

**Derbyshire Dales**  
**Homelessness**  
**Reduction**  
**and**  
**Prevention Strategy**  
  
**2017/2021**

	<b>Content</b>	<b>Page</b>
	Foreword	5
<b>1</b>	<b>Introduction</b>	6
	<b>Part 1: Derbyshire Dales Homelessness Review</b>	
<b>2</b>	<b>National Context</b>	7
2.1	Making Every Contact Count	7
2.2	No Second Night Out	8
2.3	Welfare Reform Act	8
2.4	The Localism Act 2011	9
2.5	The Homeless Reduction Act	9
<b>3</b>	<b>The Local Context</b>	11
3.1	The Derbyshire Dales Corporate Plan 2015/2019	11
3.2	The Local Plan 2013/2028	11
3.3	Health and Wellbeing Strategy 2016 /2021	11
3.4	Derbyshire Dales Housing Strategy	12
3.5	Derbyshire's Anti-Poverty Strategy 2014/2017	12
3.6	The Derbyshire Dales Tenancy Strategy 2012	12
3.7	Derbyshire Dales Economic Plan	13
<b>4</b>	<b>Review of Achievements: Homelessness Strategy 2008-13</b>	14
<b>5</b>	<b>Homelessness in the Derbyshire Dales District</b>	15
5.1	Homelessness and Council Duties	15
5.2	Statutory Homelessness in the Derbyshire Dales	15
5.3	Main Causes of Homelessness	17
5.4	Levels and Nature of Statutory Homelessness	17
5.5	Households Not Accepted as Homeless	18
5.6	Black Minority Ethnic (BME) Households	18
5.7	Homelessness Acceptances by Household Type and Age	19

<b>6</b>	<b>Supporting Vulnerable People</b>	20
6.1	Youth Homelessness	20
6.2	The Derbyshire County 'Positive Pathway'	20
6.3	Looked After Children and Care Leavers	20
6.4	Outcomes for Young People	21
6.5	Supported Housing Services	21
6.6	Domestic Violence	21
6.7	Mental Health and Homelessness	21
6.8	People with an Offending and/or Substance Misuse Need	22
6.9	Rough Sleeping	22
<b>7</b>	<b>Single Homelessness</b>	23
7.1	Older People	23
<b>8</b>	<b>Households in Temporary Accommodation</b>	24
8.1	Temporary/interim accommodation (TA)	24
8.2	Bed and Breakfast and hostel accommodation	25
<b>9</b>	<b>Housing Supply – allocation of social housing</b>	26
9.1	Derbyshire Dales Home-Options	26
9.2	Preventing Homelessness Through Allocations	27
9.3	Rehousing Homeless Households	27
9.4	Private Rented Sector	28
9.5	Future Supply of Affordable Housing	28
<b>10</b>	<b>Welfare Reform</b>	29
10.1	Impact of Welfare Reform	29
10.2	The Welfare Reform Working Group	30
<b>11</b>	<b>Resources Available to Tackle Homelessness</b>	31
11.1	Homelessness Prevention Grant	31
11.2	Discretionary Housing Payment	32
11.3	Former Supporting People Funding	32
11.4	Council Tax Second Homes Funding	33
11.5	Accessing External Funding Sources	34
<b>12</b>	<b>Prevention</b>	35
12.1	Summary of Homelessness Review Findings	35

	<b>Part 2: DDDC Homelessness Prevention &amp; Reduction Strategy 2017-2021</b>	
<b>13</b>	<b>Priorities</b>	<b>38</b>
13.1	The prevention of homelessness	38
13.2	Ensuring there is sufficient accommodation available for people who are, who may become homeless	38
13.3	Ensuring there is satisfactory support for people who are, or who may become homeless, or who need support to prevent them from becoming homeless	39
14	Evidence	40
15	Accessibility of service	40
16	Partnerships	40
17	Targeted support	41
18	Welfare Reform	42
19	Future Housing Needs	43
20	Health and Wellbeing	44
21	Resources	44
22	Delivering an Excellent Service	45
23	Governance	46
24	Related strategies	46
25	Outcome of consultation	46
	Action Plan	48
	Glossary of terms	53

## Foreward

This Homelessness Prevention & Reduction Strategy represents the Council's ongoing commitment to preventing and tackling homelessness effectively. It will build on the success of previous strategies and seek to ensure that homelessness in the Derbyshire Dales is minimised, and that no-one should have to sleep rough in the area.

Homelessness can be a very damaging experience for individuals, families, and to our communities. Our priority is to work in partnership with local organisations in order to prevent homelessness wherever it is possible, and offer appropriate services to support people that do become homeless.

We understand that people can be affected by many and varied - often unanticipated - changes in their circumstances. Receiving confidential, professional and timely advice and support is critical to helping people to get back on their feet.

### **This strategy therefore sets our approach to:**

1. The prevention of homelessness,
2. Ensuring there is sufficient accommodation available for people who are, or who may become homeless,
3. Ensuring there is satisfactory support for people who are, or who may become homeless, or who need support to prevent them from becoming homeless.

In challenging financial times for councils, Derbyshire Dales DC recognises that to prevent homelessness, we need to use the existing resources effectively and make the most of existing partnerships. We also recognise that our investment generates savings across public services. The Council will continue to direct funding to support our Housing Service so that it can be effective in its work to alleviate homelessness.

I am pleased to endorse this strategy and the content of the delivery plan. I believe it will build on the achievements of previous strategies, and support the Council to deliver continuous improvement in its front line Housing Services.

**Forward by Cllr Jo Wild Chairman of the Community and Environment Committee**

# 1 Introduction

The Homelessness Act (2002) places a statutory duty on each local authority to carry out a review of homelessness and to develop a new Homelessness Strategy every five years.

The **Homelessness Review** provides a comprehensive assessment of:

- The levels and likely future levels of homelessness in the district
- Activities that are carried out which prevent homelessness, secure accommodation for homeless people, and provide support to people who are or may become homeless
- Resources available to carry out these activities.

The **Homelessness Strategy** must set out how the Council will prevent homelessness and provide support to people who are homeless, or at risk of becoming homeless during the coming five years.

Derbyshire Dales District Council (DDDC) produced its first Homelessness Strategy in July 2003 and continues to review homelessness, responding to any identified needs or gaps within local homelessness service provision and wider factors which may be of significant impact.

The last Homelessness Strategy was published in 2009 and the key objectives of this were:

- Improving the delivery of homelessness services, and providing an Enhanced Housing Options Service for DDDC residents
- Preventing homelessness and reducing the use of temporary accommodation
- Providing support for vulnerable people and preventing rough sleeping
- Tackling the wider causes and symptoms of homelessness
- Providing more settled homes.

Over the years there has been considerable progress to develop timely and relevant services which are aimed at preventing homelessness and providing realistic solutions to those in housing need.

The Housing Advice and Support Forum (HASF), launched in May 2011, continues to be a culmination of partners, statutory agencies and housing services working together to tackle homelessness. It has recently reviewed and updated its terms of reference to ensure that it is fit for purpose. The forum has been integral and supportive to the undertaking of this review, providing challenging and positive feedback to inform the review and the new Homelessness Review & Reduction Strategy and action plan.

**This document is divided into two parts:**

**Part 1 contains the findings of the Derbyshire Dales Homelessness Review, including data on homelessness and a picture of existing services and initiatives to prevent homelessness and support vulnerable people.**

## **Part 2 sets out the objectives and priority actions for the Derbyshire Dales Homelessness Prevention & Reduction Strategy 2017-2021.**

### **2 National Context**

The Derbyshire Dales District (DDD) Homelessness Strategy is developed in the context of national policy and legislative developments, as well as identified local needs.

A number of policy documents and legislative changes have been introduced since the formulation of the last homelessness strategy and will continue to influence the response to current and future homelessness within the DDD.

#### **2.1 Making Every Contact Count**

As a follow up report to a 'Vision to end rough sleeping: No second Night Out' and the 'Cost of Homelessness' published in 2011, the Government's Ministerial working group for Homelessness also introduced a range of changes as set out in the report 'Making Every Contact Count: A joint approach to preventing homelessness', published in August 2012.

The report sets out the Government's 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:

- Tackling troubled childhoods and adolescence
- Improving health
- Reducing Involvement in crime
- Improving access to financial advice, skills and employment services
- Pioneering 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.

The challenges have been adopted and developed into a framework by the National Practitioner Support Service (NPSS), who support local authorities to deliver improved housing options services. The NPSS have developed the framework for the Gold Standard, which is a 10 step continuous improvement approach that begins with a pledge from local authorities aspiring to strive for continuous improvement in front line housing services and culminates in an application for the Gold Standard. An application for Gold Standard allows Housing Options Services to robustly review their services through quality assurance and benchmarking processes.

## 2.2 No Second Night Out

A strategy for rough sleeping was set out by a Ministerial working group in a 'Vision to end rough sleeping: No Second Night Out Nationwide', published in July 2011. No Second Night Out (NSNO) has five standards:

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 Derbyshire Dales District actively seeks to tackle rough sleeping and has developed a NSNO pathway which supports the Government's vision. (Please see Rough Sleeping, page 20).

## 2.3 Welfare Reform

Welfare reform continues to affect access to housing. Welfare reforms with the most significant implications for housing and homelessness include:

### **Local Housing Allowance (LHA) Cap**

Housing benefit for single people in social housing without children will be capped at LHA rates. The policy applies to tenancies signed after 1 April 2016, with the entitlement changing from 1 April 2019.

### **Freeze to Local Housing Allowance**

There will be a four-year freeze to LHA rates for 4 years from 2016-17 to 2019-20.

### **Benefit Cap (BC)**

A further reduction in the total BC for families to £23,000 in London and £20,000 elsewhere (£13,400 single claimants) came into effect in November 2016.

### **Universal Credit (UC)**

It is expected by 2022 that all existing and new claims for benefit will be via UC.

The DDD has implemented a particularly robust response to prevent homelessness resulting from welfare reforms. (Please see responding to Welfare Reform page 28).

## 2.4 The Localism Act 2011

The Act introduced significant changes to the Housing Act 1996. The stated policy objective is to enable local authorities to better manage housing demand and access to housing within the context of local circumstances.

The key changes introduced by the Localism Act include:

- Local authorities are given the power to end their homelessness duty with an offer of accommodation in the private rented sector
- Social housing tenure reform to allow social landlords to grant fixed term tenancies with limited security of tenure
- The requirement for local authorities to set out their approach and response in a Tenancy Strategy
- Social Housing allocation reform which allows local authorities to set allocation policies appropriate to the local area.

The Government introduced the Homelessness (Suitability of Accommodation) (England) Order 2012 as a guidance to respond to concerns about the standards of accommodation that may be used by local authorities as temporary accommodation, and to end the homelessness duty. The statutory guidance includes requirements about the quality of accommodation and of landlords, as well as the suitability of the location for a household's needs and circumstances.

## 2.5 The Homelessness Reduction Act

Through the lifetime of this Homelessness Prevention & Reduction Strategy a new Homelessness Reduction Act will be introduced. The Act is very much based on the Welsh model giving LA's a duty to prevent homelessness.

The Homelessness Reduction Act is made up of 12 measures:

1. A change to the meaning of "homeless" and "threatened with homelessness". Each household that has received an eviction notice is to be treated as homeless from the date on which the notice expires, and the period at which a person is threatened with homelessness is changed from 28 to 56 days.
2. All homeless people have access to free advice and information.
3. Local authorities are required to carry out an assessment of what led to each applicant's homelessness, and set out steps to remedy this in an agreed, written plan.
4. Local authorities are required to help to secure accommodation for all eligible households who are threatened with homelessness, and at an earlier stage.
5. Local authorities are required to provide those who find themselves homeless with support for a further period of 56 days to help to secure accommodation.
6. Local authorities are able to take action to help to secure accommodation under the new duties to help homeless households.

7. Households in priority need who refuse to co-operate with prevention and/or relief activity will be offered a minimum of a six month private rented sector tenancy. They will not progress to the main homelessness duty. Households not in priority need who refuse to co-operate would be provided with advice and information only.
8. All young people leaving care will be deemed to have a local connection in the area of the local authority that is responsible for providing them with leaving care services under the Children Act 1989.
9. Applications are provided with the right to request a review in relation to the prevention and relief duties.
10. The Bill introduces a duty on specified local agencies to refer those either homeless or at risk of being homeless to local authority housing teams.
11. The Secretary of State has a power to produce a statutory Code of Practice to raise the standards of homelessness support services across the country.
12. A local housing authority must satisfy itself that specific requirements are in place where it secures accommodation for vulnerable households in the private rented sector.

## **3 The Local Context**

### **3.1 Derbyshire Dales Corporate Plan 2015 - 2019**

The plan sets out a vision for Derbyshire Dales and everyone who visits or lives and works in the District towards 2019. This includes that Derbyshire Dales will be a:

- A thriving district
  - Business growth and job creation
  - Affordable housing
  - Market towns
  
- Our Vision - distinctive, high quality rural environment with
  - People of all ages who are healthy and safe
  - High wage, high skilled jobs
  - Affordable, decent homes for local people
  - Town and villages that offer a high quality of life.

### **3.2 The Local Plan 2013 – 2033**

This has been developed to guide future development in the Derbyshire Dales (DD) to ensure that everyone who lives in, works in, learns in or visits the DD will benefit from future planning decisions. The Council's new plan aims to guide decisions about the developments that will take place in the DD over the next 15 years. It sets out the long term aspirations for the DD and indicates the broad locations for future housing, employment, retail, infrastructure and other land uses as well as providing detailed policies that will be used to assess planning applications.

### **3.3 Health and Wellbeing Strategy 2016 – 2021**

Health and wellbeing is a broad concept to describe the quality of a person's life. It is influenced by physical, mental and social factors.

In the DD there are a number of services which affect a person's health and wellbeing, and many of these are provided by the District Council.

The strategy focusses on the way that the District Council's services can be most effectively used to support and improve health and wellbeing, in partnership with existing and new partners

The Health and Wellbeing Strategy will ensure that DD will be a place where all residents have the opportunity to improve their health and wellbeing through:

- Increasing the number of people who take part in physical activity
- Increasing the number of households which can afford to have a warm home
- Increasing the number of people who eat a healthier diet
- Increasing the number of people who can afford housing
- Increasing the number of people in jobs
- Increasing the support for local businesses
- Increasing the number of people who feel safe in their communities

### **3.4 Derbyshire Dales Housing Strategy 2014 – 2017**

The Housing Strategy sets out the strategic objectives for addressing housing need and housing related services and support across the district over the next few years. The approach is strategic, meaning that it provides a broad overview of the housing issues, challenges and solutions. It has been developed in the context of considerable changes to the political and financial environment which will have a significant impact on how DDDC deliver housing services as well as on communities themselves.

The aim remains: *“to make the case for housing investment and to set out the District Council’s broad approach to housing in the Derbyshire Dales.”*

### **3.5 Derbyshire’s Anti-Poverty Strategy 2014 – 2017**

#### **Anti- Poverty**

Derbyshire’s Anti-poverty strategy aims to tackle poverty across the county against a backdrop of reducing public sector resources and a growing demand for services.

The strategy brings together the valuable work taking place across Derbyshire in identifying the key challenges and actions which are currently being undertaken by partners across the county.

Tackling poverty in Derbyshire will involve addressing four interrelated challenges:

- Increasing financial inclusion and capability
- Alleviating fuel poverty and increasing affordable warmth
- Reducing child poverty
- Improving employment prospects and skills

### **3.6 The Derbyshire Dales Tenancy Strategy 2012**

The Tenancy Strategy sets out the type of social rented housing tenancies that the District expects Registered Providers (RP’s) to provide.

The aim of this Strategy is to:

- Help direct the type of tenancies that RP’s will grant
- Identify the circumstances in which the RP’s can grant a tenancy of a particular kind
- Provide guidance to RP’s who grant tenancies for a certain length of time
- Identify the circumstances in which an RP’s may grant a further tenancy on the coming to an end of an existing (fixed term) tenancy.
- Identify when and how private sector tenancies will be used in discharging the Council’s homelessness duty.
- The changes to the Home-Options Register and allocations criteria for affordable housing.

### **3.7 Derbyshire Dales Economic Plan 2014-2019**

Based on analysis of the district's economic challenges and opportunities, the Derbyshire Dales Economic Plan 2014-2019 sets out the District Council's priorities to help enable the creation of more higher-value jobs in the Dales. The plan includes actions being undertaken by others which we will support; those we will need to undertake ourselves and the outcomes we are working towards over the next five years.

We support the Business Peak District partnership which aims to grow the Peak District economy.

## **4. Review of Achievements – Homelessness Strategy 2009-15**

The Derbyshire Dales has made considerable progress in developing services and partnerships to tackle homelessness since the publication of the 2009-15 strategy. The achievements against the objectives of the previous strategy are summarised below.

### **Key Area 1 - Reduce and Prevent Homelessness in the Peak Sub Region**

We have: Increased homelessness prevention year on year during the lifetime of the strategy through partnership working.

### **Key Area 2 - Provide suitable temporary accommodation for homeless people**

We have: Developed a range of temporary accommodation units across the district through partnership working.

### **Key Area 3 - Access to independence, settled housing and support**

We have: Prior to the reduction to the Adult Social Care budget increased provision of supported accommodation across different client groups through joint work and funding.

### **Key Area 4 - Prevent the loss of and provide access to high quality Private Sector Rented Accommodation**

We have: Worked with other council services and third party providers to improve accommodation, increase support and prevent tenancy failure.

### **Key Area 5 - Increase the supply of affordable housing for homeless people**

We have: A proven track record of building new homes and therefore increasing the supply of affordable housing in the Derbyshire Dales.

### **Key Area 6 - Improving monitoring procedures to inform future services and strategies**

We have: Improved our IT and adopted a paperless office improving data input and collection rates.

## **5. Homelessness in the Derbyshire Dales**

### **5.1 Homelessness and Council Duties**

Homelessness is a term that is used to describe various situations of housing need, and it is important to be clear about the different circumstances in which people are considered to be homeless. To summarise:

Statutory homelessness refers to those people who have made a homeless application and have met the criteria in legislation (Housing Act 1996, Homelessness Act 2002) to be accepted by the Council as eligible for assistance (according to immigration status), homeless and in priority need. This includes families, pregnant women and single people who are particularly vulnerable. A household may be accepted as 'homeless' because they are going to be evicted or are living in accommodation so unsuitable that it is not 'reasonable' for them to remain there. The Council has a duty to provide temporary accommodation to statutory homeless households.

Non-statutory/non-priority homeless people are primarily single people/childless couples who are not assessed as being in 'priority need' and are only entitled to 'advice and assistance' if homelessness. These residents are offered advice about looking for private rented accommodation, accommodation agency lists, assistance to apply for rent in advance from the Derbyshire Discretionary Fund.

Rough sleepers are people who are literally roofless and are bedded down on the streets, parks or other places where they may or may not be seen by the public. This group are a tiny minority of the much larger group of non-priority homeless people, as most single homeless people are 'sofa surfing' and are described as the 'hidden homeless' because we have no means to calculate their numbers.

### **5.2 Statutory homelessness in the Derbyshire Dales**

This section provides a profile of homelessness and housing need in DDD, demonstrating changes in the profile of statutory homelessness, reductions in the number of households in temporary accommodation and achievements in homelessness prevention.

## Approaches and acceptances of homeless cases

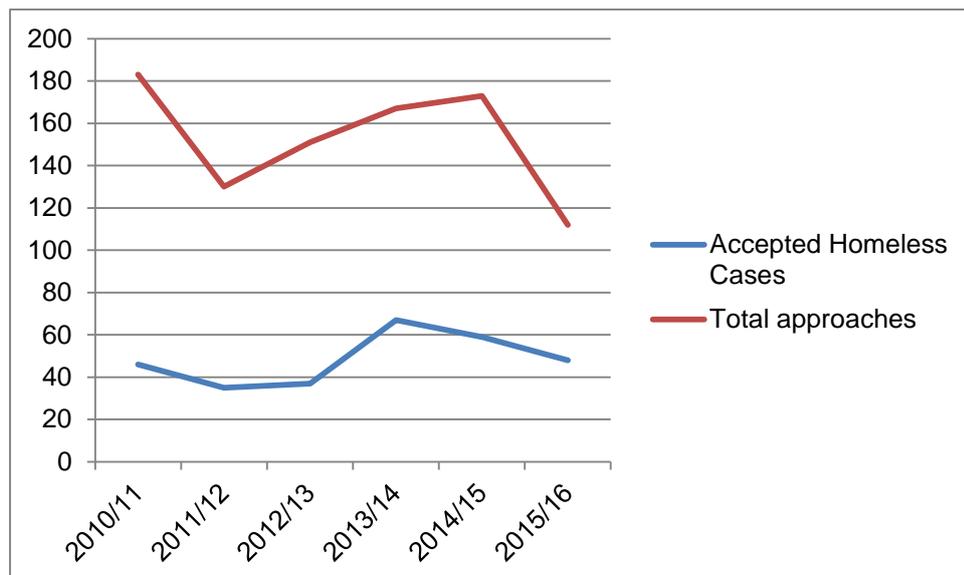


Table 1: Approached and acceptances of homelessness cases 2010 to 2016

The Council has continued to provide an effective response to prevent and reduce homelessness over the last 13 years and the number of statutory homelessness acceptances has fluctuated over this period. Both the economic downturn and changing housing market, which includes lack of affordable housing, are contributing factors to the increased number of homelessness acceptances between 2013/14 and 2014/15. In comparison to our partner boroughs in Derbyshire (Table 2), DDD has maintained a relatively low level of statutory homelessness acceptances which reflects our success in actively preventing homelessness.

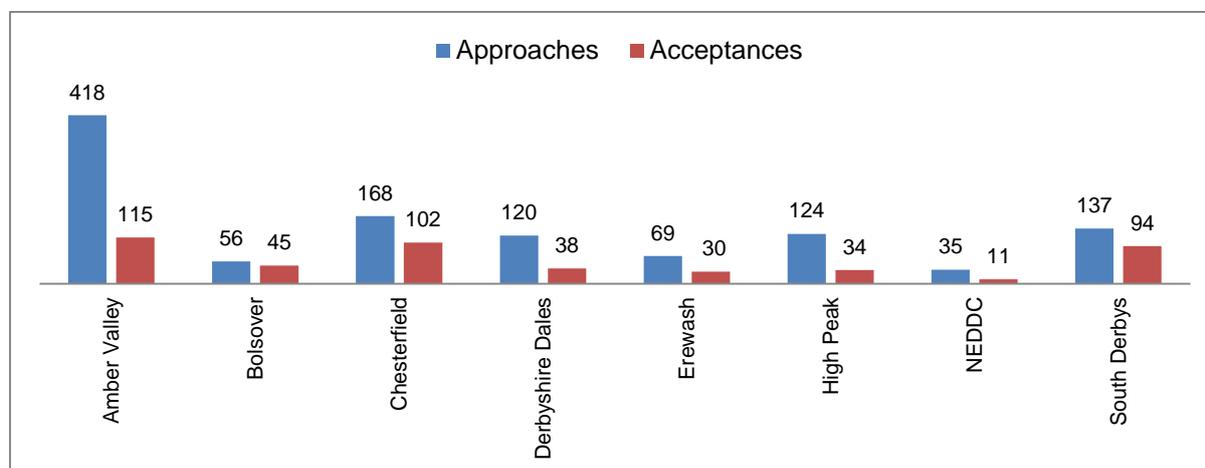


Table 2: DDDC homelessness approaches and acceptances in comparison to Derbyshire authorities October 2014 to September 2015 (source A home in which to start, live and age well in Derbyshire, Housing and health joint needs assessment, June 2016)

### 5.3 Main causes of homelessness

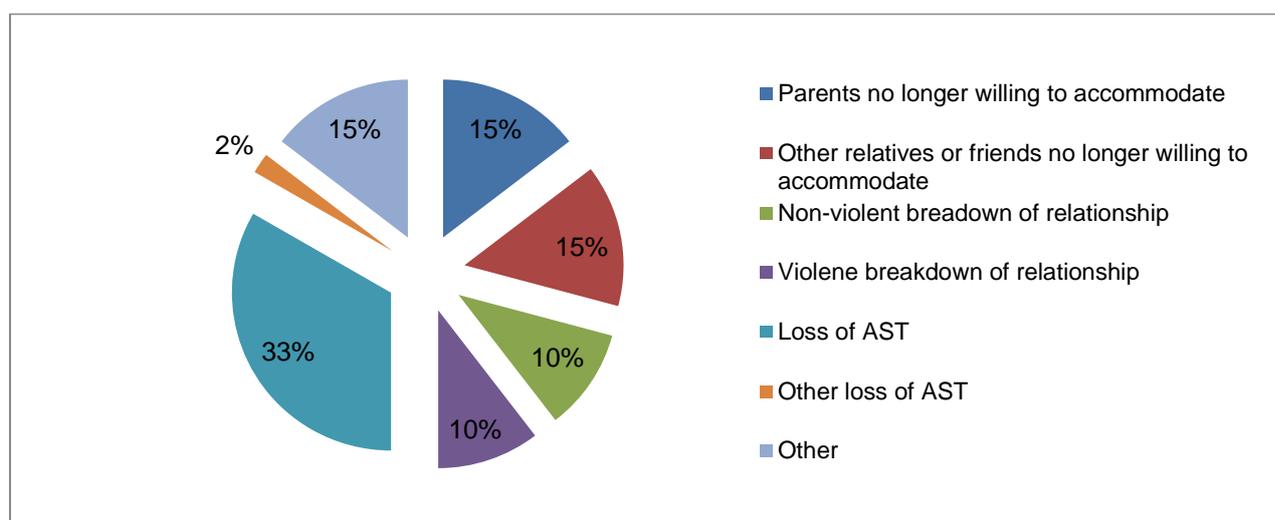


Table 3: Main reasons for homelessness 2015/16

	2011/12	2012/13	2013/14	2014/15	2015/16
Parents no longer willing to accommodate	3	5	16	9	7
Other relatives or friends no longer willing to accommodate	2	3	8	4	7
Non-violent breakdown of relationship	10	14	10	10	5
Violence breakdown of relationship	3	1	8	10	5
Loss of Assured Shorthold Tenancy (AST)	6	5	12	19	16
Other loss of AST	1	4	3	4	1
Other	7	5	10	3	7
	32	37	67	59	48

Table 4: DDDC homelessness approaches and acceptances in comparison to Derbyshire authorities October 2014 to September 2015 (source A home in which to start, live and age well in Derbyshire, Housing and health joint needs assessment, June 2016)

### 5.4 Levels and Nature of Statutory Homelessness

There have been some variances in the number of acceptances within the main homelessness categories over the years, due to both levels of homelessness approaches and other mitigating factors:

- People approaching the Council for assistance due to loss of AST's continues to constitute the major cause of homelessness in the Derbyshire Dales. There has been a 140% overall increase in the number of households accepted as homeless due to end of assured shorthold tenancy between 2012/13 and 2013/14, sharply rising in 2014/15. In 2014/15, 32% of households accepted as homeless had lost rented accommodation, compared to 17% of those accepted as homeless in the previous year. Evictions from the private sector are a fast growing cause of homelessness, reflecting the changes in the private sector market. Many landlords report that they intend to sell their properties rather than let them, whilst others are wishing to let to professional people and are evicting residents reliant on increasingly limited housing benefit levels.

- People approaching the Council for assistance due to exclusion from 'family and friends' is also a major cause of homelessness in the DD. Although the presenting reason for homelessness is that the family have been excluded from the home where they have been living, these households will have a variety of histories or routes into homelessness and some may have been living with a family member or with friends for a relatively short period of time after becoming homeless from a previous address.
- Parental exclusions also continue to account for a relatively high proportion of homelessness acceptances in the DD. Typically, family exclusions arise where young adults remain in the home and start a family of their own and as a result the household becomes overcrowded and tensions inevitably arise. The Council's means to prevent this cause of homelessness are generally limited to the offer of private rented accommodation or rehousing through the Allocations scheme. However, the increasing demand for private rented and social housing limits the availability of alternative accommodation to singles and young families living with parents, and the number of parental exclusions will inevitably increase.
- Overall figures reveal that very few of those accepted as homeless have lost tenancies due to rent arrears, and an even smaller number are homeless as a result of repossession due to mortgage arrears.
- Relationship breakdown in previous years has been one of the top 3 reasons for homelessness. This is due to the lack of affordable alternatives when separating reducing the family income to a single income and having little equity to resolve the housing issue.

## **5.5 Households Not Accepted as Homeless**

Most customers assisted through the Housing Service are prevented from becoming homeless without the need for a statutory assessment and so the number of statutory applications and decisions does not reflect levels of potential homelessness in the district. Of those who do make a statutory application, some may be refused as not meeting the criteria laid down in legislation. In 2015/16, 2.6% of housing applicants were found to be intentionally homeless as were 1.1% in 2014/15. During 2015/16, 25% of applicants were found not to be in 'priority need' if homeless, which means that they were not assessed as being less able to fend for themselves if homeless than other homeless people. The proportion of single people found not to be in priority need has increased over recent years, reflecting current case law and practise.

## **5.6 Black Minority Ethnic (BME) Households**

The Council monitors the ethnicity and compositions of households of those making homelessness applications, to ensure equality in delivering services to those seeking assistance. The 2011 census indicates 3.2% of Derbyshire Dales' population is from a BME group. The number of BME households accepted as homeless on 2013/14 was 1.4% and in 2014/15 was 1.6%. Some sections of the BME community continue to be under represented amongst homeless households and amongst those applying for re-housing from the Council.

## 5.7 Homelessness Acceptances by Household Type and Age

Household type	Family with children	Lone parent household with dependent children		One person household		All other household groups	Total
		Male Applicant	Female Applicant	Male Applicant	Female Applicant		
2015/16	5	4	20 (42%)	9 (19%)	5 (10%)	5	48
2014/15	11	2	28 (47%)	7 (12%)	9 (15%)	2	59
2013/14	10	5	29 (43%)	6 (9%)	7 (10%)	10	67
2012/13	7	2	20 (54%)	4 (11%)	4 (11%)	0	37
2011/12	10	1	18 (51%)	2 (6%)	4 (11%)	0	35

Table 5: Gender Breakdown/Family Composition 2011-1016

Although there is fluctuation in the profile of households accepted as homeless in the district, the overall picture is that single parent female households constitute half of accepted homeless households. Single (childless) people, who are homeless and in priority need make up 14% of accepted households, of which 9% are single male.

Age	2011/1 2	%	2012/1 3	%	2013/1 4	%	2014/1 5	%	2015/1 6	%
16-24	7	20.0%	8	21.6%	18	26.9%	14	23.7%	10	20.8%
25-44	17	48.6%	20	54.1%	36	53.7%	33	55.9%	23	47.9%
45-49	9	25.7%	9	24.3%	7	10.4%	7	11.9%	12	25.0%
60-64	1	2.9%	0	0.0%	1	1.5%	2	3.4%	2	4.2%
65-74	1	2.9%	0	0.0%	4	6.0%	3	5.1%	1	2.1%
75+	0	0.0%	0	0.0%	1	1.5%	0	0.0%	0	0.0%
Total	35	100.0%	37	100.0%	67	100.0%	59	100.0%	48	100.0%

Table 6: Age Breakdown 2011-1016

The number of 16-17 year olds accepted as statutorily homeless or placed in temporary accommodation has reduced to zero, following the Council's proactive strategy to prevent youth homelessness. The 64-74 and 75+ age groups collectively account for approximately only 1% of total homelessness acceptance figures.

Information from homelessness approaches and the housing register inform the Council's Equality Strategy.

## **6. Supporting vulnerable people**

Homelessness services in the Derbyshire Dales are not limited to our statutory responsibilities. The Council aims to prevent homelessness through proactive interventions and support to customers, whether or not they are owed a full homelessness duty under housing legislation. The safeguarding and support needs of vulnerable groups are recognised within Home-Options.

### **6.1 Youth Homelessness**

The DD benefits from the services of SAFE (Stonham, Adullam and Framework) who as consortia provide housing related support (accommodation and floating support) to young people in housing need. In addition housing education is provided in schools via Housing Ambition; a scheme jointly funded by districts and boroughs in Derbyshire, the scheme also provides mediation with aim of young people remaining at home.

Joint Housing and Children's Services assessment and support services have reduced statutory homelessness, as well as the number of 16-17 year olds becoming looked after due to homelessness.

The Council has achieved significant improvements in services to young people at risk of homelessness and has ended the use of temporary accommodation for 16-17 year olds.

### **6.2 Derbyshire County 'Positive Pathway'**

A successful bid to the Transformational Challenge Fund has enabled Derbyshire County in partnership with districts and boroughs to formulate a Positive Pathway for 16/17 year olds aiming to reduce the number of late entrants into care and find alternative positive pathways.

Intensive research into current practices and processes has enabled the district to learn from best practice and work with St Basils and adopt their model of service provision ensuring that every 16/17 year old receives the most appropriate service for them. 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.

### **6.3 Looked After Children and Care Leavers**

DD benefits from services commissioned by Derbyshire County Council (DCC) to address the needs of looked after children and care leavers. The service aims to provide safe, secure and happy homes for young people in care in order to help them achieve their full potential.

## **6.4 Outcomes for Young People**

In 2015/16 the Council prevented homelessness for all young people aged 16-17 who approached for assistance, and did not place any in temporary accommodation. As we have built an understanding and awareness of our preventative approach and closer working with Children's Services. Fewer young people have presented for assistance. The last accepted 16/17 year homelessness case was in 2012/13. (See also 6.2 Derbyshire County 'Positive Pathway').

## **6.5 Supported Housing Services and floating support**

DD has a range of supported housing covering a large geographical area and providing specific support for mental health, domestic abuse, single homeless and high risk offenders. The majority of supported housing is funded by DAST which sits within DCC; additional independent accommodation is funded through local housing benefit schemes.

Supported housing is complimented by floating support services which help people either maintain or move-on into independent living.

## **6.6 Domestic Violence**

The service is provided by newly established consortia, Derbyshire Domestic Violence and Sexual Abuse Service (DDVSAS).

Their aim is to help to make Derbyshire a safer place to live, work and play so that everyone can live safe lives, without the threat or experience of domestic violence and abuse or sexual violence.

The service provides a number of interventions including a help line, both dispersed and communal refuges and outreach support for victims and their families.

## **6.7 Mental Health and Homelessness**

People with mental health needs are known to be at higher risk of homelessness, and to have greater difficulty in sustaining a tenancy. Of those residents who will be homeless on discharge from mental health in-patient services, many will have lost accommodation with partners or family as a result of being unwell.

Healthy Futures (HF) operates from within Chesterfield Royal Hospital and provides support to homeless people around hospital discharge and using health services in a planned way; floating support and accommodation is also provided in the community. HF is a pilot scheme funded until September 2017. Alternative funding is being sourced to ensure progression of the scheme.

DDD also benefits from ten units of accommodation based support for those with mental health issues provided by P3, floating support packages are also available for those living in the community. The service is funded by DCC until March 2018.

## **6.8 People with an Offending and/or Substance Misuse Need**

The district has access to the Arbor project which specialises in providing accommodation for high risk offenders who would otherwise struggle to be accommodated. The project is funded by multiple organisations including the police, probation, local district and borough councils and the County Council.

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.

The aim of adult services is to reduce drug use and its associated impact on individuals, their families and communities and to move service users towards a drug free recovery.

It is becoming increasingly difficult to place people with an offending or substance misuse history due to the majority of both private and social landlords becoming risk averse. Future work needs to be undertaken with housing providers to address common issues.

## **6.9 Rough Sleeping**

The Government's target to end street homelessness by 2012 was not achieved and the number of rough sleepers has increased over the last few years. Derbyshire Dales has traditionally identified low numbers but has witnessed a slight rise in reported rough sleeping since the last homelessness strategy was developed.

The Council works with partners on initiatives to prevent rough sleeping:

No Second Night Out (NSNO) is the government led initiative to prevent rough sleeping, by early intervention to assist new rough sleepers off the street. Riverside English Churches provided this service across Derbyshire and Derby City up until March 2017.

From April 2017 P3 are providing a very similar service across the county called DOT (Derbyshire Outreach Service). Members of the public can report a rough sleeper through a dedicated phone line and an outreach worker will attend and offer help and advice as soon as possible. The scheme is currently funded for 12 months but we are working on achieving sustainable funding.

An annual rough sleeper count is carried out every November in conjunction with Homeless Link. Although reported numbers have always been below five there has been a noted steady significant increase over the last few years outside of the annual count.

## 7. Single Homelessness

The vast majority of people who are homeless and not entitled to be provided with temporary accommodation by the Council are single or childless people who are not in 'priority need'. The number of residents that are in the 'single' or 'non-priority' homeless categories are largely unknown, precisely because local authorities do not owe them a statutory homelessness duty. Single homeless people may be 'sofa surfing' with friends or relatives, or literally roofless and sleeping rough.

DDDC aims to provide housing support services to single people whether or not they are in 'priority need', and has assisted many single people into supported or private sector accommodation to prevent their homelessness. Most single people who are under 35 and reliant on housing benefit are only entitled to find a room in a shared house.

Between January 2011-12, Department for Communities and Local Government (DCLG) offered funding opportunities to local authorities (LA's) to address single homelessness. Following a bidding process, Derbyshire LA's and Derby City were awarded £250,000 to provide 3 projects to assist in the reduction in Single Homelessness. These include:

- A hospital admissions and discharge protocol at Chesterfield Royal Hospital to mirror that provided at the Derby Royal Infirmary.
- No Second Night Out Plus providing those that are street homelessness support and accommodation
- Ambition Housing Project, linked to the Ambition work initiative operated through Sheffield City Region Funding to provide a pathway for young people in North Derbyshire.

### 7.1 Older People

In the past, housing options for older people with additional support needs were very limited. Choices were mainly restricted to sheltered housing or residential care, which sometimes meant moving away from family and friends. The lack of choice meant that some people stayed in their homes and became isolated. There is now a greater emphasis on offering a range of solutions to the housing requirements of older people, some of which can enable people to remain in their own home if they wish and it is safe to do so.

Derbyshire Dales District Council funds Age UK Derby and Derbyshire to provide a housing options service for older people. Residents are able to access services including signposting, advocacy and benefits advice. (See Council Tax Second homes Funding p31)

The District Council also directly supports older and disabled people with the installation of major disabled adaptations in their homes through the provision of Disabled Facility Grants. (See Council Tax Second homes Funding p31)

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.

## 8 Households in Temporary Accommodation

Local authorities have a statutory duty to provide temporary accommodation for eligible homeless families, until such time as the homelessness duty ends. Accommodation should be suitable to the needs of the family, and families should not be placed in accommodation with shared facilities for any longer than 6 weeks.

Whilst continuing to find ways to prevent homelessness, the Council recognises that the highly expensive and competitive housing market is resulting in growing levels of homelessness, and a corresponding growth in requests for temporary accommodation to be provided. To prepare for growing demand the Council is looking to provide good quality temporary accommodation and to minimise the impact of rising rental costs on homeless families and Council budgets.

### 8.1 Temporary/Interim Accommodation (TA)

DDDC has historically achieved low numbers of applicants placed into temporary accommodation (TA). Following large scale voluntary transfer (LSVT) in 2002 the Council were left with 22 properties of TA, which required modernising, some demolition, and some to be sold as they did not fit decent standards and inequitable to reach such standards. With such a low base of TA units available to the Council a difficult balance had to be achieved not to increase the use of other forms of TA such as bed and breakfast and hostel accommodation.

During the previous strategies DDDC formed a partnership with Nottingham Community Housing Association (NCHA) to re-model the Councils TA stock. The Councils aim was to:

- Provide units of TA to meet demand
- TA that meets decent homes standard
- TA in locations to benefit those in rural isolation who need to stay near support networks, schools and employment
- A mix of self-contained accommodation to assist all household types (flats & houses)

DDDC TA strategy is to transfer the existing stock as well as provide capital to modernise units to remain for TA as well as purchase properties in areas where there was no TA.

So far this programme of modernisation of TA with NCHA has achieved:

- Demolition of 5 properties in Matlock
- Full refurbishment of 4 properties in Matlock
- Provision of 2 TA units on a new development in Bakewell
- Purchase of 2 properties in Matlock
- 3 new build properties in Ashbourne
- Provide and maintain floor coverings, white goods and window furnishings to the majority of TA units

Year	No. in TA	Avg Days	Avg Weeks
2011/12	14	364.7	52.1
2013/12	15	124.6	17.8
2013/14	29	132.9	19
2014/15	16	219.6	31.4
2015/16	20	147.3	21

Table 7: – average length of stay in TA 2011-2016

The average stay in TA has fluctuated each year over the lifetime of the last homelessness strategy.

## 8.2 Bed & Breakfast

Whilst continuing to find ways to prevent homelessness, the Council recognises that the highly expensive and competitive housing market is resulting in growing levels of homelessness, and a corresponding growth in requests for temporary accommodation to be provided particularly for single homeless households. To prepare for growing demand the Council is looking to provide good quality temporary accommodation and to minimise the impact of rising rental costs on homeless families and Council budgets.

	Cost	Households	Total Nights	Avg Stay
2011/12	£ 2,320.83	9	77	8.6
2012/13	£ 2,497.50	7	86	12.3
2013/14	£ 3,043.50	10	79	7.9
2014/15	£ 6,105.00	16	198	12.4
2015/16	£ 13,851.16	20	360	18

Table 8: Nights and cost of B&B by year

*Further work needs to be undertaken within a wider temporary accommodation strategy to understand and implement changes to reduce the need for accommodation. The majority of cases placed into temporary accommodation are single homeless as there is no single persons provision with the temporary accommodation units with Nottingham Community Housing Association.*

*In 2015/16 there was also an increase in the number of households with children accommodated in B&B rising from one family in 2013/14, 2014/15 to 4 families in 2015/16.*

## 9 Housing Supply - allocation of Social Housing

### 9.1 Derbyshire Dales Home-Options

Home-Options (HO) is the Council's choice-based lettings (CBL) scheme. It allows those on the housing register to search and bid for a home of their choice in the Derbyshire Dales. The scheme predominantly advertises housing to rent from registered providers, as well homes to purchase or to rent from private landlords.

The scheme is managed according to the Council's allocations policy, which is regularly reviewed. The policy gives preference for those in housing need (including those threatened with homelessness) as well as seeking to make the most efficient use of the housing resources in the district.

The Home-Options Allocation Policy has a four-tier banding system:

- Band A – (Emergency/Top Priority – applicants fleeing violence or who have lost their home to fire or flood, seriously injured armed forces personnel, tenants moving to free-up family accommodation)
- Band B – (Urgent Need to Move – applicants who are homeless or threatened with homelessness, applicants moving-on from supported accommodation or who are in more severe housing need)
- Band C – (Identified Housing Need – applicants who need to move but do not need to do so urgently i.e. they are living in shared accommodation or have a moderate social or medical need)
- Band D - (Non-Priority Housing – applicants who are otherwise adequately housed but would like to live somewhere different).

On 1 October 2016, 1,530 households were registered for housing within the Derbyshire Dales.

Priority Band	Homeseeeker	Transferring Tenant	Total	% of Applicants
A	7	35	42	3%
B	84	50	134	9%
C	597	132	729	48%
D	458	167	625	41%
<b>Total</b>	<b>1146</b>	<b>384</b>	<b>1530</b>	<b>100%</b>

Table 9: Households by Band Registered on Home-Options as at 1 October 2016

The highest demand for property, by type, is for one bedroom accommodation (69% of applicants) and two bedroom family accommodation (11%).

The Council does not have its own housing stock, having undergone stock transfer in 2002. Instead it works with registered providers to secure accommodation for people on the housing register.

In the 12 months to 30 September 2016, 326 properties were let to applicants on the housing register.

Property Type	General Needs	Older Persons	Grand Total
0 bed Flat	8	10	18
1 bed Flat	52	34	86
1 bed Bungalow	0	28	28
1 bed House	1	0	1
2 bed Bungalow	0	13	13
2 bed Flat	56	2	58
2 bed House	54	0	54
3 bed House	65	0	65
4 bed House	3	0	3
<b>Grand Total</b>	<b>239</b>	<b>87</b>	<b>326</b>

Table 10: Properties let by property type 12 months to 30 September 2016

## 9.2 Preventing Homelessness through Allocations

The allocation policy gives some additional priority to those applicants threatened with homelessness or who need to move-on to their own accommodation after a period in supported accommodation.

In the 12 months to 1 October 2016, 80 applicants were assisted to find accommodation through the housing register:

Band Reason	Total
Urgent temporary accommodation move	4
Homeless - with duty to accommodate	37
Move on	6
Prevention of homelessness	24
Homeless - without priority need	9
<b>Total</b>	<b>80</b>

Table 11: Applicants assisted to find accommodation through the housing register In the 12 months to 1 October 2016

## 9.3 Rehousing Homeless Households

When the Council accepts a duty to assist a homeless household, the responsibility is to provide suitable temporary accommodation until such time as the duty ends. Typically the duty ends through the offer of permanent accommodation through the Council's housing register.

Year	Households housed through housing register	Of which were accepted homeless households	Percentage
2011/12	288	27	9.3%
2012/13	297	26	8.7%
2013/14	312	37	11.8%
2014/15	271	35	12.9%
2015/16	253	28	11%

Table 12: Homeless accepted households housed through the housing register

## **9.4 Private Rented Sector Housing**

Rising house price values and reducing housing benefit levels have resulted in landlords moving out of lettings 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.

DDDC understands that sufficient supply of good quality accommodation in the private rented sector is vital in order to meet housing need and prevent homelessness for both statutory and non-statutory clients.

The DC already provides a bond to enable individuals to access the private rented sector, however, this alone is not sufficient based on the higher rents charged in this particularly popular area.

The DC intends to work closely with private landlords and Environmental Health to set up a scheme which provides quality accommodation at affordable prices.

## **9.5 Future Supply of Affordable Housing**

DDDC are projecting that 51 new affordable homes will be built by March 2018 and an opportunity for a further 50 homes to be built between 2019/20. There have been additional applications received where affordable housing will be delivered as part of an onsite contribution. The Council is unable to determine when these will come forward but is monitoring the situation carefully. Offsite contributions are also being taken which assist in the development of the Councils affordable housing plan.

# 10 Welfare Reform

## 10.1 Impact of Welfare Reform

The Welfare Reform Act 2012 introduced a wide range of reforms aimed at reducing public expenditure on benefits and using the welfare system to incentive people toward employment and to 'make work pay'. One of the stated aims of reform is to ensure that families on benefits should not be better off than the average working family. Welfare reforms also aim to reduce the costs of housing benefit to the public purse.

The key elements of reform include:

A Total Benefits Cap (TBC) limiting benefits for families to £500 per week, and for single people to £350 per week. Any excess (over £500) is deducted from Housing Benefit entitlement or from Universal Credit

Autumn 2016 saw further changes to the cap resulting in a reduction in the amount you can receive before the cap applies:

- £384.62 per week (£20,000 a year) if you're in a couple, whether your children live with you or not
- £384.62 per week (£20,000 a year) if you're single and your children live with you
- £257.69 per week (£13,400 a year) if you're single and you don't have children, or your children don't live with you

Under Occupation Charge (popularly referred to as 'Bedroom Tax') reduced eligible rent for social housing tenants by 14% for one spare bedroom, and by 25% for 2+ spare bedrooms

Universal Credit (UC) - combines a wide range of existing benefits into one with the stated aim of simplifying the system. The benefit includes the contribution to the rent, but is paid to the applicant rather than his/her landlord.

Disability Living Allowance (DLA) has been replaced with Personal Independence Payment (PIP)

From the 1<sup>st</sup> April 2016 requires registered providers of social housing in England to reduce social housing rents by 1% a year for 4 years from a frozen 2015 to 2016 baseline and to comply with maximum rent requirements for new tenancies.

Housing benefit for single people in social housing under 35 without children will be capped at LHA rates. This means they will only be able to claim the same amount of benefit as a private tenant is able to claim for a room in a shared house. The policy applies to tenancies signed after 1 April 2016, with the entitlement changing from 1 April 2019.

Reductions in housing benefit including limiting the 'Local Housing Allowance' for single people under 35 means that residents reliant on housing benefit towards their rent will either need to find the shortfall themselves or source alternative affordable accommodation.

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 removal of funding for the replacement services which respond to emergency need and assist with additional costs that households reliant on benefit may face.

Welfare reforms that reduce or remove housing benefit entitlement are likely to increase homelessness as affected households will be less able to pay their rent, leading to eviction. Positive action to minimise the impact of reforms will also reduce homelessness.

## **10.2 The Welfare Reform Action Group**

The Council implemented an approach to minimising the impact of welfare reform in relation to these major policy changes, including establishing a Welfare Reform Action Group (WRAG). The approach that the District takes to welfare reform which is consistent with our Anti-Poverty Strategy is to provide support and assistance to residents to access employment opportunities and to prevent homelessness.

Members of the Welfare Reform Action Group have a specific expertise and knowledge and work closely together to achieve the best outcomes for our residents. Members include DWP, housing benefit, housing associations, homelessness, voluntary organisations and the Citizens Advice Bureau (CAB).

The WRAG was established to:

- Meet, assess and advise all tenants affected by the Benefit Cap and Council tenants who were affected by the under occupiers cap, who requested additional support
- Help reduce the impact of the reforms on families through support with benefit entitlement, money management, and a focus on employment
- Create a profile of the groups affected in this district, their main barriers to employment, family make-up; help to identify need for services in the borough.
- The WRAG actively engages households affected by welfare reform and Interventions include:
- Identifying those that should be exempt from the benefit changes and helping them to obtain an exemption
- Enabling access to Discretionary Housing Payment (DHP) depending on circumstances,
- Negotiating with landlords to prevent homelessness, and assisting people to move in a planned way where necessary

## 11. Resources Available to Tackle and Prevent Homelessness

DDDC has invested resources from a range of funding streams into activities which have wholly or partly contributed to preventing homelessness and supporting vulnerable residents in housing need. Our approach to tackling homeless is based upon an **'Invest to save'** programme, through which services that actively prevent homelessness are provided with funding, with the clear intention of reducing expenditure on temporary accommodation and statutory homelessness services. The following is a summary of the most significant funding sources.

### 11.1 Homelessness Prevention Grant

Local authorities receive an annual Homelessness Prevention Grant from the Department for Communities and Local Government.

In DDDC the grant is used entirely on funding for homelessness services, and primarily funds activities to prevent homelessness by assisting residents into private rented accommodation.

The table below summarises the 11 schemes which it is proposed to be supported by the Homelessness Grant.

Discretionary Housing Benefit top-up – DDDC/Avarto	£8,000
Financial Capability – CAB	£35,000
Housing Benefit – DDDC/Avarto	£5,000
Derbyshire Move-On Officer – DDDC	£10,000
Home-Options Coordinator – DDDC	£5,000
Homelessness Prevention Fund – DDDC	£6,000
Supporting Vulnerable Adults – Adullam Housing	£40,000
Private Tenancy Floating Support – Adullam Housing	£14,000
Supporting Vulnerable Young People – Adullam Housing	£10,000
Escape Project – Derbyshire CVS	£6,000
Erewash Credit Union	£58,000
Total	£197,000

*Table 13: Homelessness Grant Provision for 2015/16*

Discretionary Housing Benefit top up: working with the Benefits Section, Homelessness Grant has been used in previous years to top up the District Council's allocation of Discretionary Housing Benefit Payment (DHP). This funding has been vital in supporting families affected by welfare reform.

Financial Capability: supporting families affected by welfare reform continues to be an important area of work in the prevention of homelessness. Working with Derbyshire Districts CAB the project delivers a variety of innovative campaigns concerning budget skills and welfare benefits.

Funding extra capacity in the Housing Benefits Team: This financial support provides extra capacity in the Housing Benefit team.

Derbyshire Move-on Officer: this post based within the Community Housing Team is jointly funded by the other Derbyshire district and borough councils. The post helps to ensure vulnerable people move on to suitable accommodation.

Home-Options Coordinator: this post based within the Community Housing Team is jointly funded by the other Home-Options. The Home-Options Coordinator leads on the development of the Home-Options website, implementing Housing Allocation Policy changes and manages the day to partnership working with the housing providers who use the service.

Homelessness Prevention fund: this fund is used to prevent evictions and repossessions in cases where households have usually lost income due to the recession and have fallen behind with their housing payments.

Adullam Housing provide a number of services on behalf of the District Council including individual support for vulnerable people, private tenancy floating support and a Vulnerable Young Persons Project to work with people are at risk of homelessness.

Escape Project: this project helps to provide social, sports and education opportunities to vulnerable adults receiving housing related support.

Erewash Credit Union: the introduction of a credit union in to the Derbyshire Dales has been an important priority in recent years. Erewash Credit Union received grant support from Derbyshire County Council to expand in to the Derbyshire Dales.

Each of the projects provides quarterly or annual performance reports which support homelessness prevention data.

## **11.2 Discretionary Housing Payments**

The Council has a strong track record in utilising DHP to prevent homelessness, and has effective joint working arrangements between Housing and Advice & Benefits teams. If a household is identified as being at risk of homelessness due to rent problems for which a DHP might be payable, housing officers request payment and are treated as trusted referrers. For 2014/15, DDDC awarded £71,023 in DHP, mostly as payments to social tenants at risk of homelessness due to shortfalls in benefits. Year on year the council spend its full DHP allocation however Increasing demand on DHP has led to the Housing Service topping up the DHP pot to allow more to assisted through Housing Benefits. See also p30 Homelessness Prevention Grant.

## **11.3 Former Supporting People Funding**

Prior to April 2011, local authorities had an annual grant to provide 'housing related support' known as Supporting People (SP) funding. Removal of the ring fence on SP funding coincided with reductions in central government grant to local authorities, which impacted on this budget as well as others.

DAST formerly known as Supporting People has seen a decrease in funding over the last five years from 17 million to approximately 5 million which has resulted in fewer accommodation based and floating support services. This has placed an increased pressure on existing services and a demand on the homelessness service provided by the local authority.

DDDC is striving to source other funding to maintain services by joining with partners to secure alternative grants.

## 11.4 Council Tax Second Homes Funding

In February 2005 an agreement was reached between Derbyshire Dales District Council and Derbyshire County Council to fund a programme of projects from the increased Council Tax on second homes.

Since the programme began the DC has been able to support several important projects. This includes the Older Persons Housing Advice Service which has seen year on year increase in the number of people supported and has now helped generate over £2.8million in unclaimed benefits.

The Derbyshire County Council Cabinet recently approved a report which confirmed the funding for Derbyshire Dales DC of £309,000 in 2015/16.

Derbyshire County Council has requested that the 2<sup>nd</sup> Homes programme be reviewed during 2015/16.

Provision of bungalows to wheelchair design standards	£85,000
Prepare to share – Adullam	£19,000
Debt Advice – Derbyshire Districts CAB	£33,500
Housing Options Advice Service for older people – Age UK	£93,000
Rural Housing Enabler - DDDC	£32,500
Domestic Violence - DCC	£11,000
Escape Project – Derbyshire Dales CVS	£35,000
Total	£309,000

*Table 14 : Council Tax Second Homes Provision for 2015/16*

The services put forward for support reflect the joint housing and adult care priorities of both Derbyshire Dales DC and Derbyshire CC. By supporting customers through the services outlined both councils are able to reduce demand on their own services and provide independent specialist advice for customers who are often vulnerable.

The provision and adaptation of homes for people with physical disabilities remains a high priority for both Councils.

Changes to welfare reform have also been taken in to account in order to support households affected by benefit changes. This includes £19,000 per year to undertake a house sharing project established by Adullam Housing Association. Personal debt is the single biggest issues for households who approach the District Council as homeless. Derbyshire Districts CAB provide a successful debt service to residents

The Housing Options Advice Service for older people provided by Age UK continues to demonstrate excellent value for money. The service is well established and has an enviable record of performance supporting older people.

Funding for the Rural Housing Enabler (RHE) post continues over the period of this agreement with £38,000 allocated.

Supporting women fleeing domestic violence remains a priority within the 2<sup>nd</sup> homes programme. As with previous years it is proposed to recycle £11,500 back in to an existing service commissioned by Derbyshire County Council.

A new addition to the 2<sup>nd</sup> homes programme is the 'Escape Project' which helps to provide social, sports and education opportunities to vulnerable adults receiving housing related support.

All of these projects help to tackle the housing and support issues faced by many local people. Several projects respond to the changing welfare system whilst also helping to ensure new homes continue to be developed. Increasing benefit gain particularly amongst older people and reducing debt also has positive benefits for the local economy.

## **11.5 Accessing External Funding Sources**

DDDC is proactive in identifying funding sources that will add to our homelessness prevention toolkit and improve outcomes for people in housing need. Our successful partnerships which have brought in additional resources include:

Healthy Futures Hospital Discharge Service - led by Derventio Housing Trust with Derbyshire Homelessness Officer Group, funded by DCLG Single Homeless Funding.

No Second Night out – led by Riverside English Churches with Derbyshire Homelessness Officer Group, funded by DCLG Single Homeless Funding

Housing Ambition - led by North East Derbyshire District Council, funded by DCLG Single Homeless Funding and Sheffield City Region.

In addition DDDC has been successful in attracting government funding due to our positive performance and innovative approaches to tackling homelessness. For example:

DDDC was one of 12 Enhanced Housing Options Trailblazers funded by DCLG from 2009-12. Extending the CBL partnership across 5 local authorities and providing a paperless solution with 24/7 access.

## 12. Homelessness Prevention

The costs of homelessness are high. This strategy continues on from the previous two strategies with the main aim of prevention that adopts a 'spend to save' principle delivering more opportunities and services whilst reducing costs.

Since the launch of our Housing Strategy & Options team in 2006 we have invested time and money to ensure that the Housing Team has a wide range of housing options at their disposal, to enable them to prevent or relieve homelessness.

Housing options interviews are offered to all applicants who believe that they are threatened with homelessness, and are conducted at the Council's offices or in the applicant's home. A detailed report is completed on the applicant's circumstances from which Housing Options Advisors can determine the most viable options open to the applicant, including remaining in their existing accommodation, or securing alternatives, such as RP's renting, New Build Home-Buy or privately renting. The Housing Team will only recommend options which are affordable, physically suited to the applicant, and offer a medium to long term solution.

The table below shows the culmination of all services in the District providing services to prevent homelessness. These include those provided directly by the DDDC Housing Team as well as those funded through the Homelessness Prevention Grant and Council Tax Second Homes Funding.

Year	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Preventions	466	517	715	719	838	936	814
Households	32586	32834	32965	33097	33231	33395	33580
	32.59	32.83	32.97	33.1	33.23	33.4	33.58
Preventions per 1000 population	14	16	22	22	25	28	24

Table 15: Homelessness Preventions per 1000 population 2009-16

### 12.1 Summary of Homelessness Review Findings

The preceding sections have set out the context, and identified trends in homelessness and the emerging needs to be addressed through a new Homelessness Prevention & Reduction Strategy. The review findings can be summarised as follows:

- DDDC has a strong track record in tackling and preventing homelessness through delivering holistic services through partnership, and integrated services
- DDDC has achieved high numbers of homelessness preventions and minimised the use of temporary accommodation.
- Homelessness is increasing in the Derbyshire Dales and across Derbyshire, as access to private rented accommodation declines and the supply of social housing remains insufficient to meet need.
- The number of private sector residents facing eviction is increasing as landlords exit the 'housing benefit market', due to the impact of welfare reform

that has reduced benefit available to rent alongside increasing demand from professional renters and a buoyant sales market.

- The Council is firmly committed to tackling poverty, minimising the negative impact of welfare reform, and improving standards in private rented sector housing. The new Homelessness Prevention & Reduction Strategy must incorporate these priorities into an effective plan of action.
- Young People appear to be increasingly marginalised due to affordability of accommodation both in the private rented sector and within social housing. Parental eviction and family and friends unwilling to accommodate being the main reasons for homelessness.
- As the County Councils' budget continues to decrease support services are unable to support the capacity of people it did previously. The reduction in services is having an impact on the level of homelessness in the district and more people are presenting with complex needs.
- Reduce length of stay in temporary accommodation by providing tenancy support to residents.
- As funding ends for short term projects we need to be innovative in finding additional/alternative income to ensure continuation of the valuable schemes.
- Political changes have equated to changes within homeless legislation which could have a huge impact on the services we provide.
- Reviewing services funded via the Homeless Prevention Grant and Second Homes Council Tax, we acknowledge that this funding is not guaranteed and could be removed at any point in the future.
- There has been an increase in the number of people placed into bed and breakfast.
- We need to engage with County and districts and boroughs to introduce positive pathway for young people.
- It is becoming increasingly difficult to place people with an offending history.
- The older population is increasing but not homelessness; this may be an issue in the future.
- The Council is committed to continue delivering innovative ways in which IT can be used to help deliver the housing advice and homeless service
- The council has a strong track record of enabling new affordable housing
- We continue to monitor and alleviate the impact of welfare reform through the WRWG.
- Derbyshire Dales has a very good working relationship with districts and boroughs across Derbyshire and Derby City.

- We will take advantage of all funding opportunities jointly or independently

# Derbyshire Dales Homelessness Prevention & Reduction Strategy 2017- 2021

## 13 Priorities

The Homelessness Prevention & Reduction Strategy will continue to focus on preventing homelessness and fulfilling the Council's homelessness duties:

### 13.1 The prevention of homelessness

#### We will:

Ensure all households understand the housing options that are available to them by providing high quality advice; (Lead: DDDC Housing)

Invest in transitional support through Discretionary Housing Payments to help struggling households who are actively looking for a sustainable housing solution; (DDDC Housing and Benefits)

Ensure young people have realistic perceptions of homelessness and knowledge of support services (DDDC Housing and partners)

Help households remain together where it is safe through mediation and working closely with families (DDDC Housing and partners)

Work with the County Council and district and boroughs to deliver a Positive Pathway for young people

### 13.2 Ensuring there is sufficient accommodation available for people who are, or who may become homeless

#### We will:

Deliver 50 affordable homes per year;

Bring empty homes back into use (DDDC Housing)

Enable vulnerable households and those on housing benefit to access private rented homes by engaging with landlords (DDDC Housing)

Help households into the private rented sector by providing a rent Deposit Guarantee Scheme (DDDC Housing)

Ensure vulnerable households are appropriately prioritised on the social housing register (DDDC Housing)

Understand the impact of changing funding arrangements by working with supported housing providers (DDDC Housing and Supported Housing Providers)

### **13.3 Ensuring there is satisfactory support for people who are, or who may become homeless, or who need support to prevent them from becoming homeless**

#### **We will:**

Ensure the Housing Options service is well publicised and up to date literature and promotional material is easily available across the District (lead: DDDC Housing, Partner Agencies);

Provide access and signposting to crisis support services such as Homeless Prevention Fund, Derbyshire Discretionary Fund and Food Banks. (DDDC Housing, Derbyshire County Council, Voluntary Organisations);

Ensure vulnerable households achieve successful independent living by signposting to the most appropriate support providers and services (DDDC Housing, Support Providers)

Ensure households are resilient to changes in their circumstances, are claiming all they are entitled to and as a result are able to sustain their housing situation by referring to financial education, debt and income maximisation services (DDDC Housing, Citizens Advice);

Work with Jobcentre Plus to improve the provision of advice to clients seeking employment (DDDC, Housing, Job Centre)

Provide access to the private rented sector through the Deposit Guarantee Scheme (DDDC Housing)

Increase the number of successful sustained tenancies in the private rented sector by providing pre tenancy training for (DDDC and partners)

Promote good standards in the private rented sector by inspecting properties in response to complaints and on a proactive basis and use our legal powers where landlords fail to engage (DDDC Housing)

Help those sleeping rough get off the streets and into settled accommodation by working with the rough sleeper outreach team and supporting No Second Night Out (DDDC and partners)

Provide signposting to health and wellbeing support services where ill health might affect a person's ability to maintain a home, such as poor mental health, or addiction (DDDC Housing, Derbyshire County Council, other partners)

Support specific vulnerable households to sustain their housing situation, or provide alternative housing options if appropriate by engaging in case conferences with partner agencies (all partners);

Monitor and report on trends in service demands and make improvements where needed (DDDC Housing)

Ensure services are responsive to changing demand locally by monitoring and reporting on the impact of welfare reform (DDDC Housing and Registered Providers)

Achieve Gold Standard (DDDC Housing).

## **14. Evidence**

3,482 preventions and 246 acceptances from 2011/12 to 2015/16

100 affordable home completions required annually to 2033 to meet identified need

Homelessness prevention statistics show resolution of Housing Benefit problems, advice on debt, mortgage or rent arrears, support to find or remain in tenancies the most common ways of enabling residents to remain in their homes.

## **15. Accessibility of services**

The Council offers a 24 hour housing options service via the Home-Options website, seven days a week with a variety of different ways for people to gain the advice and support they need from face to face support, telephone support through to advice through the internet. It has:

- daily drop in sessions during the week;
- an email enquiry service; and
- webpage links to help and advice .

Home visits are carried out when face to face support is needed and the individual is unable to get into the Council. Regular liaison takes place between Derbyshire Dales Districts' supported accommodation on future housing options. 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. A wealth of printed material is available to complement the advice given by officers. Regular feedback from customers is analysed and any accessibility issues raised will be addressed.

## **16. Partnerships**

Strong partnership working is critical in preventing homelessness and supporting those who do become homeless. As well as day to day working with colleagues within Derbyshire Dales District Council (for example those dealing with Housing Benefit, Council Tax, Housing Standards and Environmental Health), there are strong ties to the County Council who have responsibility for looked after children and social care. Other key partnerships include the police, health service, local Registered Providers (Housing Associations), private landlords, lettings agents and voluntary and community groups. These relationships are both operational, discussing specific cases and strategic.

The housing options team at Derbyshire Dales Council holds regular Homelessness Forums attended by all the partners where key issues, emerging priorities and new initiatives are considered. The review of evidence and production of this strategy was

launched at the Homelessness Forum, where discussions were held on what the key priorities should be for the District, what works well and what more could be done to improve outcomes for residents of Derbyshire Dales District.

There is a strong commitment through the corporate strategy to supporting households that are homeless or threatened with homelessness and although it is no longer ring-fenced; there is corporate commitment to spending the homeless prevention fund on this activity. Regular briefing sessions are held with the Corporate Leadership Team covering performance and both current and emerging issues that will impact on homelessness. The service runs ad hoc member briefings and specifically for new elected members to the Council. Performance data on tackling homelessness is reviewed by the Housing Advice and Support Forum and the housing options team hold briefing sessions on an ad hoc basis for partner agencies and the voluntary sector.

## **17. Targeted support**

Understanding the causes of homelessness is crucial in order to target support at those areas to increase prevention.

The most common causes of statutory homelessness are:

- Loss of rented or tied accommodation;
- Parents no longer willing or able to accommodate;  
and
- Relationship Breakdown

The loss of a private tenancy represents the biggest single cause of homelessness in the District; the private rented sector can also offer a valuable option to preventing homelessness.

The Council therefore needs to work more proactively with landlords to improve property and management standards in this sector and develop its role as an important provider of homelessness prevention services. We aim to create an active and progressive Landlords Forum and a range of initiatives to encourage landlords to work with homeless households.

Where landlords persistently fail to engage the Council will use its legal powers under the Housing Acts to protect the health and wellbeing of tenants in this sector.

In preventing homelessness where parents will not accommodate family members, the Housing Team will work with families to come to a sustainable solution. By the time help is sought however, the position is often untenable, and assistance will therefore be given to find alternative accommodation and provide any related support required. Where people have to leave their homes through violence, the role of the Councils' partners is critical in providing support, often offering safe and secure accommodation and working to enable victims of violence to remain in their homes where appropriate.

The majority of statutory homeless households who are in priority need:

- have children;
- are expecting children; or
- are vulnerable due to old age, illness or disability.

The vulnerability of these households demonstrates the importance of working in partnership across a wide range of agencies to address all care and support needs in order to help customers achieve sustainable and healthy living solutions. The Council places great emphasis on the value of prevention as a tool to combat homelessness and the Homelessness Prevention Grant covers a wide range of schemes to support this. The most common prevention tools are the resolution of housing benefit issues often through transitional support, debt advice and initiatives to support people to maintain tenancies and remain in their own home. The Council's Benefits team who administer Discretionary Housing Payments have a role in preventing homelessness and work closely with the Housing Team. These payments can be vital in providing short term assistance, or, in exceptional circumstances, for example, where a property has been adapted, where a spare room is needed for medical purposes or where an occupier with a spare bedroom is in the process of downsizing.

The range of prevention methods demonstrates the depth of partnership working undertaken to achieve the common goal of helping residents to live healthy lives. Households are able to self-refer to some of these services and are therefore prevented from becoming homeless without having to directly access support via the Council. It is recognised that working alone the Housing Team may be able to find accommodation for some households, but those who are vulnerable may require further on going health and skills related support in order to make these solutions sustainable.

The Council's responsibility is to accommodate eligible households who are unintentionally homeless and in priority need. We also provide advice to any household in order to help them find suitable housing solutions and avoid the need to sofa surf or sleep rough. When required the Council will place people into temporary accommodation while determining a homeless application or while negotiating a suitable and sustainable housing solution. The Council have a strong partnership with Nottingham Community Housing Association who own and manage a range of flats and houses for this purpose and only as a last resort will put people into Bed and Breakfast accommodation; not only is this a better temporary solution for the customers but it is cost effective for the Council.

Rough sleeper estimates for the District are consistently low, which is no doubt a reflection of the excellent partnership working through the No Second Night Out Team and voluntary agencies. With timely and appropriate support most rough sleepers can be helped to access accommodation but partnership working is usually required in order for them to address any health and skill support needs to help make this solution sustainable.

## **18. Welfare Reform**

Reform of the Welfare System has been introduced to help more people move into and progress in work. Government believes the current system is too complex and there are insufficient incentives to encourage people on benefits to start paid work or increase their hours. The aims of the reforms are to make the benefit system fairer and more affordable, to reduce poverty, worklessness and welfare dependency and to reduce levels of fraud and error.

Welfare Reform may present challenges for affected households who will have to adjust to reduced benefits and increased responsibility for managing their own finances. This could present greater demands on services that residents turn to for assistance as well as presenting a financial risk to landlords who rent to people on benefits. For example, with the ongoing introduction of Universal Credit, households on benefits have increased financial accountability with rent payments made to the claimant rather than their landlord. This may put pressure on some households who are not used to being paid monthly in arrears, and will therefore require increased support around budgeting.

Increased demand for crisis support may also be needed if households run out of essentials whilst learning to make the necessary adjustments. The extension of the single room rate of local housing allowance to people aged under 35, coupled with benefit reductions for social housing tenants with spare rooms may result in fewer younger households forming and increased use of smaller, shared accommodation in the private sector. Whilst this represents a good use of stock, this type of accommodation has traditionally suffered from the most acute problems of poor standards of management and property condition. Specific targeted activity aimed at increasing provision and improving standards in this sector may therefore be required.

The introduction of the spare room subsidy has seen an increased demand for smaller properties, of which there is not the immediate supply to accommodate. Affected households may require help and support to find alternative accommodation and to avoid the accumulation of rent arrears.

The Housing Team provides regular reports on the effects of welfare reform and works with partners through the Welfare Reform Group to try and mitigate any impacts. Registered Providers are proactively working with tenants on issues such as financial management and budgeting and are assisting residents through the allocations policy to move into smaller properties. The Citizens Advice Bureau provides advice to those in need (assisted by a contribution from the Homeless Prevention Fund) and stronger links are being developed with the Credit Union.

The reforms are also important considerations for the creation of new affordable stock with a rising demand for properties with fewer bedrooms. 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 new powers to discharge its homelessness duty in the private rented sector. Whilst these powers are not yet utilised for the statutory homeless in Derbyshire Dales, the growing private rented sector does play a key role in the prevention of homelessness and efforts continue to engage with more private landlords to ensure the availability of this resource.

The Government continues with its plans for Welfare Reform continues and there may be further reform of the welfare system, including a lower cap on benefits, removal of housing benefit for young people and a repeal of the spare room subsidy.

## **19. Future Housing Needs**

The Council is in the process of adopting the Local Plan for Derbyshire Dales, setting out how market, affordable and specialist housing will be delivered up to 2033. The Plan will be the driving force for the delivery of affordable homes through s106

agreements and negotiations with Registered Providers regarding who is nominated to the properties.

## **20. Health and Wellbeing**

There is growing evidence to support the view that access to quality housing has a significant impact on the health and wellbeing of people. Addressing the problems associated with the wider determinants of health will have financial benefits to the health and social care sectors, through early identification and input, employment and education.

National research demonstrates that homelessness and rough sleeping impacts significantly upon a person's health and puts greater demands upon the health service, with 41% of homeless people attending Accident and Emergency Departments, 31% being admitted to hospital, 28% using an ambulance and 82% having visited a GP at least once within a 12 month period .

Making a difference to the health and wellbeing of the population is the responsibility of all agencies; we believe that by working together, placing prevention at the heart of our work across all the stages of life and a variety of settings, health outcomes will be greatly improved.

Increasingly the Housing Team are supporting people with multiple and complex needs. Problems associated with alcohol, drugs or mental health issues are not uncommon and the resolution of the housing needs can often only be addressed with help from other agencies to support the individuals' with their health needs. A greater emphasis on support and partnership working is needed to ensure that any housing provision is sustained.

## **21. Resources**

The Council, like most organisations, have to ensure greater efficiency and targeting of available resources. It is essential that the Council and partners work together in order to achieve better outcomes for their residents whilst offering excellent value for money. The focus on prevention has been demonstrated to be cost effective with significantly fewer staff resources required over the long term, whilst also being better for those involved seeking early resolution.

Opportunities to pool resources, review policies, remove duplication and explore alternative funding options to ensure the sustainability and suitability of services are all important considerations in ensuring that services remain viable and cater for the needs of our residents.

The homeless prevention grant is used in a number of ways to tackle homelessness and deliver prevention services. Some projects like money advice (Citizens Advice Bureau) and tenancy support (Adullam Housing) are delivered by partners. Others are delivered by the housing team, for example negotiating with family members to house a young person who is homeless.

The impact of funding reductions on partner agencies is of critical importance given Derbyshire Dales District Council's statutory duty to accommodate those who are unintentionally homeless in priority need, as this duty can only be fulfilled by effective joint working. With reductions in the level of the former Supporting People funding support levels have been decreased and many services provide support or accommodation to those with lower needs. Some services have had to finish, for example, floating support and accommodation for adults.

## **22. Delivering an excellent service**

The Council strives to deliver an excellent housing and homelessness service to the public and is currently taking part in the Gold Standard Challenge; a framework for providing continuous improvement in front line housing services. This is funded by the Department of Communities and Local Government and based on the Government report 'Making Every Contact Count'.

The homelessness service took part in a Peer Diagnostic Review and the results were presented on the 16<sup>th</sup> December. Different aspects of the homeless service were assessed and an overall total score of 72% was awarded. The District Council will now start applying for ten local challenges which are:

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

We were commended on our top three areas of good practice:

- Clear corporate commitment to investing in homelessness prevention, around £450k annually
- Very strong partnerships delivering good services, e.g. Adullam floating support, CAB debt advice, Age UK older person's advice
- Experienced staff team, with strong leadership.

Areas for improvement were also highlighted. Some of the suggestions were:

- Improve the website to promote local partners
- Establish some units of temporary accommodation for single people
- Start having advice sessions with all under 25's re Local housing Allowance
- Develop a private landlords forum

The Gold Standard is embedded in the Homelessness Prevention & Reduction Strategy and strengthens our action plan to focus on providing a targeted excellent service to all our customers.

## **23. Governance**

This Strategy will be delivered and monitored by the Council and its partners through the Derbyshire Dales and High Peak Housing Advice and Support Forum. SMART (Specific, Measurable, Achievable, Relevant, Time bound) action plans will deliver the priorities in this strategy and will frame the work of the Housing Team. The Strategy will be reviewed annually. Derbyshire Dales District Council's Corporate Plan commits to supporting households that are homeless or threatened with homelessness; and this is monitored closely by the Corporate Leadership Team with reports provided regularly.

## **24. Related Strategies**

The Derbyshire Dales Corporate Plan 2015/2019  
The Local Plan 2013/2028  
Health and Wellbeing Strategy 2016 /20201  
Derbyshire Dales Housing Strategy  
Derbyshire's Anti-Poverty Strategy 2014/2017  
The Derbyshire Dales Tenancy Strategy 2012  
Derbyshire Dales Economic Plan 2014-2019

## **25. Outcome of Consultation**

Consultation on the new Homeless Prevention Strategy was undertaken throughout December 2016 to February 2017. Online surveys were sent to partner agencies, customers and elected Members, and staff and partners were also invited to consult at dedicated and related meetings.

Issues identified as particularly affecting homeless groups were:

- Support for people to maintain their tenancies;
- Efficient processing of housing related benefits;
- Availability of move-on options from temporary and other accommodation;
- Changes to floating support, such as the removal of specialist services; and
- Challenges around welfare reform.

Partners were particularly helpful in making recommendations for inclusion within the new Homeless Prevention Strategy, such as:

- Beginning work with young people from an early age to prepare them for independent living, for example:
  - Managing money;
  - Social skills;
  - Work skills;
- Working together more closely with the third sector to provide support to groups who may not receive a service from mainstream organisations.
- Partners highlighted that substance and alcohol use cuts across all areas – and suggested we need to look at this as an area on its own and the difficulties this can cause.
- Work should be undertaken with private landlords to make this a more secure housing option. Suggestions included:
  - Strengthening the private rented sector through building links with landlords and providing them with advice and education on their legal rights and responsibilities;
  - Introducing more support for those who can't access social housing and who can't get a deposit – as these clients often end up sleeping rough;
  - Working more closely with housing standards and improve the quality of housing; and
  - Encouraging landlords to offer more secure tenancies that last longer.
- Derbyshire Dales works with partners in the third sector to explore housing options for homeless households. The Council's Strategic Housing Team will liaise with these partners over their plans accordingly.

*A copy of the Homeless Prevention and Reduction Strategy is available on the [Derbyshire Dales District Councils' website](#). The Strategy will be reviewed annually and the results of the review will be published on the website.*

*A copy of this document is available free of charge in electronic, audio, Braille and large print, and in other languages on request.*

# **Homelessness Prevention & Reduction Strategy**

## **2017-2021 Action Plan**

This action plan has been developed for the life of the Homelessness Prevention & Reduction Strategy and covers the period 2017-21. The Homelessness Prevention & Reduction Strategy Action Plan 2017 to 2021 describes what we will do over the next five years to help us achieve our top priorities to reduce homelessness within the next five years.

**Objective 1: To prevent homelessness by providing a comprehensive range of services**

	<b>Actions</b>	<b>How</b>	<b>Evidence</b>	<b>Resource</b>	<b>Timescale</b>	<b>Lead Officer</b>
<b>Ensure all households understand the housing options that are available to them by providing a high quality service</b>	Provide self-help information on the Council's website (National and local)	Information is clear, accessible and up-to-date	Review web hits and customer surveys	Within existing resources	Reviewed annually	Home-Options Co-ordinator
	Provide quality advice by telephone and in person	Rolling programme of relevant training	Personal Development Reviews/Customer feedback	Within existing resources	Reviewed annually	Housing Strategy Officer
	Review advice services funded by the Council to ensure they are relevant to meet the needs of residents	Review services against this strategy	Map outcomes against the needs of the strategy and Homelessness Reduction Act	Within existing resources	By January 2018	Housing Strategy Officer
	Partner organisations provide quality advice relevant to the needs of the district	Communication with partners via HASF and access to training	HASF minutes/partner and customer feedback	Within existing resources and shared use of partners resources i.e. training	Reviewed annually	Derbyshire Move-on Officer
<b>Invest in transitional support through Discretionary housing Payments to help households who are actively looking to a sustainable housing solution</b>	Households at risk of homelessness access DHP	Identify those at risk of homelessness and make appropriate referral	Measure no of households who have been able to remain in their own home due to DHP award	Within existing resources	Reviewed annually and bi-monthly via Welfare Reform Action Group (WRAG)	Housing Strategy Officer and Housing Benefit Manager
	Increase spend of DHP through other funding sources	Allocate proportion of Revenue Support Grant to DHP/research other funding options	Additional DHP available than allocated/more households assisted	Within existing resources	Reviewed annually and bi-monthly via WRAG	Housing Strategy Officer and Housing Benefit Manager
<b>Ensure young people have realistic perceptions of housing options, homelessness and knowledge of support services</b>	Provide website pages aimed at young people on the council's website (National and local)	Information is clear, accessible and jargon free/pilot website with young persons focus group	Customer and partner organisation feedback	Within existing resources	Reviewed annually	Home-Options Co-ordinator
	Support young people on the housing register to better understand their housing options	Contact all under 35's on the housing register by letter offering advice/information	Home-Options	Within existing resources	Reviewed six monthly	Housing Strategy Officer
	Work with the County Council, Districts and Boroughs to deliver a positive pathway for 16 to 21 year olds	Representation through Derbyshire Homeless Officers Group (DHOG)	Number of young people supported through the pathway	Within existing resources	New young persons service estimated to commence Oct 2018	Housing Strategy Officer
	Provide advice and information in schools	Via Housing Ambition and Young Persons Pathway	Customer and partner organisation feedback	Use of external resources that are already jointly funded	Reviewed annually	Housing Strategy Officer
	Help households remain together where it is safe through mediation working closely with families	Raise awareness of mediation to partner organisations at forums and within staff teams	Families helped via mediation	Within existing resources via relationships with existing services	Reviewed annually	Housing Strategy Officer

<b>Objective 2: Ensuring there is sufficient accommodation available for people who are, or who any become homeless</b>						
	<b>Actions</b>	<b>How</b>	<b>Evidence</b>	<b>Resource</b>	<b>Timescale</b>	<b>Lead Officer</b>
<b>Ensure vulnerable households are appropriately prioritised on the housing register</b>	Review allocations policy to make best use of stock	Conduct a review via Home Options Working Group	Length of time to rehouse via home-options data	Within existing resources	Reviewed annually	Housing Strategy Officer
<b>Deliver 50 affordable homes a year</b>	Support the delivery of affordable homes through officer time and DDDC Capital Finance	Delivery through the Housing Strategy	No. of homes completed per annum. DDDC Committee Reports.	RHE & Head of Housing. DDDC Capital Finance from S106 receipts & Right to Buy sales	Reviewed annually	Head of Housing/ RHE
<b>Bring empty homes back into use</b>	Continue to support empty homes work, particularly supporting the growth of the private rented sector	The District Council is revising its empty property strategy and through a task and finish group is utilising reviewing how best to encourage empty homes to be brought back into use	The Council has enlisted the support of the Empty Homes Agency and a neighbouring council with relevant expertise	Existing skills within the Council are being utilised to identify and map the location of all empty homes.	The majority of work is ongoing though the Council expects the new Council tax arrangements to be implemented in April 2018. A revised Empty Property Strategy should also be ready by September 2017	Head of Housing
<b>Ensure the private rented sector is accessible</b>	Establish a landlords' forum	Work closely with Environmental Health to promote and engage landlords	Minutes of meetings	Within existing resources	By September 18	Housing Strategy Officer
	Provide pre-tenancy training	Develop a training model with partners	Monitor no of people accepted in PRS who have undertaken PTT	Within existing resources	By September 18	Housing Strategy Officer/ Derbyshire Move-On Officer
	Inspect properties in response to complaints and on a proactive basis to promote good standards	Work closely with Environmental Health and Landlords' Forum	Monitor no of properties inspected and compliance of landlords (BVPI 213)	Within existing resources	Reviewed annually	Housing Strategy Officer
	Work with the private sector housing team to offer advice and support to landlords	Work closely with Environmental Health and Landlords' Forum	Monitor contact with landlords and capture satisfaction of advice given.	Within existing resources	Reviewed annually	Housing Strategy Officer
	Assist applicants with financial help to access private rental properties	Work with Derbyshire Community Bank to provide affordable finance; where this is not affordable provide a rent deposit scheme (RDGS)	Take up of those accessing Derbyshire Community Bank. Monitor use of RDGS	Homelessness Prevention Grant	Reviewed annually	Housing Strategy Officer

<b>Understand the impact of changing funding arrangements for supported accommodation</b>	Work with DCC, support providers and engage in consultation for any future provision	Attend relevant forums and meetings (HASF, CGAS, Mini MOPPS) and liaise closely with support providers and Derbyshire County Council	Knowledge of existing and future accommodation provision	Within existing resources	Ongoing	Derbyshire Move-on Officer
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<b>Objective 3: Ensuring there is satisfactory support for people who are, or who may become homeless, or who need support to prevent them from becoming homeless</b>						
	<b>Actions</b>	<b>How</b>	<b>Evidence</b>	<b>Resource</b>	<b>Timescale</b>	<b>Lead Officer</b>
<b>Ensure vulnerable people can access help and support around various issues including crisis, debts, advice and tenancy sustainment where it may affect their ability to maintain a home</b>	Sign post customers to relevant organisations for help and support	Maintain up-to-date information on support services available within Derbyshire Dales	Record signposted referrals via Home-Options	Within existing resources	Review annually	Housing Strategy Officer/ Derbyshire Move-On Officer
	Review support services funded by the Council to ensure they are relevant to meet the needs of residents	Review services against this strategy	Map outcomes against the needs of the strategy and Homelessness Reduction Act	Within existing resources	By January 2018	Housing Strategy Officer
<b>Improve employment opportunities</b>	Work closely with JCP to improve provision of advice	Embrace a partnership approach via WRAG	Monitor no of people in employment	Within existing resources	Review annually	Housing Strategy Officer/ Derbyshire Move-On Officer
	Work with Derby City Mission to support rough sleepers into a stable life style	Through the local delivery of the rough sleeper project	Numbers engaged with the project	Within existing resources	Review annually	Housing Strategy Officer/ Derbyshire Move-On Officer
<b>Reduce rough sleeping</b>	Help people get off the streets and into settled accommodation	Work closely with the Derbyshire Outreach Team) DOT and P3 to develop a holistic service. Work closely with DHOG re strategic input.	Record no of people seen and outcomes of interventions	Additional financial resources required	Monthly at DHOG	Housing Strategy Officer/ Derbyshire Move-On Officer
	Work with Derby City Mission	Through the local delivery of the rough sleeper project.	Numbers engaged with the project	Within existing resources	Review annually	Housing Strategy Officer/ Derbyshire Move-On Officer
<b>Support vulnerable people to sustain their household</b>	Attend case conferences with partner agencies to find solutions	Engage with partner organisations or instigate VARMS where appropriate	No of sustained tenants where case conference held	Within existing resources	Review annually	Housing Strategy Officer/ Derbyshire Move-On Officer

	Offer support to registered providers and private landlords to assist where risk of tenancy breakdown	Training and awareness raising of the services provided by DDDC	Referrals received from private landlords and registered providers.	Existing resources	Review annually	Housing Strategy Officer/ Derbyshire Move-On Officer
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<b>Objective 4: Implement the Homelessness Reduction Act</b>						
	<b>Actions</b>	<b>How</b>	<b>Evidence</b>	<b>Resource</b>	<b>Timescale</b>	<b>Lead Officer</b>
<b>Implement the Homelessness Reduction Act</b>	Preparation for the commencement of the Homelessness Reduction Act	Training of staff and third relevant parties. Service preparation to meet the requirements within the Act. Work with DHOG to formulate a Derbyshire wide approach where possible.	Reports including P1e will identify new prevention and relief duties	Existing resources and transition funding	Commencement of Act	Housing Strategy Officer/DHOG
<b>Monitor service trends and demands and make improvements where needed</b>	Record data	Review data provided via Home-Options, P1e and WRAG, incorporating welfare reform	Service demands identified	Within existing resources	Quarterly	Housing Strategy Officer
<b>Provide an excellent homeless service</b>	Engage with Gold Standard process	Apply for local challenges	Acquisition Gold Standard accreditation	Within existing resources	September 2018	Housing Strategy Officer

## **Glossary of terms**

DDD – Derbyshire Dales District

DDC – Derbyshire Dales District Council

DD – Derbyshire Dales

DCC – Derbyshire County Council

HASF – Housing Advice and Support Forum

NPSS – National Practitioner Support Service

NSNO – No Second Night Out

LHA – Local Housing Allowance

BC – Benefit CAP

UC – Universal Credit

AST – Assured Shorthold Tenancy

SAFE – Stonham, Adullam, Framework (consortia)

DDVSAS – Derbyshire Domestic Violence and Sexual Abuse Service

HF – Healthy Futures (hospital discharge service)

P3 – People Potential Possibilities (mental health charity)

DOT – Derbyshire Outreach Team (rough sleeper service)

LA – Local Authority

DCLG – Department for Communities and Local Government

TA – Temporary accommodation

LSVT – Large scale voluntary transfer

NCHA – Nottingham Community Housing Association

HO – Home-Options

CBL – Choice Based Lettings

DLA – Disability Living Allowance

PIP – Personal Independence Payment

DWP – Department for Work and Pensions

DHP – Discretionary Housing Payment