total	179	160	187	179	194
Staffordshire Moorlands	Remain in home	29	40	173	67	38
	Found alternative accommodation	42	57	84	40	32
	Total	71	97	257	107	70

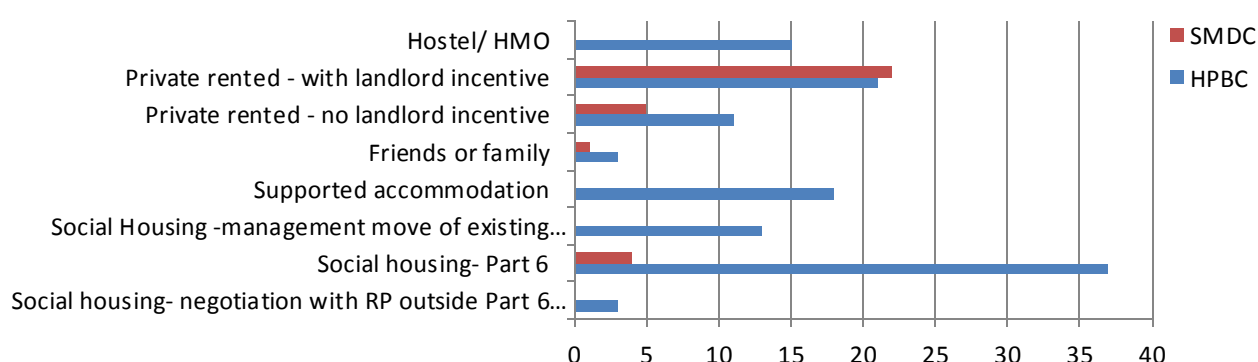
Assistance to remain in the home is predominantly achieved through; money and debt advice interventions, work with families, private and social landlords and housing benefit services.

Fig 30: Prevention: assistance to remain in the home 2016/17



Alternative accommodation provided is predominantly within social housing, private rented (with landlord incentive) and supported accommodation.

Fig 31 Prevention: assistance to alternative accommodation 2016/17



9.7.1 Existing Prevention Toolkit

Effective homelessness prevention lies in specialist services and a range of interventions and partnerships that this strategy, action plan and the homelessness forums influence and support. In response to the prevention agenda the Alliance works with partners to develop a range of prevention tools that assist applicants to prevent or resolve their homelessness at

the earliest opportunity. In addition to the list below the councils continues to work to develop new and innovative prevention services and partnership work.

- Pre tenancy training
- Rent Deposit Bond Schemes
- Prevention Fund (to assist people remain in current or secure alternative home)
- Money, debt and budgeting advice
- Single Persons Housing Project
- Support and Tenancy Support services (general needs and specialist) key to preventing tenancy failure and successfully establishing new tenancies
- 'Move On' protocol/ policy (to facilitate move on from supported accommodation)
- Landlord accreditation scheme
- Supported accommodation
- Temporary accommodation
- Rough sleeper outreach services
- Sanctuary Scheme security adaptations in relation to domestic abuse
- Information Sharing Agreements (for example with Your Housing to enable early notification of potential evictions)
- Joint working protocols (for example with social services in relation to young people and NHS Trust in relation to mental health hospital discharge)

9.8 Homelessness Prevention Projects

This section provides information about funded projects forming part of the prevention toolkit; their respective impacts and outcomes. Each of the projects provide regular performance reports which support homelessness prevention data.

9.8.1 The **Staffordshire Moorlands Money and Debt advice service** provides help with;

- Maximising income with benefit entitlement assessments and claim assistance
- Reprioritising and rescheduling debts to enable essential sustainable payments
- Assistance with court procedures for debt recovery and repossession
- Affordability assessments to support homelessness applications

During 2016/17 Staffordshire Moorlands Citizens Advice (Biddulph/ Leek/ Cheadle branches) assisted 95 households, providing 59 generalist advice sessions and 36 specialist advice cases. The tenure of households requiring assistance is predominantly social and private sector households; 20 Your Housing tenants, 8 other Registered Provider tenants, 25 private sector tenants and 13 owner occupiers. 29 or 49% of households were prevented from becoming homelessness as a result of timely money & debt advice provision. The service reports an increase in complex needs cases, those with mental health, substance misuse issues and vulnerabilities, and that it takes longer to work with these people to address and resolve issues. This can be linked with the availability of support services.

Case study

Client attended with an eviction warrant which was to be executed in 10 days time. Client was referred to a money advice worker as there were rent arrears to a social landlord amounting to over £2000. The client was a single parent of one child and in receipt of ESA, working and child tax credits and child benefit, and had a non-dependent adult living in the property. The client was in receipt of housing benefit and council tax benefit however the amounts received were reduced due to non-dependent deductions and even though the non-dependent was making contributions to the client to cover these deductions, the client could not manage since being unable to work due to sickness, and faced losing their home. Client also had a number of unsecured debts and priority council tax arrears.

Client was referred to SMDC for a homelessness assessment and we assisted with making an application to the court to suspend the eviction warrant. We successfully negotiated acceptable terms through the court and the eviction warrant was suspended, therefore the client did not become homeless.

The money adviser then assisted client with negotiating payment arrangements with the local authority to pay council tax arrears and advice was given on dealing with non-priority debts. Client was also advised about disability benefit entitlement to PIP and claimed a substantial discount on their water bill through the Big Difference Scheme and was advised to apply for a Discretionary Housing Payment to assist with paying the future rent liability.

During 2016/17 over 120 clients (31% HPBC tenants) were seen as part of the **High Peak debt advice project**, which provides money, debt and budgeting advice and assistance. The project dealt with over 2000 issues, £900,000 of debt (rescheduled through debt management plans and written off through debt relief orders and bankruptcy orders). The majority of clients are vulnerable, with 61% having a disability or long-term health condition. Income maximised for clients over £41,000 and homelessness prevented for 29 households.

Case study

Client lives in social housing with her non-dependent son aged 31. Client's son is out of work. Client has multiple health issues and is in receipt of Employment and Support Allowance. Client presented with utilities bills and over £3000 in doorstep personal loans. She had defaulted on the latter and felt very much under pressure from creditor contact.

Client was assessed for Personal Independent Payment and meets the criteria. Client has been assisted to complete the claim form – decision is pending. Client has been assisted to switch to cheaper gas and electricity tariffs and a Big Difference Scheme application was made to reduce her water charges.

A financial statement was prepared and the options of a debt management plan and a Debt Relief Order was presented to the client. Client has proceeded with the Debt Relief Order application which is in the moratorium period. She is much better off and her son is also contributing much more towards the household bills since the caseworker made her aware of the non-dependent deduction made via her Housing Benefit and Council Tax Reduction claims.

9.8.2 The **Staffordshire Moorlands 'Single Person's Housing Project'** works with single people under 35 years threatened with homelessness to provide;

- Mediation with relatives/ existing accommodation providers to explore opportunities to remain at home or move in a planned way.
- Signposting/ referral to specialist organisations for such things as mental health interventions/ drug/ alcohol/ employment.
- Pre-tenancy training in order to improve tenancy sustainment and the 'landlord offer'
- Assistance in finding accommodation, such as affordable shared accommodation.
- Tenancy support; advice in budgeting and independent living. Including liaising with landlords and dealing with relationships in shared properties to ensure tenancies successfully sustained.

During 2016/17 the service dealt with 55 referrals, 13 individuals were prevented from becoming homeless. 17 individuals were provided with tenancy support and 'setting up home' packs as required and 5 shared properties were administered. Feedback below

illustrate the far-reaching benefits to well being and life chances that the service creates by stabilising housing circumstances with relevant support and private sector landlords attach great value to the achievements of the project.

Customer and landlord feedback

*'I would not be where I am today without the help of the service'
 'I don't think this service can be improved, it has made a real difference to my life'
 'Without the help x has given me I wouldn't have sorted out my debt problems or learnt how to manage my money'
 '...quite a number of homeless have been able to move into one of my flats, they in turn have helped my charity. So may I say it works both ways. Wonderful with the tenants, she guides them towards a new life, of caring and sharing and looking after their new home, cleaning, cooking etc...it gives them confidence to very often start again living alone, knowing they have the back up of your project. A few years ago a young girl was brought to my home who was living in YMCA accommodation...in debts but slowly sorted herself out, knowing you were behind her...now has a good job and is a credit to the help given.'*

Fig 32: Pre tenancy training outcomes (Jan-Dec 2017)

	Single Persons Housing Project- Staffordshire Moorlands	Private Rented Sector project- High Peak
No. referred	18	39
No. engaged	9	24
Accommodation outcome – no. assisted into appropriate accommodation	5	11

9.8.3 The **High Peak 'Access to the Private Rented Sector Project'** provides;

- Rent Deposit Bond assistance
- Pre Tenancy Training
- Tenancy Support

The number of Rent Deposit Bonds issued through the project has decreased significantly (fig 33), reasons and ways to address are being explored and additional services are being provided to supplement activity. From December 2016 the project offers additional value, with private sector property inspections being undertaken within the Staffordshire Moorlands area to support the delivery of the Rent Deposit Bond Scheme. Additionally from March 2017 the project provides additional tenancy support services (unrelated to Bond cases) as referred by High Peak Borough Council. The availability of tenancy support has decreased within the Alliance and the tenancy support provided through the project enables successful tenancies to be established and when necessary provides crisis intervention to support tenancy sustainment and prevent homelessness.

Fig 33: Rent Bonds Issued

	2014/15	2015/16	2016/17	2017/18 to date
High Peak (Private Rented Sector project commissioned)	97	71	44	38
Staffordshire Moorlands (in house delivered by housing advice team)	17	19	26	11

The case study below illustrates the far-reaching benefits to well being that the service creates by stabilising housing circumstances with appropriate support.

Case Study

'A', a 49 year old male approached the Council for assistance because he was sofa surfing and had spent some nights sleeping in a tent. He had a relationship breakdown and had been asked to leave the accommodation that he shared with his partner and family. 'A' was having problems with his Employment and Support Allowance (ESA) which had been suspended and had no access to money for rent in advance or a deposit.

Once 'A' started his new tenancy we worked with him to make a claim for Housing Benefit and successfully challenge the ESA suspension and to get a backdated payment agreed. 'A' admitted feeling very low since his relationship breakdown and so was referred to a local counselling service and engaged in discussions

In order to improve the Private Rented Sector Offer available to all customer groups, including support to both customer and landlord across both authority areas; it would be beneficial to re-evaluate the rent deposit bond schemes and recommission services relating to both the Private Rented Sector and Single Persons Housing Projects.

9.8.4 The **Homelessness Prevention Fund** provides a flexible means to prevent homelessness across the spectrum of cause and enables households to retain existing or secure alternative accommodation. Poor financial situations can place households at risk of homelessness. The fund is recognised to support access into the private rented sector and is a key element in the effective negotiation of repossession cases. The 'invest to save' approach avoids costs for the Authority and poor outcomes for local potentially vulnerable residents. During 2017/18 to date 12 preventions achieved, with cost-effective average expenditure £408.19 per homelessness prevention.

9.8.5 The **Crossroads Derbyshire** project provides supported accommodation specifically for young women aged 16-24 years and their children who are escaping domestic abuse. In recognition of the age of the young women and their complex needs, a high level of support is provided with workers present 24/7. The project also provides floating support through weekly support sessions and group work based in the community. In 2016/17 supported accommodation provided to 25 young women (and 21 children). A further 45 young women have been given support through one-to-one sessions and High School based group work with vulnerable young women; issues include sexual exploitation and domestic abuse within the family. Whilst the main reason for seeking help is domestic abuse, many have other support needs including drug and alcohol dependency or mental health issues and involvement with child protection services. Many of the women lack confidence and self esteem, many have grown up in a household where domestic abuse was present and had previous social care involvement. Since being at the project incidents of self harm have reduced and mental health greatly improved.

9.8.6 **Good News Family Care** provide supported accommodation to those experiencing homelessness, domestic abuse or/ and addiction issues. Jan – Dec 2017 accommodation based support provided to 45 residents (and 18 children) and ongoing support was also provided to 23 former residents. Residents with identified support needs were supported to better manage; physical health 93% mental health 86% and substance misuse issues 83%. 28 residents were supported to move on into alternative accommodation. During the period the housing advice service directly referred 26 households, 9 of whom were accommodated (in context of 39 total admissions) that would otherwise have required alternative temporary accommodation and appropriate support.

9.8.7 During 2016/17 a total of 41 disabled facilities grant (DFG) requests approved and 39 completed. A significant proportion of the additional **funding to meet the needs of people with disabilities** was provided was allocated to a complex children's case to facilitate early approval of works that would not have been possible within the financial year. 5 urgent cases were brought forward that otherwise would have had to be deferred until 2017/18. Within

2017/18 to date, 46 DFG requests have been approved and 27 completed. A significant proportion of the additional funding to meet the needs of people with disabilities is being allocated to 2 complex children's cases to facilitate adaptations in new build developments in Chapel en le Frith. The remaining funding is supporting the high cost of grant cost variations – currently running at just under £11K - which we would otherwise struggle to accommodate within the existing budget and which will facilitate the early completion of these cases.

9.8.8 National research finds a clear evidenced link between accommodation and reduction in re-offending rates. The **Action Housing project** provides supported accommodation and housing related support to offenders with a connection to the Derbyshire area and supports our key partners, Derbyshire Police and Derbyshire Probation Trust with public protection. During 2016/17 the project provided supported new clients and assisted clients to move in a planned way. Recall to custody for public protection reasons is regarded as a positive move on as it means that re-offending has been prevented. 96% clients were assisted to develop skills to manage their tenancy, live independently and engage with appropriate health and prevention services.

Detective Sergeant

an invaluable service and support for high risk offenders who would not receive support elsewhere. They provide a step down facility for those either coming out of prison or moving on from approved premises who would fail and end up being returned to the criminal justice system without the support. The service offered is vital to provide appropriate accommodation for those who pose risk to the public of Derbyshire.'

9.9 Supporting vulnerable people: service availability

Ensuring that support and supported accommodation is available to vulnerable people is key to preventing tenancy failure and 'revolving door' or repeat homelessness. In the non-unitary authority areas a county-wide approach is particularly important to address the support needs of vulnerable people, where housing and homelessness services are provided by the district/ borough authorities whilst other key services, such as social services, are delivered at the county level.

Prior to April 2011 local authorities had an annual grant to provide 'housing related support' known as Supporting People funding programmes (now DAST Derbyshire Accommodation and Support Team in Derbyshire). Removal of the ring fence on this funding coincided with reductions in central government grant to local authorities, which impacted on this budget as well as others. A considerable decrease in funding has been seen which has resulted in fewer accommodation based options and support services. This has placed increased pressure on existing services and the accessibility of supported housing is increasingly restricted with local connection criteria requirements. The homelessness service have also seen a notable anecdotal increase in applicants with complex needs, including an offending or substance misuse history, who are more challenging to assist and need a more 'social care' style of support. This requires increased efforts from housing staff in partnership with other professionals meaning that many cases are taking longer to deal with and suitable options are more difficult to secure. They may also be excluded from social housing registers due to rent arrear and private and social landlords are becoming more risk averse. A former 'Excluded Families Project' in the Staffordshire Moorlands offered intensive support and accommodation on a licence basis with progression to a normal tenancy, on a similar basis to the 'Housing First' approach. Future work needs to be undertaken to address these common issues.

Going forward Assessments and revised HCLIC monitoring required under the HRAct 2017 may facilitate greater understanding of support needs and the underlying issues associated

with homelessness that require intervention, which could be used to inform service commissioning. The Alliance strives to source other funding to maintain and enhance services by joining with partners to secure alternative grants (s.5.6).

Where accommodation is sourced tenancy support can ensure longevity of homeless prevention and reduce the risk of 'revolving door' homelessness. This is especially important given the new legislation will allow the prevention, or relief (help to secure) duties to be ended with any accommodation offered or secured that is likely to be available for 6 months. Tenancy support is currently available through the Access to the Private Sector Project and the Crisis Intervention project provided by Leonard Cheshire Disability within the High Peak area. However following changes to Supporting People funding there is no equivalent general needs tenancy support provision in Staffordshire Moorlands, with the exception of that available to single under 35's through the Single Persons Housing Project.

Foodbank assistance is available, however access to furniture and white goods is particularly restricted in the Staffordshire Moorlands, with Derbyshire Discretionary Fund and Glossopdale Furniture Project available within High Peak.

9.9.1 Domestic abuse

Anyone can potentially become a victim of domestic abuse. Domestic abuse is an issue for every community; it can affect individuals from any age, gender, ethnicity, or socio-economic background. National research suggests that a third of all children in homes where domestic abuse takes place are also directly abused by the perpetrator, so there is a need for strong links with safeguarding and support services for children. Research confirms that domestic abuse has significant emotional and psychological impact. This most often includes; anxiety, depression, suicidal behaviour, low-self esteem, post-traumatic stress. These mental health and emotional needs tend to be extremely similar for both victims and children present in the household, and require considerable levels of support. Frequently there can be alcohol/substance misuse, alongside other health and well-being problems and of course homelessness.

Households at risk of domestic abuse and violence often have to leave their homes because of the risk of repeat incidents of abuse. In these circumstances emergency refuges provide a safe and supportive environment for households fleeing abuse. Domestic abuse is one of the main causes of homelessness across the Alliance and vitally important refuge provision is available in both authority areas; 1 in Staffordshire Moorlands and 2 in High Peak. However in some instances out of area placements may be necessary for safety reasons. Stakeholders indicate that women and children who move into refuge often express immediate feeling of safety and sense of relief despite the fact that in leaving the perpetrator/s they lose their home, pets, possessions, financial stability and social/family networks. Also experienced by both women and children is a sense of loss/grief when leaving an abusive partner, in addition to feelings of guilt, shame, fear of the future, low self-esteem and a myriad of emotional, mental and physical health issues. The most dangerous time for a woman is when they try to leave. Statistics show that women frequently experience 35 incidents of domestic abuse before they seek help. For those most at risk, frequently displaying other complex needs alongside domestic abuse, accessing refuge is the only available option. Making the difficult decision to leave is only the first step in a long process. Refuges are designed specifically to offer the specialist support required to keep people safe, offer a wide range of assistance liaising within a multi agency framework, including statutory provision such as the police, social care, housing, health and education, alongside voluntary sector services such as charities, housing associations and local community groups. The aim is to enable families to live independently without the threat of, or actual violence. The most vulnerable and at risk families access refuge which includes those needing to leave not only their home, but also the area in which they live.

Stakeholders also indicate that refuge provision works as it enables families to access specialist provision which understands the needs of women and children experiencing domestic abuse and enables them to receive targeted interventions such as support and action planning individually and holistically. Refuges provide one to one and group work. When looking to support families experiencing domestic abuse, it is imperative that the structure includes preventative work, crisis accommodation and recovery. Refuges fall into both crisis accommodation and recovery which enable victims to access support, respite, coping strategies, and work towards identifying the abuse, through to recovery and 'breaking the cycle' of repeat abuse.

Council officers through the Community Safety Partnerships are closely involved in Domestic Abuse Forums and commit financial support to many domestic abuse services/ projects (i.e. school education programmes). At an operational level there is close partnership work to obtain the best outcomes for victims and their children through; CAF (Common Assessment Framework), MARAC (Multi Agency Risk Assessment Conferences) that focus on the safety of high-risk domestic violence victims. These multi agency groups are concerned to ensure that survivors of domestic abuse receive a co-ordinated response from agencies. There is also work with advocates such as IDVAs (Independent Domestic Violence Advisers), IDSAs (Independent Sexual Violence Advisers), Youth Offending Service, Integrated Offender Management, Probation and Police.

In Staffordshire Moorlands domestic abuse floating support (including resettlement) and children's worker available, however separate resettlement support provision is no longer available. In High Peak outreach floating support (covering resettlement and children's worker) is available. A Derbyshire wide domestic abuse telephone advice line is provided by the Derbyshire Domestic Violence and Sexual Abuse Service (DDVSAS) consortium. This provides a single point of access for victims and professionals to facilitate access to available accommodation and support services. Perpetrator programmes are also available in both areas.

Sanctuary Schemes, with installation of appropriate security measures, help prevent victims of domestic abuse from being subject to further, intimidation or abuse, to remain safely within their homes and minimise disruption. A Sanctuary Scheme is available in the Staffordshire Moorlands through the Community Safety Partnership. Increased security measures are available within HPBC properties and are facilitated in other tenures via the Derbyshire wide Handyman service.

9.9.2 Offenders

In addition to statutory support services, Accord provide floating support services across Staffordshire and Action Housing accommodation based support in Derbyshire. At an operational level there is joint working with the Probation Service, Integrated Offender Management Service, MAPPA (Multi Agency Public Protection Arrangements), the Staffordshire Moorlands Vulnerability Hub and High Peak MAPs meetings.

An information sharing protocol is in place with Staffordshire Police & West Midlands Probation Trust which aims to assist high risk offenders in custody homeless at the point of release. It also aims to assist offenders in the community under the supervision of the probation service who have an urgent change of circumstance, resulting in an immediate accommodation need. It facilitates exchange of information about offender risk/needs and the opportunity for homelessness prevention. Further joint working and data sharing agreements are being around prison release with Staffordshire and Derbyshire CRCs (Community Rehabilitation Companies) in relation to low/ medium risk offenders and the HRAct 2017.

9.9.3 Substance misuse

Derbyshire substance misuse service (DSMS) is a consortium drug treatment service between Derbyshire Healthcare NHS Foundation Trust, Phoenix Futures and SPODA and is currently based at locations throughout the county. DSMS provide services to meet the health, criminal justice and harm reduction needs of the county's substance misusers who are aged 18 and over. Drug and alcohol support services are available in both localities with drug and alcohol recovery accommodation based services available only for women in High Peak. Other accommodation based recovery options are available within County. There is no temporary accommodation for people with alcohol problems such as 'wet' houses and support services are vital to secure sustainable housing solutions for clients with substance misuse issues.

9.9.4 Young/ Single People

Single homeless people may be 'sofa surfing' with friends or relatives, or literally roofless and sleeping rough. Most single people who are under 35 and reliant on housing benefit are only entitled to find a room in a shared house. There are no supported accommodation options for young or single people in the Staffordshire Moorlands, however the Single Persons Housing Project provides accommodation options on a self or shared basis, pre-tenancy training and tenancy support. DAST commission floating support services across Derbyshire and significantly reduced supported accommodation bed spaces under the SAFE Framework, 4 of total 8 are in High Peak. ARK Housing Trust and The Way offer supported shared accommodation and Nightstop High Peak provide hosted accommodation for 16-25yrs and vulnerable people over 25yrs). Supported accommodation is available at County level through for instance Action Housing, Derventio, Salvation Army, Brighter Futures, ARCH North Staffs and YMCA. However access to available out of area temporary or supported accommodation is increasingly difficult due to local connection eligibility restrictions.

A successful bid to the Transformational Challenge Fund has enabled Derbyshire County in partnership with districts/ boroughs to formulate a Positive Pathway for 16/17 year olds aimed at reducing the number of late entrants into care and finding alternative positive pathways. Research into current practices and processes has enabled learning from best practice and work with St Basils. Following this model of service provision, which ensures that every 16/17 year old receives the most appropriate service, new jointly commissioned services (Social Services and Derbyshire Accommodation and Support Team (DAST) will provide advice, support, and accommodation to all 16/17 year olds in housing need.

The housing advice service contributes operationally through the Common Assessment Framework, child protection and safeguarding. A Staffordshire wide 16/17 year old joint working protocol with social services is in operation across Staffordshire local authorities and Staffordshire County Council children's services. Joint statutory guidance issued to local authorities and children's service authorities outlines the respective and overlapping duties under Part 3 of the Children Act 1989 and Part 7 of the Housing Act 1996 to secure or provide accommodation for homeless 16 and 17 year old children, following the House of Lords case R (G) v London Borough of Southwark (2009). The current Staffordshire and draft Derbyshire protocol shall be reviewed in light of imminent revised joint statutory guidance in this area.

The number of 16-17 year olds accepted as statutorily homeless is consistently zero in High Peak and very low in the Staffordshire Moorlands following proactive work to prevent youth homelessness, improve joint working practices between services and significantly improve experience and outcomes for service users. In addition to joint working practices a Youth Homelessness Education programme was delivered in schools and sixth form colleges

throughout the Alliance during 2013-2015 by the Zest theatre group. This delivered education workshops and awareness raising sessions to groups of young people and provided resources to support the integration of homelessness issues into subject-based lessons. The following objectives were effectively addressed:

- young people educated on the issues that can lead to homelessness
- change in the attitudes of young people, their families and the education community towards homelessness
- young people educated in the responsibilities of managing a tenancy
- raised awareness of the issues that can occur from living independently at a young age
- young people's financial awareness raised
- young people signposted to available services and support

9.9.5 Mental Health

P3 (iDecide) offer floating support within the High Peak area Amber Trust supported housing for people with mental ill health and ARK Housing Trust offer shared supported accommodation. Within the Staffordshire Moorlands Rethink and Brighter Futures provide supported accommodation, with floating support, drop in centres and NHS well being hub also available.

The North Staffordshire homelessness prevention and mental health discharge protocol was developed with a number of local authorities and the North Staffordshire Combined Healthcare NHS Trust. The purpose of the protocol is to bring together all of the agencies that can assist in ensuring that people are discharged from Inpatient Adult Acute Services and hospital are discharged in a planned way, preferably with suitable accommodation to go to and to ensure that any necessary support is put in place. The protocol sets out clear procedures to be followed from the point of admission and addresses bed blocking and patient care. It assists with the effectiveness of the response from the housing advice service because of it is difficult to secure suitable housing options at particularly short notice.

9.9.6 Learning and Physical Disabilities

East Midlands Housing, Your Housing and Choices provide supported accommodation options for those with learning difficulties within the areas and support services are also available.

Home Improvement Agencies operate in both areas, which co-ordinate Disabled Facilities Grant adaptations and provide tenure neutral advice and information for people to improve, repair, maintain, or adapt their homes.

The Home Options allocation policies give varying medical priority, with Band A priority available for individuals who may for instance be unable to return home from hospital due to property suitability.

9.9.7 Older People

Considerable older persons housing is available within HPBC stock (s9.3.3). Within High Peak Registered Providers including JJHT, Anchor, Raglan, Equity and Guinness also provide sheltered housing and Extra Care is available through SYHA and imminently with Housing & Care 21. HPBC provide a tenure neutral 24 hour community alarm monitoring and response service and work closely with DCC to provide telecare technology to support older people to remain at home, without this technology and response service clients may not be able to remain at home safely and may have to enter Care. Currently around 1800

clients are supported across High Peak through a variety of packages. Within the Staffordshire Moorlands similarly Carelink alarm and support services are available, Registered Providers including Your Housing, Midland Heart, Anchor and Sanctuary similarly provide sheltered housing schemes and one Extra Care scheme is available.

The Derbyshire Handy Van Service provides practical support to help older and vulnerable people to live independently in their own homes. The service is a successful partnership between DCC Adult Care Department, Derbyshire Fire and Rescue Service and Derbyshire Community Safety.

9.9.8 Move on

The Home Options allocation policies recognise the importance of facilitating move on from the limited supply of supported accommodation for those who have sustained a satisfactory term of supported living and are ready to move into general needs accommodation. The last 2013 Derbyshire move-on audit undertaken with accommodation-based voluntary or statutory organisations concluded that within High Peak 92% of moves from supported accommodation were planned moves. 21 people (equivalent 55%) of people within supported accommodation were ready and waiting to move-on from supported accommodation within the Borough but were unable to do so due to lack of appropriate move-on accommodation; with the majority of these waiting to move-on into local authority/ housing association accommodation with a small minority waiting to move-on into the private rented sector. The following issues were identified to have affected move-on;

- Welfare reforms, placing huge demands on single person accommodation.
- A reduction in housing benefit for some clients has also made it difficult to access the private rented sector.
- Changes in allocation policies, benefit sanctions and abolition of the Social Fund have also had an impact.

To effectively continue to tackle issues in relation to move-on in Derbyshire a joined up approach is provided through MOPP, with key partner agencies being DAST, local authorities and housing providers, support providers, housing benefit teams and local job centres.

9.9.9 Housing Positive Pathways

Local authorities and partners are encouraged to develop housing pathways that include accommodation and support for key client groups. For some of our most vulnerable customers a more bespoke pathway approach would benefit their journey and improve access to support and sustainable accommodation. At present key client groups that would benefit most from a housing pathways approach are considered to be vulnerable adults with complex needs and young people.

9.10 Accessibility of services

One Stop Shops are available in each of the Staffordshire Moorlands main towns (Leek, Cheadle and Biddulph). Similarly in High Peak the Buxton, Glossop and Gamesley offices offer internet access and accessibility for those with disabilities.

24 hour emergency homelessness assistance is available with access to temporary accommodation facilitated in accordance with legislative requirements. The Home Options and Council websites provide access to advice and information and offer email enquiry services.

A homeless duty officer is available to address same day homelessness emergencies. Over the phone advice is available alongside face to face housing options and homelessness interviews. Home visits are carried out when face to face support is required and an individual is unable to attend Council Offices. A translation service is made available to those who need it to ensure everyone can fully understand the choices and services that are available to them. Feedback from customers is taken into account and any accessibility issues raised are addressed and regular staff supervision undertaken to monitor quality of service. However there is opportunity to develop customer feedback methods to inform and improve service delivery.

Strategic Priority 1: To prevent homelessness by providing a comprehensive range of services						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
Ensure all households understand the housing options that are available to them by providing high quality service.	Information available re: -preventing homelessness, securing accommodation if homeless and the rights of those who are homeless or threatened with homelessness - any help or support (provided by us or any other local organisations) that is available for those who are homeless or likely to become homeless as well as how to access that help -specific to the particular groups specified in s179(2) who are at increased risk of becoming homeless and self-help information	Clear, accessible, up to date self-help information on the Councils website	Review web page hits	Existing	Housing Strategy Officer	April 2018 Reviewed every 6 months to ensure information up to date
	Develop triage approach to facilitate informed and effective use of interview time	Information provided on a self serve basis as part of initial homelessness enquiry/ referral prior to interview Review available toolkits/ good practice	Information collated through self serve facility	Existing	Senior Housing Manager Housing Strategy Officer	Reviewed annually
	Provide quality advice by telephone, in person, supported by IT solutions	IT homelessness module developed to effectively facilitate PHPs Ongoing staff supervision, training and procedures updates Consideration of virtual interview options		Existing	Senior Housing Manager	April 2018 Reviewed annually
	Develop methods to collect customer feedback to inform and improve service delivery	Work with customer services to develop approach to customer feedback	Feedback mechanisms in place Feedback informs & improves service delivery.	Existing	Housing Strategy Officer	Reviewed annually

Strategic Priority 1: To prevent homelessness by providing a comprehensive range of services						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
	Partner organisations provide quality advice relevant to customer needs	Communications with partners through Homelessness Forums	Meeting minutes	Existing & shared use of partners resources (i.e. training)	Housing Strategy Officer	Reviewed annually
	Explore advice and support available to people from abroad who may become ineligible households to ensure an effective response	Explore guidance and benchmark with local authorities Develop procedures and up to date accessible website information	Clear, relevant information available		Housing Strategy Officer	End 2018 Reviewed every 6 months
	Ensure realistic perceptions of housing options (including availability of social housing), homelessness and knowledge of support services	Clear, accessible, up to date self-help information on the Councils website Monitor & publish social lettings information Work to deliver positive housing pathways Consider opportunities to provide advice and information to young people through schools & mediation. Contact all single under 35s on SM housing register to raise awareness of SPHP services.			Housing Strategy Officer	Annual lettings information published
Implement Homelessness Reduction Act	Continue to deliver and develop Implementation Plan	Work with local authority services, stakeholders, and partners (statutory, voluntary and third sector) to deliver the Plan	Greater prevention Delivery monitored by Transformation Board	Existing	Senior Housing Manager. Housing Strategy Officer	Ongoing – key aspects in place by 3 rd April

Strategic Priority 1: To prevent homelessness by providing a comprehensive range of services						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
Develop Positive Pathways	Consideration of best practice and work with partners and partnerships to develop Pathways for young people and vulnerable adults with complex needs	Partnership work with County Councils and other partners (statutory, voluntary and third sector) and existing partnerships (i.e. DHOG) to deliver.	Better joint working and outcomes for these client groups – increased prevention	Existing & Transformational Challenge Fund	Housing Strategy Officer	Reviewed annually
Improve prevention toolkit	Good practice and projects developed	Guidance and good practice considered	Homelessness prevention with best use of existing resources	Existing	Senior Housing Manager. Housing Strategy Officer	Reviewed annually
	Effective projects commissioned with SLA performance monitoring Customers signposted to relevant organisations and initiatives for help & support	As stipulated within SLAs and annually as part of budget setting process. Maintain up to date information on available services Develop cost benefit analysis (NPSS toolkit)	Performance meets targets Homelessness preventions with best use of existing resources	Existing	Housing Strategy Officer	Reviewed annually
	Enhanced partnership working	Develop means (including IT solutions) to facilitate early referrals through the s213B Duty to Refer Development of joint working/ data sharing agreements, which set out and facilitate agreed best practice. Work with public health services. Funding opportunities secured to maintain and enhance services	Early intervention & homelessness prevention. Customers achieve sustainable and healthy living solutions	Existing and new funding opportunities	Housing Strategy Officer	In place for 1 st October 2018 when duty commences Reviewed annually

Strategic Priority 1: To prevent homelessness by providing a comprehensive range of services						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
	Help households remain together where it is safe with mediation	Build staff capacity to address through training, Home Visits, and ongoing work with social services support.	Homelessness prevented and moves in a planned way rather than crisis	Existing	Housing Strategy Officer	Reviewed annually
	Help those experiencing domestic abuse to have access appropriate services, support and accommodation	Work with County Council and partners to address need Sanctuary Scheme provision	Range of appropriate services, support and accommodation in place (including refuge provision)	Existing	Housing Strategy Officer	Reviewed annually
	Review use of Prevention Fund to ensure resources effectively utilised	Work good practice and housing advice service to develop and implement Council wide policy	Homelessness Prevented	Existing	Housing Strategy Officer	Reviewed annually
	Review use of DHP to ensure resources effectively targeted to prevent homelessness and explore options to help secure a move to alternative accommodation (i.e. cash rent deposits)	Consider guidance and good practice Work with housing benefit service to develop DHP policy and implement		Existing	Senior Benefit Officer. Senior Housing Manager. Housing Strategy Officer	Reviewed annually

Strategic Priority 2: Ensure suitable accommodation is available to address and prevent homelessness						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
Increase the supply of affordable housing and maximise the use of existing housing	Work with developers and RPs to increase new build affordable housing	Through planning, regeneration services and revision of the Housing Strategy	Number of new build affordable properties (PI)	Homes England grant funding, S106 and Right to Buy receipts	Regeneration Manager Housing Strategy Officer	Ongoing activity reviewed annually. Housing Strategy in place end 2018.

Strategic Priority 2: Ensure suitable accommodation is available to address and prevent homelessness						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
	Support empty homes work, particularly supporting growth of rented sector	Delivery of recent Empty Homes Strategy and cross service working group	Empty Homes brought back into use Transformation Board review progress	Existing skills within are being used to identify and map the location of empty homes	Housing Strategy Officer	Empty Property Strategy in place end 2017. Progress reviewed Transformation Board
	Work with RPs in relation to implementation of flexible/ fixed term tenancies	Work with RPs to establish whether adopting, and if so, considerations/ actions/ homelessness prevention opportunities upon tenancy end		Existing resource	Housing Strategy Officer	Reviewed annually
	Review & establish nomination agreements	Work with RPs to review existing & establish nomination agreements (50%)	Nomination agreements agreed and in place Nominations monitored annually (LAHs return)	Existing resource	Housing Strategy Officer	Reviewed annually
	Review mutual exchange options	Reviewed against best practice	Clear information available about available options/ initiatives	Existing resource	Senior Housing Manager. Housing Strategy Officer	Reviewed annually
Ensure that repossession is the last resort	Review HPBC eviction processes, including support available to customers at eviction warrant stage	Consider guidance and good practice and work closely with rent collection team and Senior Housing Manger		Existing resource	Senior Housing Manager	Reviewed annually
	Enable early identification and proactive prevention of potential evictions from social tenancies	Work closely with RPs to review existing & establish joint working arrangements/ protocols	Formal arrangements in place & operating. Closer joint working, with referrals facilitating earlier intervention made to HAS. Increased homelessness prevention.	Existing resource	Housing Strategy Officer	Reviewed annually
	Review prevention options available to Owner Occupiers	Review available good practice/ initiatives, equity release schemes.	Customer information available	Existing	Housing Strategy Officer	

Strategic Priority 2: Ensure suitable accommodation is available to address and prevent homelessness						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
	Respond to ongoing need for money, debt & budgeting advice, with digital access support	Annual SLA & monitoring Increase personal budgeting support & digital assistance through delivery of UC Implementation Plan		Existing	Housing Strategy Officer Senior Benefits Officer	Reviewed annually
Minimise use of Temporary Accommodation (TA)	Review use of TA and develop policy/ procedures Consider the impact of changing funding arrangements for supported accommodation	Review existing provision and use (including type, duration, out of area placements)	Policy/ procedure in place No 16/17 year olds in B&B, not to place any families not in B&B for longer than 6 weeks Quarterly monitoring established	Existing resources	Housing Strategy Officer	Review – end 2018 Policy/ procedure – June 2019 Quarterly monitoring
Review options for single people (including those aged under 35 years)	Commission services related to the SPHP & Access to PRS projects YP supported accommodation scheme alternative such as Nightstop in SM	Review available good practice/ initiatives (sharing & lodging schemes, accommodation finding services)	Options available for singles, under 35's to support sustainable access to accommodation.	Existing resources	Housing Strategy Officer	1 st April 2019 Reviewed annually
Maintain supported accommodation options	Consider the impact of changing funding arrangements for supported accommodation from 2020 Work with partners to support 'move on' agenda Improve performance monitoring in relation to schemes receiving Intensive Housing Management funding	In partnership with providers and working groups DHOG/HPOG/County Councils Through Homelessness Forums & MOPP Review performance monitoring procedures with providers	Revised funding arrangements in place with minimal impact to existing supported accommodation. Revised monitoring procedures in place which inform service quality considerations		Housing Strategy Officer Senior Benefits Officer	Reviewed annually

Strategic Priority 2: Ensure suitable accommodation is available to address and prevent homelessness						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
Ensure vulnerable and homeless households are appropriately prioritised on the housing registers	Review allocations policy to make best use of stock & take into consideration HRAct 2017	Complete review through Home Options Working Group	Length of time to rehouse via Home Options data	Existing	Senior Housing Manager Housing Strategy Officer	Reviewed annually

Strategic Priority 3: Improve the Private Rented Sector Offer						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
Advice and initiatives to support both tenants and landlords	<p>Deliver a 'call before you serve' early intervention landlord service pilot</p> <p>Improve property & management standards through Landlord Accreditation Schemes, enforcement activity, establishing Landlord Forums & building staff capacity to address illegal eviction</p>	<p>Work with DHOG & DASH to develop, deliver and evaluate pilot.</p> <p>-Promotion of Landlord Accreditation Schemes. -Improved landlord information on websites, Universal Credit awareness raising sessions & FAQs. -Work with Environmental Health and Benefit Services to establish Landlord Forum & consult with landlords. -Staff training.</p>	<p>Earlier intervention, enabled to remain or planned moves and rehousing options available</p> <p>Improved landlord relationships and joint working</p> <p>Increased prevention and relief of homelessness.</p> <p>'Discharge of duty' through private rented discharge policy</p>	Existing	Senior Housing Manager Housing Strategy Officer	Pilot scheme established during 2018/19

Strategic Priority 3: Improve the Private Rented Sector Offer						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
Improve access to the private sector	<p>Recommission services related to both the Access to the Private Rented Sector and Single Persons Housing Projects. This will include Pre-tenancy training and Tenancy Support.</p> <p>Explore schemes that offer affordable shared accommodation</p> <p>Review Rent Deposit Bond Schemes and Prevention Fund</p>	<p>Develop tender specification and work with procurement services</p> <p>Consider good practice</p> <p>Council wide RDBS & Prevention Fund policies developed with housing advice service and partners</p>	<p>Homelessness preventions</p> <p>'Discharge of duty' through private rented discharge policy</p>	Existing	<p>Housing Strategy Officer</p> <p>Senior Housing Manager</p>	<p>Tender during 2018/19, services in place by 1/4/2019</p> <p>Revised RDBS & Prevention Fund schemes in place end 2018</p>

Strategic Priority 4: Ensure sufficient support is available to address and prevent homelessness						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
Reduce rough sleeping	<p>Help people off the streets & into settled accommodation</p> <p>Develop effective partnership working through a joint working protocol around tent provision in HP with Nightstop</p> <p>Work with Derby City mission</p>	<p>Work closely with outreach service providers (Brighter Futures, P3) DHOG and other partners to develop services (in particular High Peak outreach provision post 31.3.2018).</p> <p>Consider good practice and develop protocol and monitored</p> <p>Through the local delivery of the rough sleeper project</p>	Number of reported/ seen rough sleepers & outcomes of interventions	Existing	Housing Strategy Officer	Reviewed at DHOG and annually
Mitigate the impact of Welfare Reforms	<p>Money, debt, budgeting and digital support provided</p> <p>Stronger links with Credit Unions</p> <p>Work with agencies to increase access and options for access to employment</p> <p>Ensure that DHP is effectively targeted to prevent homelessness and explore options to help secure a move to alternative accommodation</p>	<p>Annual SLA & monitoring.</p> <p>Increase personal budgeting support & digital assistance through delivery of UC Implementation Plan</p> <p>Consider joint working good practice with Credit Unions</p> <p>Map & make available clear, accessible, up to date self-help information on the Councils website re employment related services</p> <p>Work with housing benefit service to develop DHP policy and implement</p>		Existing	<p>Senior Housing Manager</p> <p>Senior Benefits Officer</p> <p>Housing Strategy Officer</p>	Reviewed Annually

Strategic Priority 4: Ensure sufficient support is available to address and prevent homelessness						
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale
Ensure that vulnerable people can access support around various issues where it may impact upon the ability to maintain a home.	(As above) Support options for female lone parent households (25-44 age group) Tenancy support provision – particularly to address gap in SM Access to furniture and white goods within the Staffordshire Moorlands - particularly to address gap in SM	Map & promote available options related to this and all other customer groups. Clear, accessible, up to date self-help information on the Councils website		Existing	Senior Housing Manager Housing Strategy Officer	Reviewed annually
Improve support needs data collection	Collate data from Assessments and HCLIC monitoring, which can inform understanding and service commissioning	Establish quarterly reporting	Greater understanding of customer support needs/ gaps, which can be used to inform service commissioning/ funding opportunities	Existing	Housing Strategy Officer	Quarterly monitoring established by end 2018

