

Report to:	EXECUTIVE CABINET
Date:	12 December 2018
Executive Member/Reporting Officer:	Councillor Gerald Cooney – Executive Member (Economic Growth, Employment and Housing) Emma Varnam, Assistant Director (Operations & Neighbourhoods)
Subject:	PREVENTING HOMELESSNESS STRATEGY 2018-21
Report Summary:	<p>The Homelessness Act 2002 requires all housing authorities to adopt a homelessness strategy based on a review of all forms of homelessness in their district. The strategy must be renewed at intervals of no more than 5 years.</p> <p>The strategy must set out the Authority's plans for the prevention of homelessness and for securing sufficient accommodation and support for people who become homeless or who are at risk of becoming homeless.</p> <p>The new Tameside MBC draft Preventing Homelessness Strategy aims to bring about a borough wide cultural change in the Council's approach to tackling and preventing homelessness in Tameside. It advocates a holistic and integrated approach to Preventing Homelessness which tackles the complexity of issues which can result in homelessness. It aims to broaden and deepen constructive collaboration between services, partner organisations, the Faith sector, and members of the community. It seeks to foster capacity to cultivate creative solutions to the ever-increasing problem of homelessness and focuses effort and resources to address the specific needs of the Borough. It also ensures compliance with new statutory requirements which have been introduced by the Homelessness Reduction Act 2018.</p> <p>This report provides an update on the recent wider consultation with the public and strategic stakeholders. It presents a summary of the key themes raised by the consultation and how these have been addressed.</p> <p>The draft Preventing Homelessness Strategy has been updated to take into account the comments received during the consultation.</p>
Recommendations:	<p>That Executive Cabinet:</p> <ul style="list-style-type: none"> (a) Considers the comments submitted during the wider consultation with the public and strategic stakeholders on the draft strategy. (b) Approves the adoption of the updated Preventing Homelessness Strategy for 2018-2021
Corporate Plan:	The strategy supports the corporate priority to support the most vulnerable.
Policy Implications:	Preventing homelessness is a cross cutting policy area and this strategy will inform related strategies, policies and plans

**Financial Implications:
(Authorised by the statutory
Section 151 Officer & Chief
Finance Officer)**

There are no direct financial implications as a result of this report . Implementing the Strategy may incur costs which will be met from the existing Service budget.

**Legal Implications:
(Authorised by the Borough
Solicitor)**

The Homelessness Act 2002 introduced a requirement for local authorities to undertake a review of homelessness, including consultation, and to use the results of the review to inform a homelessness strategy. Local authorities must publish their homelessness strategy periodically, but not longer than once every 5 years. Within a complex legal framework, the Council delivers services to people who are homeless or threatened with homelessness. This framework sets out duties it must perform and powers it can exercise with discretion. The Housing Act 1996, Part 7 has been amended over the years, but remains the primary legislation prescribing how local authorities should deliver services, and what duties they must owe to homeless persons. The Housing Act 1996, Part 7 has most recently been amended by the Homelessness Reduction Act 2017 and provides fundamental amendments to the existing homelessness legislation. It introduces new requirements to “prevent” and “relieve” homelessness and in that context, sets out a range of new duties.

The Homelessness Reduction Act (HRA) 2017 came into effect on 3 April 2018 and was intended to transform the way Local Housing Authority (LHA) services are provided to homeless people. The Act is arguably the biggest change in homelessness legislation since 19771. It not only imposes a duty to prevent and relieve homelessness, but it provides opportunities for culture and systems change. The HRA effectively bolts two new duties to the original statutory rehousing duty: the duty to prevent homelessness, and the duty to relieve homelessness. New provisions introduced by the HRA include:

- Duty to prevent and relieve homelessness
- Requirement to carry out an assessment and personalised housing plan
- Public bodies now have a duty to refer people whom they know are threatened with homelessness
- Applicants have the right to ask for a review of any points of the new legislation

It is anticipated that the Preventing Homelessness Strategy will have a positive impact upon the protected groups. However, this needs to be monitored to ensure that any particular group is not disadvantaged in a particular way given the general vulnerability of this sector of the community.

Risk Management:

A risk log and mitigation measures have been developed. Risk is considered in section 7 of this report.

Background Information:

The background papers relating to this report can be inspected by contacting Emma Varnam by:



Telephone: 0161 342 3337



e-mail: emma.varnam@tameside.gov.uk

1. INTRODUCTION

- 1.1 On 20 June 2018 the draft Preventing Homelessness Strategy for 2018-2021 was presented to the Executive Cabinet for consideration. The covering report provided full details about the development of the draft strategy, the extensive engagement and participation of key stakeholders, and how the eight strategic priorities emerged. The report recommended that the Executive Cabinet approve wider consultation with the public and strategic stakeholders.
- 1.2 Executive Cabinet gave their approval and this report provides an update on the further consultation and the key themes which arose. It also includes brief details about recent national, sub regional and local issues which have been incorporated into the draft strategy.

2. BACKGROUND

- 2.1 The draft Preventing Homelessness Strategy aims to bring about a borough wide cultural change in the Council's approach to tackling and preventing homelessness in Tameside Borough. It advocates a holistic and integrated approach to Preventing Homelessness which tackles the complexity of issues which can result in homelessness. It aims to broaden and deepen constructive collaboration between services, partner organisations, the Faith sector, and members of the community. It seeks to foster capacity to cultivate creative solutions to the ever-increasing problem of homelessness and focuses effort and resources to address the specific needs of the Borough. It complies with new statutory requirements which have been introduced through the Homelessness Reduction Act 2018.
- 2.2 An inclusive and participatory approach was taken to develop this strategy. At the outset, key stakeholders were given the opportunity to shape the development of this strategy. The Preventing Homelessness multi-agency forum and the Registered Providers Forum were at the centre of its development and a project team with representatives from key services, led by the Senior Housing Strategy Officer, was established.
- 2.3 A detailed review of homelessness in Tameside was undertaken to provide an evidence-based Preventing Homelessness Strategy for 2018-2021. The review provided a clear picture of homelessness within the Borough. The data used included:
 - The national statutory homelessness data returns
 - Contract monitoring data of the homelessness services commissioned by Tameside Council
 - National research data
 - Service activity data
 - Census data
 - The Joint Strategic Needs Analysis for 2016/17
 - Tameside's Housing Needs Assessment 2017

3. THE DRAFT PREVENTING HOMELESSNESS STRATEGY 2018-2021

- 3.1 Tameside's draft Preventing Homelessness Strategy for 2018-2021 reinforces the Authority's commitment to prevent homelessness and to intervene at the earliest stage before households reach the point of crisis. It promotes increasing the resilience of vulnerable people and providing targeted support.
- 3.2 The strategy:
 - Outlines the key achievements of the Preventing Homelessness Strategy 2013-2018 and provides examples of new evidence-based initiatives which have recently been implemented.

- Presents the national context of the new strategy in terms of legislation and policy and also the local policy and demographic context.
- Explains how the strategy was developed and identifies its links with other key strategies and programmes that encompass aspects of local health and wellbeing, justice, economic policy, poverty and domestic abuse amongst other things
- Describes homelessness in Tameside, the causes and those who may be at risk of homelessness.
- Presents the Authority's approach to preventing homelessness and its strategic priorities.
- States how the Authority will identify homelessness issues and collect information to measure and monitor progress.

3.3 Tameside Council's vision is a borough wide approach where those living, working and visiting Tameside understand the catastrophic effects of homelessness on the lives of people and its causes, and work together to tackle and prevent homelessness. Tameside's draft Preventing Homelessness Strategy 2018-2021 presents eight strategic priorities:

- 1. A holistic and integrated response to preventing homelessness**
- 2. Proactive information management and provision of advice**
- 3. Raised awareness of the causes of homelessness and services, and a shared understanding that preventing homelessness is everyone's business**
- 4. Early intervention before a crisis**
- 5. Increased resilience and targeted support**
- 6. Preventing rough sleeping**
- 7. Access to a wide range of affordable, permanent accommodation options**
- 8. Identifying, cultivating and empowering untapped resources in the community**

3.4 The strategy supports the Council and its partners to deliver Tameside Borough's priorities and the Greater Manchester pledges to prevent homelessness. The strategy will include an action plan (currently under development) with resources allocated to it and officers assigned to each action.

3.5 The Homelessness Act 2002 requires all housing authorities to adopt a homelessness strategy based on a review of all forms of homelessness in their district. The strategy must be renewed at intervals of no more than 5 years. The Social Services Authority must provide reasonable assistance.

3.6 The strategy must set out the Authority's plans for the prevention of homelessness and for securing sufficient accommodation and support for people who become homeless, or who are at risk of becoming homeless.

3.7 Statutory guidance requires that the homelessness strategy is taken into account by Housing Services and Social Services when exercising their function.

4. THE WIDER CONSULTATION

4.1 The following wider consultation has been undertaken:

- The draft strategy was presented to the Population Health Service managers at their team meeting held in June.
- Meetings were held with the Chair of the Preventing Homelessness Forum and the Chair of the Registered Provider's Forum in June to discuss the draft strategy and obtain their comments

- Three workshops on the draft strategy were held with members of the public and partner organisations at the Public Engagement Network (PEN) Event on 27 June.
- Throughout July the public online consultation on the draft strategy was live on the Big Conversation Website/Webpage. This was widely publicised by Tameside Action Together.
- All councillors and all those who attended the PEN Preventing Homelessness workshops were informed about the online consultation and sent a link to this.
- On 5 July a Strategic Workshop on the draft strategy was held with a wide range of services and organisations who deliver services to homeless people in Tameside Borough.
- On 10 July a focus group on the draft strategy was held with Social Workers from Tameside Council's Adults Service.
- Individual meetings were also held with the:
 - Commissioning Officer responsible for monitoring the contracts relating to the Women's Centre and Domestic Abuse
 - Officer responsible for implementing sanctuary measures to enable victims of domestic abuse to remain in their home safely once the perpetrator of abuse has left.
 - Partnership Manager for Tameside and Oldham from the Department of Works and Pensions
- In August the draft strategy was sent out to the members of Tameside Borough's Community Safety Partnership for comment
- On 11 September a meeting was held with the Chair of Tameside Adults Safeguarding Partnership Board (TASPB) and the draft strategy was presented to the Board.
- On 17 October, a presentation on the draft strategy was delivered to the Hyde NDG meeting.

5. OUTCOME OF THE WIDER CONSULTATION

- 5.1 Full details of the comments received are provided in **Appendix 1**. The consultation feedback will shape the strategic action plan which supports the strategy.
- 5.2 Three comments were received via the online public consultation exercise. This comprised two online comments and one written submission.
- 5.3 A brief summary of the issues raised during the wider consultation is provided here. The consultees agreed that a holistic and integrated response to preventing homelessness is needed. It was stated that this can help prevent people from "falling through the net" and will help to streamline activity and prevent duplication. A lack of understanding of each other's roles, thresholds for accessing services and the resources available can hinder effective partnership working.
- 5.4 The consultees supported the suggestion of having a Preventing Homeless Charter for the Borough. They agreed that it is vital that the Charter results in appropriate action to combat homelessness. The idea of having champions was favoured and it was proposed that in addition to having a Champion in all Council Services and partner organisations it would be

helpful to have a Homelessness Champion in the Courts and GP Preventing Homelessness Champions. They also agreed that a Tameside Preventing Homelessness Network is needed to provide support, training and disseminate best practice to members of the community in Tameside Borough who want to be actively involved in helping to prevent homelessness.

- 5.5 The consultees suggested that the co-location of key teams could support more integrated working by promoting a greater understanding of each other's roles, and services on a daily basis. They also agreed that presentations to staff on services and relevant topics would raise awareness of key services and issues affecting people at risk of homelessness.
- 5.6 The consultees agreed that key challenges are the lack of affordable housing, the need for more supported accommodation to meet complex needs, and the changes to welfare benefits and the introduction of Universal Credit.
- 5.7 The consultees suggested the need to explore initiatives aimed at expanding current housing stock such as utilising empty properties across the borough.
- 5.8 Consultees mentioned that they were pleased to see the inclusion of the Housing First Model in the strategy. This provides appropriate housing and wrap around support to homeless people with more complex needs.
- 5.9 The consultees raised the need to prevent registered social landlord tenants from being evicted because of problems they have encountered with the introduction of the new Universal Credit Payments. Examples of initiatives in place to help those who may be at risk of eviction were discussed.
- 5.10 Consultees agreed that it was very important to educate young people to prevent homelessness and supported the proposal to provide sessions on preventing homelessness in schools. Consultees also provided a range of comments and suggestions relating to the need to safeguard young people.
- 5.11 Consultees also raised a range of issues relating to Black, Asian and Minority Ethnic communities. For example the need to ensure that information relating to preventing homelessness is accessible and in a format which meets their needs. It was suggested that Peer to Peer educators could be trained to communicate key issues and information to these harder to reach communities. The needs of those with no recourse to public funds fleeing domestic violence was raised.
- 5.12 All the issues raised through the consultation process will be used to shape the development of the strategic action plan which will support the Preventing Homelessness Strategy.

6. NATIONAL ISSUES

- 6.1 On 13 August 2018, the Government published its Rough Sleeping Strategy, which sets out the Government's plans to help people who are sleeping rough now and to put in place structures to end rough sleeping for good.
- 6.2 The Government has committed to halve rough sleeping in this Parliament and to end it for good by 2027. Tameside Borough's Preventing Homelessness Strategy has been amended to include the requirements relating to this national rough sleeping strategy.

7. GREATER MANCHESTER ISSUES

7.1 The GMCA has developed a range of programmes to support local authorities work in tackling homelessness and to support the GM Mayor in his commitments on rough sleeping. The three main programmes of work are as follows:

- The Social Impact Bond for Entrenched Rough Sleepers
- The Homelessness Prevention Trailblazer
- The Housing First Programme

Tameside Council has been committed to and actively engaged in contributing to these programmes. They have been incorporated into the draft Preventing Homelessness Strategy for 2018-2021 and the supporting strategic action plan will include a work stream relating to these programmes.

7.2 During the summer of 2018, the GM Mayor also introduced a new pledge to further improve GM's approach to rough sleeping by aiming to provide a bed for every rough sleeper who needs and wants one from 1 November 2018 to 31 March 2019. This initiative has been named "A Bed for Every Night" (ABEN). Tameside Council has signed up to this pledge and has put in place arrangements to comply with the ABEN programme.

8. LOCAL ISSUES

8.1 Work is currently underway in Tameside with a view to making primary care services more accessible to homeless people and to help homeless people to register with GP practices. There are examples of best practice in this area which are currently being considered such as the Homeless Friendly GP initiative organised by the not-for-profit social enterprise Beacon GP CARE. This initiative encourages NHS surgeries and other healthcare providers to pledge to become homeless friendly in the way they conduct their business, to share good practice and to offer practical support to the homeless.

8.2 An intelligence gathering exercise is taking place in Tameside to ascertain the number of homeless people who are registered with GP practices and to develop an approach to facilitating access to flu vaccination for rough sleepers.

8.3 The strategic action plan supporting the Tameside Borough Preventing Homelessness Strategy will incorporate actions relating to promoting the health and wellbeing of homeless people and those at risk of homelessness, and making healthcare services more accessible to them.

9. IMPLEMENTATION

9.1 The success of this strategy relies on partnership working and requires the full engagement of all partners and services. Once the strategy has been approved a detailed implementation plan will be produced.

10. EQUALITY & DIVERSITY

10.1 An Equality Impact Assessment (EIA) has been developed. This complies with the requirements of the public sector duty under s149 of the Equality Act 2010.

10.2 There is strong evidence that homeless people suffer from multiple disadvantages. Homelessness is not just one of the most extreme forms of physical deprivation; it also defines a group that is subject to extreme forms of discrimination and violence. It is anticipated that the Preventing Homelessness Strategy will have a positive impact upon the protected groups.

11. RISKS

- 11.1 Under the Homelessness Act 2002 Section 1(4), we are required to publish a new Preventing Homelessness Strategy in 2018, based on the results of a homelessness review. Our former Preventing Homelessness Strategy covers the period 2013-2018. A failure to agree and implement an effective Preventing Homelessness strategy in 2018 could increase the risk that the local authority will fail to comply with its statutory obligations.

12. RECOMMENDATIONS

- 12.1 As set out at the front of the report.

APPENDIX 1

PEN Conference Workshops With Members of the Public and Partner Organisations **Held on 27 June 2018**

Introduction to the Preventing Homelessness Workshops

Three workshops focussed on the draft Preventing Homelessness Strategy. In each of these workshops, the workshop facilitator, Sally Atueyi (Senior Housing Strategy Officer), outlined the background to the draft strategy.

A brief summary of the main themes arising from the three workshops are provided below.

Workshop 1 -Preventing Homelessness Strategy

This workshop had a wide ranging discussion which included exploring initiatives aimed at:
-expanding current housing stock such as utilising empty properties across the borough, and a scheme which is operating via Ashton Pioneer Homes (APH), where Private Landlords are leasing their properties to APH to be managed by APH.

-preventing registered social landlord tenants from being evicted because of problems they have encountered with the introduction of new Universal Credit Payments. A representative of Irwell Valley Homes gave examples of initiatives that they have in place to help those who may be at risk of eviction. These include having a Deprivation Team which works with families receiving benefits who may be affected by Universal Credit Payments and who may subsequently be at risk of eviction. They also have an agreement in place with the DWP that direct payments can be made to the landlord in cases where tenants on Universal Credit are falling into arrears. Irwell Valley Homes offer debt advice and support to all their tenants to ensure that their tenants can prioritise their rent payments. They also has 'Universal Credit Champions' to help people who fall into arrears due to the waiting time experienced by tenants when they move over to Universal Credit Payments.

The workshop also discussed why Tameside no longer has direct access hostels.

Workshop 2 - Preventing Homelessness Strategy

The group discussed the draft one page summary of the Preventing Homelessness Strategy and provided a range of comments and suggestions relating to the need to provide emotional support to young people who are homeless, and safeguard young people from migrating from Tameside to sleep rough in the centre of Manchester.

The group also discussed the Housing First Model and its inclusion in the strategy.

The group considered the draft vision and the need to specify the types of tangible things that people can do to help homeless people. It was agreed that the strategy needs to be accessible to all and written in plain English.

The group agreed that a Tameside Preventing Homelessness Charter needs to result in appropriate action and the need for the strategy to ensure that this happens. The workshop discussed providing sessions on preventing homelessness in schools to educate young people. There are other services which go into the schools and it was suggested that the Homelessness Team could link with these services. For example it was mentioned that the Population Health Service run a session in schools to educate young people about learning disabilities and physical disabilities and the DWP go into schools and link in with the Career Advisors.

The workshop also discussed how the draft Tameside Preventing Homelessness Strategy feeds into the work on homelessness which is currently being led by Andy Burnham, the Mayor of Greater Manchester.

One member of the group mentioned that St Andrews Health Centre in Stalybridge is involved with the Nesta 100 day challenge and asked whether this would be feeding into the draft strategy.

Workshop 3 -Preventing Homelessness Strategy

The group considered the one page draft strategy and raised a range of issues relating to BME communities including:

- How will BME communities be educated about the available provisions for homeless people?
- Has the strategy considered that BME communities may not be willing or able to present to a centre or hub to receive help and advice about homelessness? Can the information be taken to them in their communities?
- What language formats will the strategy be available in?
- Could Peer to Peer educators be trained to communicate key issues and information to these harder to reach communities?
- Could mosques be used to educate /spread key messages about homelessness?
- What is being done to help those with no recourse to public funds who are fleeing domestic violence?

All these issues have been fed into the Equality Impact Assessment of the Preventing Homelessness Strategy for 2018-2021 and will inform the development of the strategic action plan which will support the strategy.

It was suggested that engaging with faith sector leaders could be a means to reach community members who may, due to culture, not wish to access support from a hub or centre for homelessness.

The group asked whether there is an online directory of services, resources and advice which is available to members of communities. The facilitator informed the group about the Street Support website which includes details of services and advice for homeless people provided across Greater Manchester. She agreed to send them a link to this website and also to send a note containing information about the services that you can refer a rough sleeper to for support in Tameside.

The group also discussed the problems faced by homeless people who need to claim benefits but have no fixed address, and the difficulties encountered by offenders leaving custody and the lack of sufficient early interventions to prevent homelessness. This has resulted in instances where they do not have a fixed address to go to on release from prison.

Innovative approaches which could be used to signpost homeless people to support and advice and learning from other Councils was also mentioned.

Online Public Consultation

Comments Received
“My experience of Tameside’s support if you were threatened with homelessness are not good. The person we spoke to and gave all our documents to was supposed to send them onto a government scheme that would help. It was coming to an end but we still had time she never send on the paperwork when we contacted them We had to resolve this ourselves by selling the home for less than it was worth to rent it back. Putting strategies on paper are all well and good but if the staff these people have to see decide to just blame them for the losing their home they fail. Accident at work caused me to not be able to work so we went interest only. This woman we spoke to at Tameside didn't help at all and we would have been homeless but for sorting out some way to stay in our home.”
“There doesn't appear to be a strategy for providing support. Many people need help with financial management advice and banking arrangements, direct debits etc.”

Theme	Comments Received on the Draft Preventing Homelessness Strategy From the Wider Consultation of Strategic Partners From June 2018 to October 2018
A Holistic and Integrated Response to Preventing Homelessness	I agreed that a Holistic and Integrated Response to Preventing Homelessness is needed to prevent duplications and to streamline activity.
A Holistic and Integrated Response to Preventing Homelessness	Competition relating to procurement is the biggest issues which affects partnership working. When the contracts are due to go out for competition the organisations retreat and keep best practice to themselves.
A Holistic and Integrated Response to Preventing Homelessness	Mental health is now onboard with this agenda.
A Holistic and Integrated Response to Preventing Homelessness	The service called Through the Gate is not working as well as it could. An example was given of a prolific offender who fell through the net 3 times.
A Holistic and Integrated Response to Preventing Homelessness	Drug and Alcohol and Rehab are very reactive
A Holistic and Integrated Response to Preventing Homelessness	We need to be more honest as professionals when we refer our complex needs clients to services to enable more swift and smooth move through. A supported accommodation provider can often become 'stuck' with customers whose needs were not fully disclosed at referral and then later transpire making them very difficult to move on and rehouse.
A Holistic and Integrated Response to Preventing Homelessness	Our clients may have mental health issues and face homelessness. There is a high threshold for access to community mental health services. We need to understand better the role of the community mental health team, their threshold and the resources available.
A Holistic and Integrated Response to Preventing Homelessness	We have MDTs (multi-disciplinary teams) We need to understand each other's roles better. (e.g. housing, and health/hospital) Some clients are deemed intentionally homeless and fall through the gap.
A Holistic and Integrated Response to Preventing Homelessness	What happens when people are on leave?

A Holistic and Integrated Response to Preventing Homelessness	Could we have private consortiums with the involvement of the Benefits Service?
A Holistic and Integrated Response to Preventing Homelessness	We need a dedicated person/Homelessness Champion for co-ordinating homeless issues in the Adults Service.
A Holistic and Integrated Response to Preventing Homelessness	To promote integrated working it may be helpful to be based together. The social workers are based in Crickets Lane Health Service and they are more aware of each other's roles on a daily basis.
A Holistic and Integrated Response to Preventing Homelessness	We need a Preventing Homelessness Champion in the Courts.
A Holistic and Integrated Response to Preventing Homelessness	We need GP Preventing Homelessness Champions.
A Holistic and Integrated Response to Preventing Homelessness	If a homeless person has a clash with regard to appointments, Universal Credit work coaches have discretion around appointments. However when making a new claim the first appointment with the DWP is very important. Those already on benefits have an online journal and can send a message via this journal to the work coach to notify the work coach that they are unable to attend their appointment. They can notify the work coach of "To Dos" and these can be picked up by their work coach.
A Holistic and Integrated Response to Preventing Homelessness	There are different categories of clients. Some are signing sick. In Universal Credit there is a conditionality group which various conditions. There are easements which switch off conditionality.
A Holistic and Integrated Response to Preventing Homelessness	Representatives of DWP could provide a presentation to the staff at Tameside Housing Advice to inform them about the online journal, the easements, what they are and how they work, Universal Credit (UC) and how it is made up (including the Housing Element), and conditionality within UC.
A Holistic and Integrated Response to Preventing Homelessness	There is a GP project with Veterans – to encourage patients to inform their GP if they are a veteran.
A Holistic and Integrated Response to Preventing Homelessness	Include paragraph on Tameside Adult Safeguarding and make reference to the Government's recommendation in the National Rough Sleeping Strategy and the recommendation to undertake serious case reviews for deaths of rough sleepers.
Access to a Wider Range of Affordable Permanent Accommodation Options	Expand current housing stock e.g. by utilising empty properties across the borough

Access to a Wider Range of Affordable Permanent Accommodation Options	THA have made some referrals to APH for the shared living scheme however the issue has been that many people accessing THA do not want to share accommodation – they want self-contained properties.
Access to a Wider Range of Affordable Permanent Accommodation Options	The risks with shared tenancies are so high and the consequences if a shared tenancy fails are also very problematic.
Access to a Wider Range of Affordable Permanent Accommodation Options	The APH Shared Tenancy Scheme would really suit ex-armed forces as they are used to sharing accommodation.
Access to a Wider Range of Affordable Permanent Accommodation Options	A supported accommodation provider stated that “I have professional experience of a shared tenancy failing for 2 of our customers and they both became homeless as a result, although both are rehoused individually now.”
Access to a Wider Range of Affordable Permanent Accommodation Options	We have a PRS support worker who can support people into PR tenancies; however this has been proving challenging due to Private Landlords remaining reluctant to offer tenancies to those out of work or those with additional needs. Furthermore most Private Lords do not accept the BOND scheme.
Access to a Wider Range of Affordable Permanent Accommodation Options	We need a clearer picture of the statistics around accommodation available.
Access to a Wider Range of Affordable Permanent Accommodation Options	It is difficult for a victim of DV to obtain housing unless they enter a refuge.
Access to Affordable Permanent Accommodation Options	The provision of 1 bed properties does not meet the demand; it is very difficult for us to move on our customers from commissioned temporary supported housing as there are so few 1 bed properties available. Furthermore for our tenants who require adaptations it is even more difficult as it is not easy to get private landlords or RSLs to agree to adaptations.
Access to Affordable Permanent Accommodation Options	In the review you found that 151 individuals were referred for supported housing yet only 57 accepted and housed – a strategy will not fix this problem – the only thing which will fix this problem is making more supported housing placements available and finding and funding more supported accommodation. We have lots of immigrants in the UK who need housing and this makes our resources stretched even further – how is the strategy tackling this issue?
Allocation of Social Housing	My client has a son with learning disabilities. My client lives in a one bedroom flat and his son sleeps

	on the sofa. This arrangement is not working. My client needs a 2 bedroom property so that his son can have his own room. The son is deemed homeless and has been moved to temporary accommodation in Gibson Terrace. He needs support which is father is willing to give but is unable to give due to the lack of appropriate accommodation. What can be done?
Early identification of risk	How can one identify the risk of homelessness earlier and who should this be flagged up to? What criteria do services have to respond to this risk?
Early identification of risk	The Adults Service completes a checklist before they allocate a care package. This checklist could include a question to identify any problems which may affect the client's ability to retain their current accommodation. If clients have rent arrears they could mention the benefits free phone line.
Early Intervention Before a Crisis	Continue to introduce initiatives to prevent registered social landlord tenants from being evicted because of problems they have encountered with the introduction of new Universal Credit Payments.
Early Intervention Before a Crisis	Benefits advice needs to be improved and expanded to reach more people. With Universal Credit, more people including those who are working, will be on benefits and requiring support and advice.
Early Intervention Before a Crisis	The new HRA brings about the new duty to refer which means that job centre and DWP staff need training so they know who to refer and when so that there can be earlier intervention.
Early Intervention Before a Crisis	Our Housing Association pre eviction protocol means we refer cases to THA where the rent department identify serious debt – this applies to tenants who are 6-8 weeks in rent arrears. We also have specialist teams who work to identify those most at risk of eviction.
Early Intervention Before a Crisis	In respect of Mediation family group conferencing may be able to offer support. The Homelessness Team at the Council have already made contact and looking to strengthen links with this service to support homeless families and young people under 2018.
Early Intervention Before a Crisis	CLG has a medication service which works with families.
Early Intervention Before a Crisis	What multi agency approaches are used with adults? In CSCS all children have multi agency plans and meetings which follow a set structure to ensure that there is no duplication and doubling up of support.
Early Intervention Before a Crisis	The protocol for 16 and 17 year olds outlines that referrals for support for homeless young people need to be made at the earliest stage to prevent homelessness. There are still some issues with this

	protocol which the MDT is trying to iron out.
Early Intervention Before a Crisis	– 6-8 weeks in rent arrears is too late for an intervention – this should be coming as soon as rent arrears start to accrue not waiting until crisis.
Early Intervention Before a Crisis	Rent arrears at any level indicate other issues – what consideration is given for those tenants who refuse support?
Early Intervention Before a Crisis	You can refer to CAB anyone who may require support with budgeting or financial support.
Early Intervention Before a Crisis	If a client is facing eviction due to the state of their property the difficulty is knowing who to contact for help with this. What help is available? This issue is even more difficult when the client owns their own home and are about to lose their property.
Early Intervention Before a Crisis	<p>When someone is taken into custody they only receive a specified number of HB payments. This means that if they don't end the tenancy significant arrears will accrue and the Housing Provider won't be able to receive reimbursement for the arrears. If a person is given a long term sentence they are encouraged to end the tenancy.</p> <p>A key issue is that no one tells the landlord/housing officer that the tenant has been taken into custody.</p> <p>If the offender has a joint tenancy then this is not an issue.</p>
Early Intervention Before a Crisis	<p>When someone is taken into custody they only receive a specified number of HB payments. This means that if they don't end the tenancy significant arrears will accrue and the Housing Provider won't be able to receive reimbursement for the arrears. If a person is given a long term sentence they are encouraged to end the tenancy.</p> <p>A key issue is that no one tells the landlord/housing officer that the tenant has been taken into custody.</p> <p>If the offender has a joint tenancy then this is not an issue.</p> <p>The notification of the landlord/Housing Officer that the tenant has been taken into custody should be built into the routine Court paperwork. One of the questions should be “have you spoken with your landlord/Housing Officer?”</p> <p>The other issue relates to the tenant's belongings. What happens to these if the tenant is taken into custody?</p>

	The person working with the offender before being charged and sentence needs to be identified and alerted to the above issues.
Identifying, Cultivating and Empowering Untapped Resources in the Community	A good way to get more people interested in homelessness and ways that they can help is to consider different passions. For example our organisation works closely with various community groups in order to educate about homelessness and tap into local activities for their customers.
Increased Resilience and Targeted Support	the homeless/those at risk of homelessness have low self-esteem
Increased Resilience and Targeted Support	Substance misuse can be used as a coping mechanism for early bereavement. There is a need to identify and work with at an early stage those who had an early bereavement.
Increased Resilience and Targeted Support	There was a need to change the way agencies were working with clients at Foundation. Previously the Police were making contact to arrest people from Foundation rather than forging constructive links in helping to support the residents. Now when a resident comes, they are introduced to a Neighbourhood Officer who supports them to integrate into the neighbourhood. A strength based approach to work with residents is used. With regards to appointments, staff celebrate those who turn up for an appointment and make residents know the implications of not turning up for an appointment.
Increased Resilience and Targeted Support	Residents of Foundation Supported Accommodation are sent to the Ready Steady Training run by Adullam since that is the training which is commissioned by the Council and which is formally recognised. The learning acquired from the training is consolidated by running the Fit Kit training.
Increased Resilience and Targeted Support	The Be Well Training which presents the wellbeing plate, and includes "weight matters".
Increased Resilience and Targeted Support	there is a need for developing parenting skills in the borough.
Increased Resilience and Targeted Support	Placements at Foundation are supposed to be for 6-9 months. There is the aspiration for moving on.
Increased Resilience and Targeted Support	Volunteering and employment opportunities are organised by Foundation Supported Accommodation. Greenscape is commissioned to do the gardening at Foundation. Greenscape are now working with Mind. They are a Social Enterprise and give Foundation customer's volunteering opportunities. Foundation commission Duns Cleaning to undertake their cleaning and Duns give opportunities for customers to be involved. Step Together provides volunteering opportunities for those with offending backgrounds.
Increased Resilience and Targeted Support	Provide emotional support to young people who are homeless, and safeguard young people from

	migrating from Tameside to sleep rough in the centre of Manchester.
Increased Resilience and Targeted Support	Drug users and alcoholics who are 'entrenched' in substance abuse do not prioritise housing – they prioritise getting hold of substances. In order to prevent future entrenched substances abusers we need to educate children in school about the dangers of substance abuse and the realities and this should in turn tackle to issue of drug users who become homeless and cannot be engaged in services. In CGL we have only 1 member of staff dedicated to working with 2018-25 year olds – could the strategy not address this by advising that we need more staff to work with young people. Engaging in schools could make a big difference in the future – it is too late to fix the issues we already have with the entrenched drug users in Tameside who are homeless.
Increased Resilience and Targeted Support	Can we not just target services at those who want help rather than those who don't?
Increased Resilience and Targeted Support	Services need to be aimed at all but targeted at individualised needs.
Increased Resilience and Targeted Support	What does this tailored support look like? What do you mean by tailored?
Increased Resilience and Targeted Support	Adullam offer tailored support and also have complex need support workers who do community support work. We also offer tenancy training.
Increased Resilience and Targeted Support	The concern for RSLs in accepting someone with complex needs is that those needs maybe met initially by resettlement support from supported housing providers when they first move in but the support is time limited and when it ends the RSL is then left with a tenant which they cannot sustain as they cannot meet their needs. Some tenants will require support much more longer term – how can these people's needs be met?
Increased Resilience and Targeted Support	GM and C CRC can only support their customers whilst they are on orders / licences after which they are not funded to work with them. They do have exit plans.
Increased Resilience and Targeted Support	<p>There are structures in place to identify and respond to DV:</p> <ul style="list-style-type: none"> • MARAC • Minted • The Welfare Benefits Team <p>The Freedom Programme which is run at Cavendish Mill. This trains victims of DV on identifying the traits of the perpetrator of DV, the warning signs etc. There is a Freedom book.</p> <p>There is a Peer Mentoring Programme for victims of DV. Many victims won't interact with</p>

	professionals.
Increased Resilience and Targeted Support Access to a Wider Range of Affordable Permanent Accommodation Options	What support could be provided by the housing provider when they leave prison, if they relinquish their tenancy when they are taken into custody?
Increased Resilience and Targeted Support	There is a volunteering scheme in place at Jigsaw.
Increased Resilience and Targeted Support/Employment	Employment is sometimes the last thing on someone's mind if they have other complex needs. These needs to be considered in the strategy as pushing someone towards employment who is not ready could be very detrimental. Part time volunteering could be a good first step for some.
Increased Resilience and Targeted Support/Employment	When people present to THA they want to solve their housing issues and might not be willing to discuss employment – however further down the line this is something which should be explored once they are settled and the immediate crisis has been solved.
Increased Resilience and Targeted Support/Employment	Floating support needs to be put in place which helps people to gain the most basic living skills before employment is even considered as some vulnerable people cannot even cook a meal or shop, they are not thinking about going into employment.
Increased Resilience and Targeted Support/Employment	DWP understand that different people have different needs and we are able to waiver some sanctions if the individual is homeless or has additional needs. We can be flexible if it is deemed necessary and appropriate.
Increased Resilience and Targeted Support/Employment	It is important to teach young people life skills in school such as budgeting, mortgages and bank accounts.
Preventing Rough Sleeping	It is good to see that the Housing First Model has been included in the strategy
Preventing Rough Sleeping	There has been an increase in the number of people sleeping rough in Hyde.
Prevention Tools	We provide an Advocacy Service and we all mediate between clients and their families/others. The Bridges Service also mediates.
Prevention Tools	A client in a Jigsaw property accrued £50-60 in rent arrears and this triggered a response.
Proactive Information Management and	GDPR has an impact on improved joint working. A protocol is needed for sharing information.

Provision of Advice	
Proactive Information Management and Provision of Advice	The lack of consent gives rise to no urgency.
Proactive Information Management and Provision of Advice	Some organisations will not accept generic consent to disclose information about tenants and require individual signed consent forms from the customer for every service who requests information – therefore a joint consent form would not help. This is because we are a national organisation so our finance department for example will only accept consent from each individual service.
Proactive Information Management and Provision of Advice	<p>GDPR is going to make the sharing of information and issues around consent even more of a problem. How can we get around this?</p> <p>GDPR sets a time limit on how long consent lasts therefore if consent was gained from a tenant at the start of their tenancy then years later this consent would no longer be valid. GDPR also states that consent must be given for each individual organisation and for each purpose which is intended to be used – this is another reason a generic form would not work.</p>
Proactive Information Management and Provision of Advice	Tenants have the right to refuse to consent to the sharing of information with certain services therefore a generic form would take this right away from them.
Proactive Information Management and Provision of Advice	Can we not just each ask the people we are working with to sign an individual consent to share information from for our own services?
Proactive Information Management and Provision of Advice	We need an online directory of services which all professionals and service users can access.
Proactive Information Management and Provision of Advice/ Increased Resilience and Targeted Support	The registration process for housing is online. I have a client in hospital who is very limited on what she is able to do. She can't return to her home and is not able to register online due to her physical condition. What support is available to help those who can't access the online registration process? There are also clients who are not able to read or write.
Raised Awareness of the Causes of Homelessness, and Services and a Shared Understanding that Preventing Homelessness is Everyone's Business	Specify the types of tangible things that people can do to help homeless people. It was agreed that
Raised Awareness of the Causes of	The strategy needs to be accessible to all and written in plain English.

Homelessness, and Services and a Shared Understanding that Preventing Homelessness is Everyone's Business	
Raised Awareness of the Causes of Homelessness, and Services and a Shared Understanding that Preventing Homelessness is Everyone's Business	Adullam are currently working on a media project which will be delivered in schools addressing the issues of homelessness.
Raised Awareness of the Causes of Homelessness, and Services and a Shared Understanding that Preventing Homelessness is Everyone's Business	Sanctuary has encountered problems with private landlords who are unwilling to permit target hardening measures to be put in place. Victims of DV are frightened to discuss DV and target hardening measures with their landlord. There is a need to educate the private sector landlords about sanctuary. However registered social landlords are "brilliant".
Raised Awareness of the Causes of Homelessness, and Services and a Shared Understanding that Preventing Homelessness is Everyone's Business	How well trained GPs are on identifying the signs of DV. This includes being able to identify the behaviours and mannerisms which indicate having been a victim of DV. The victim's partner may speak on the victim's behalf when they are presenting at their GP. This indicates that the person may be a DV victim. An IDVA was trialled at the hospital.
Raised Awareness of the Causes of Homelessness, and Services and a Shared Understanding that Preventing Homelessness is Everyone's Business	Sanctuary has encountered problems with private landlords who are unwilling to permit target hardening measures to be put in place. Victims of DV are frightened to discuss DV and target hardening measures with their landlord. There is a need to educate the private sector landlords about sanctuary. However registered social landlords are "brilliant".
Raised Awareness of the Causes of Homelessness, and Services and a Shared Understanding that Preventing Homelessness is Everyone's Business	Why don't we have a Homeless Day once a year and ask everyone what can you donate? This could be skills, expertise, resources etc.
Resources	The strategy seems to be making more referrals. Is service there to respond to increased demand? Or is this about demonstrating demand so that one can evidence this and put forward a business case for more resources from central government.
Support	There doesn't appear to be a strategy for providing support. Many people need help with financial management advice and banking arrangements , direct debits etc.

