# Annexe A: Housing Evidence

The following data has been used to produce the housing section of the Housing, Homeless and Rough Sleeping Strategy 2019-2024 and identify our priorities and objectives. More detailed data relating to homelessness and rough sleeping can be found in the Homelessness Review in Annexe B.

Population and Age Profile of Lichfield District

The population of Lichfield district is approximately 103,965 people and is placed fifth out of the 8 local authorities in the county behind Stafford, Newcastle-under-Lyme and East and South Staffordshire. Cannock Chase and Tamworth both have a smaller population than Lichfield district.

Chart 1: Population

Source: MYE5: Population estimates: Population density for the local authorities in the UK, mid-2001 to mid-2018
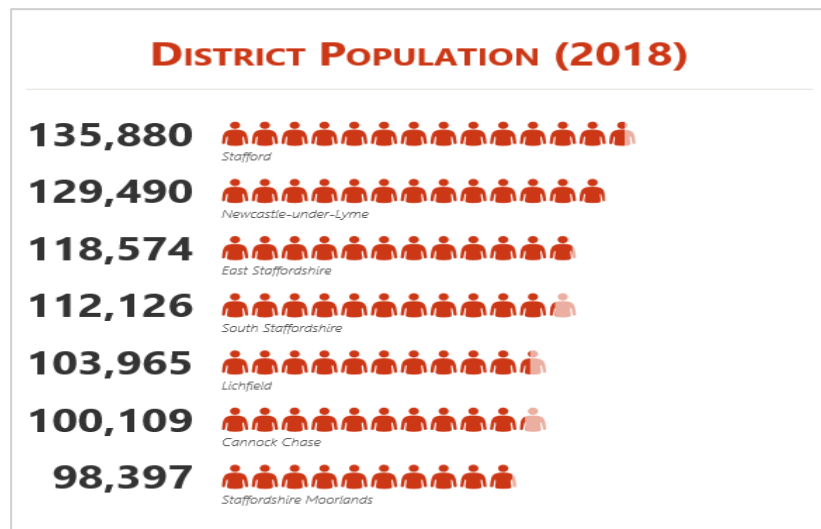
The age of the district is skewed towards the older age groups with higher numbers in the 45 years and over age groups than the West Midlands and England. We have particularly high numbers of residents in the 70-79 years age groups.
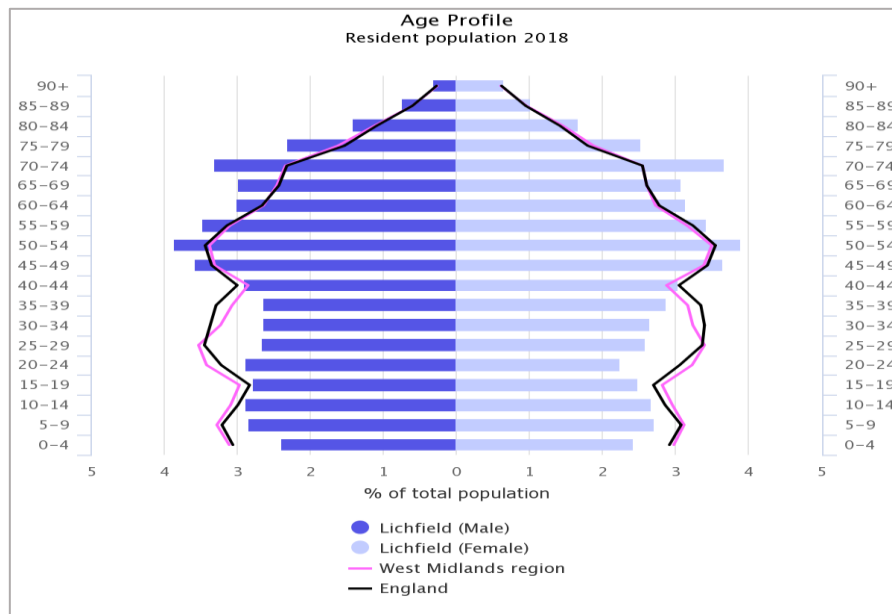

Chart 2:Age

Source:Public Health England https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/12/gid/1000049/pat/6/par/E12000005/ati/101/are/E07000194

Just under a quarter of residents are aged 65 or over which is similar to the South Staffordshire and Staffordshire Moorlands profile.
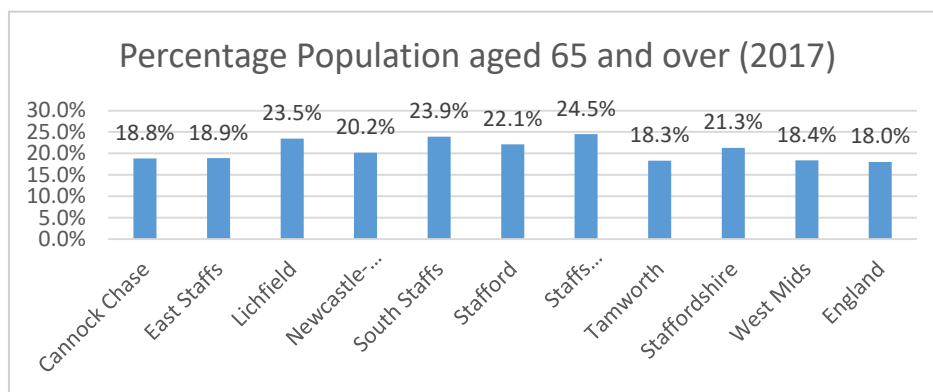
Source: Staffordshire County Council Lichfield District Data Pack: The Strategy Team, Sept 2018
https://www.staffordshireobservatory.org.uk/documents/District-Borough-Data-Packs/2018/Lichfield-Data-Pack-2018.pdf

Household Projections

The number of households is predicted to increase between 2018 and 2039 by 9%, which is an additional 4,000 additional households.
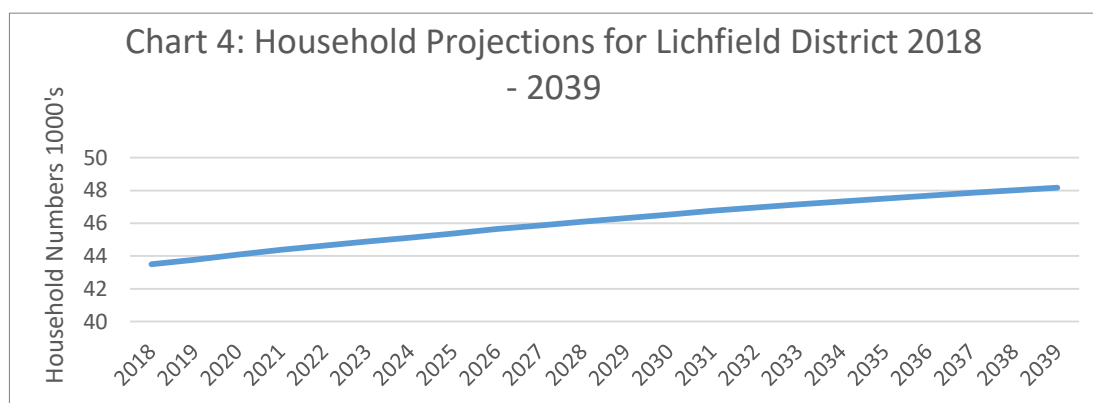
Source: ONS Table 406: Household projections by district, England, 1991- 2039
https://www.gov.uk/government/statistical-data-sets/live-tables-on-household-projections

Household Composition

Between 2017 and 2027, the greatest rise in population will be in residents aged 65 and over. The most significant rise will be in the 85+ age group; the highest rise in the county. This is reflected in charts 5 and 6 which show that the average household size will decrease from 2.43 persons in 2018 to 2.24 in 2039, which is most likely due to an increase in older people living on their own. Numbers containing people aged 25-74 years old will decrease whereas those aged 75 or over will rise from 16% to 29%.

No. of Households (thousands) in Lichfield District 2014

No. of Households (thousands) in Lichfield District 2039

- Households in 2014 (thousands) Under 25
- Households in 2014 (thousands) 25-34
- Households in 2014 (thousands) 35-44
- Households in 2014 (thousands) 45-54
- Households in 2014 (thousands) 55-64
- Households in 2014 (thousands) 65-74
- Households in 2014 (thousands) 75-84
- Households in 2014 (thousands) 85+

- Households in 2039 (thousands) Under 25
- Households in 2039 (thousands) 25-34
- Households in 2039 (thousands) 35-44
- Households in 2039 (thousands) 45-54
- Households in 2039 (thousands) 55-64
- Households in 2039 (thousands) 65-74
- Households in 2039 (thousands) 75-84
- Households in 2039 (thousands) 85+

Charts 5 and 6 No households in 2014 and 2029 by age

Source: Office of National Statistics https://www.nomisweb.co.uk/census/2011/KS402EW/view/1946157175?cols=measures

Life Expectancy

Overall life expectancy is 81 years for men and 83 years for women which is slightly higher than the region and England for males and on a par for females. Healthy life expectancy is much lower than this and both men and women in the district will on average spend their last 16 years in poor health.

Table 1 Life expectancy	2014-2016	Life expectancy at birth - females (years)	Healthy life expectancy at birth - males (years)	Healthy life expectancy at birth - females (years)
		2014-2016	2009-2013	2009-2013
Cannock Chase	78.6	82.6	61.1	62.1
East Staffs	79.2	82.1	63.5	65.3
Lichfield	80.7	83	65.4	66.6
Newcastle-under-Lyme	78.9	82.3	62.2	63.5
South Staffs	80.6	84.1	65.6	66.3
Stafford	80.5	83.4	65.5	66.6
Staffs Moorlands	79.9	82.8	64.1	65.3
Tamworth	78.7	82.7	62.6	63
Staffs	79.7	82.9	63.9	65
West Mids	78.8	82.7	62.2	63.2
England	79.5	83.1	63.5	64.8

Source: Staffordshire County Council Lichfield District Data Pack: The Strategy Team, Sept 2018

Deprivation[1]

Lichfield district is a relatively prosperous area, having the second lowest percentage of people in the most deprived quintile[2] in the county (behind South Staffordshire). However, this still equates to 4000 of our residents.

Table 2: Deprivation

Area	Percentage in most deprived IMD 2015 quintile	Number of People
Cannock Chase	13.80%	13,600
East Staffs	17.80%	20,800
Lichfield	3.90%	4,000
Newcastle-under-Lyme	11.20%	14,400
South Staffs	1.40%	1,500
Stafford	5.30%	7,100
Staffs Moorlands	4.60%	4,500
Tamworth	17.70%	13,600
Staffs	9.20%	79,500
West Mids	29.50%	1,696,100
England	20.20%	11,092,200

Source: Staffordshire County Council Lichfield District Data Pack: The Strategy Team, Sept 2018
https://www.staffordshireobservatory.org.uk/documents/District-Borough-Data-Packs/2018/Lichfield-Data-Pack-2018.pdf

Learning Disabilities[3]

In 2017/18 there were 300 people identified as having a learning disability, a prevalence of 0.3% of the population. 68% of people with a learning disability live in settled accommodation which is the joint lowest in the county and lower than the West Midlands and England.

Table 3: Learning disabilities prevalence 2017/18			
	%	No. of People	% of adults with Learning Disabilities who live in settled accommodation
Cannock Chase	0.6%	700	73%
East Staffs	0.5%	700	68%
Lichfield	0.3%	300	68%
Newcastle-under-Lyme	0.4%	600	74%
South Staffs	0.3%	400	84%
Stafford	0.4%	500	76%
Staffs Moorlands	0.5%	400	72%
Tamworth	0.6%	600	81%
Staffs	0.5%	4,000	73%
West Mids	0.5%	31,800	72%
England	0.5%	284,400	77%

Source: Staffordshire County Council Lichfield District Data Pack: The Strategy Team, Sept 2018
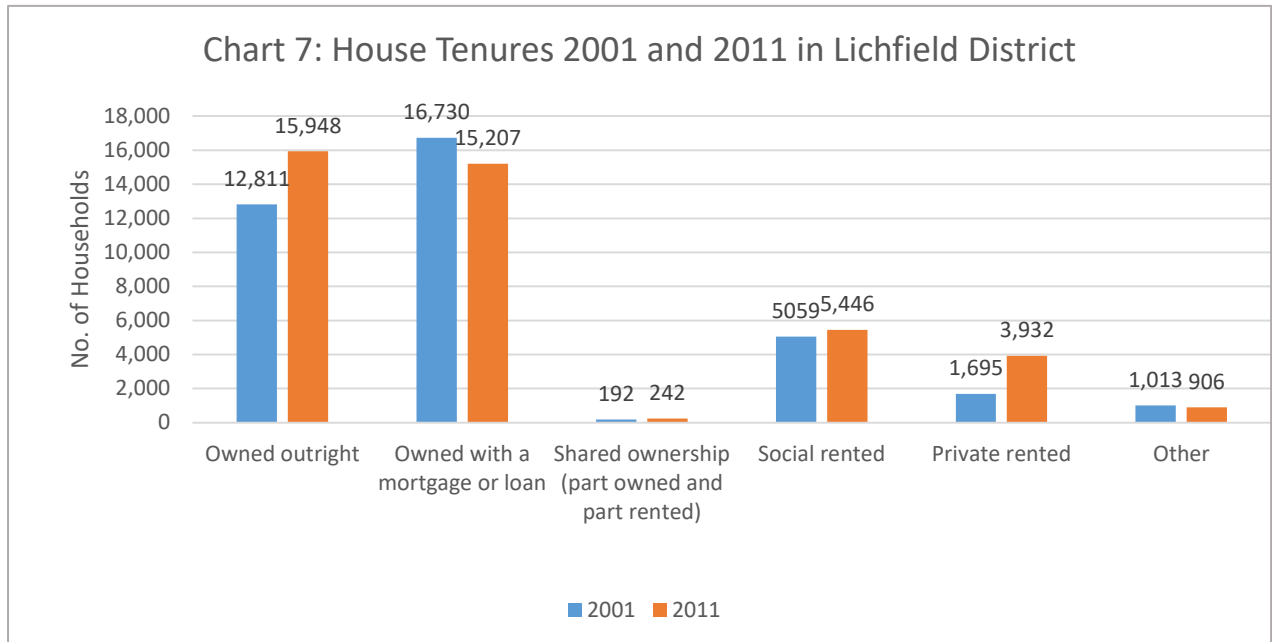https://www.nomisweb.co.uk/census/2011/KS402EW/view/1946157175?cols=measures

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[1] The Index of Multiple Deprivation (IMD) 2015 is the official measure of relative deprivation for small areas in England. There are 32,844 small areas (called Lower-Layer Super Output Areas). The IMD ranks every small area in England from 1 (most deprived area) to 32,844 (least deprived area). Deprivation is measured in 7 domains – income, employment, education, health, crime, barriers to housing & services and living environment.

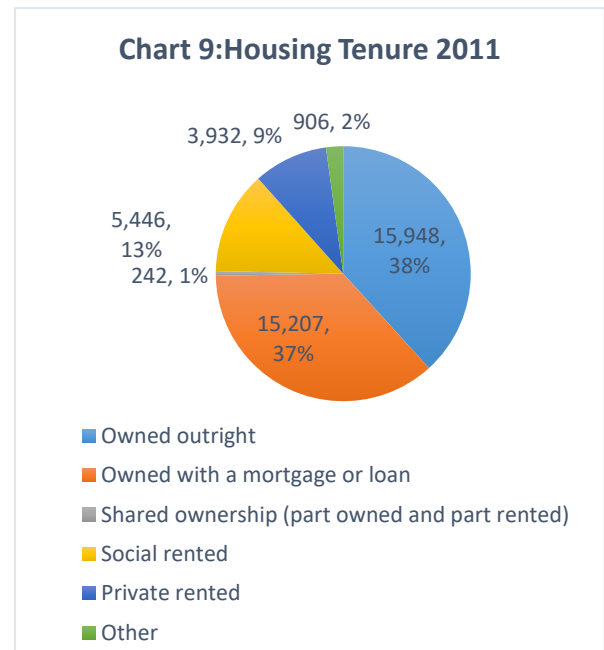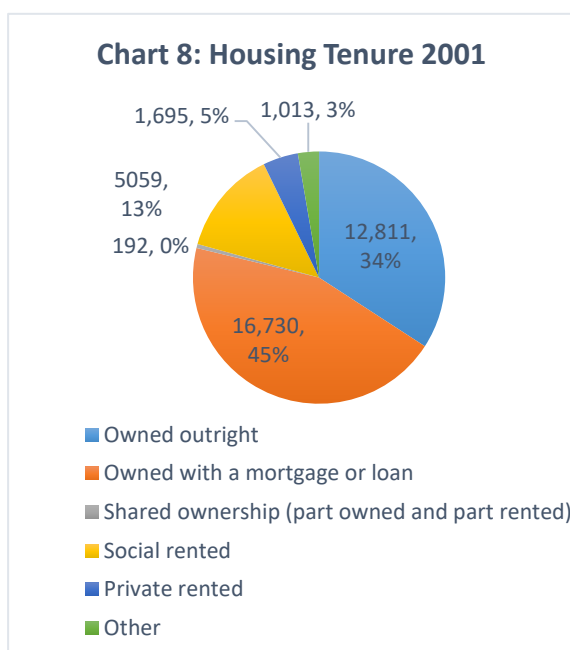[2] Most deprived 20% of Lower-Layer Super Output Areas.

[3] A learning disability is a reduced intellectual ability and difficulty with everyday activities – for example household tasks, socialising or managing money – which affects someone for their whole life.

House Tenure

Between 2001 and 2011 there was a dramatic shift in tenure with a significant rise in the number of properties owned outright and a drop in households with a mortgage or loan. This is most likely due to the large number of older people who have paid off their mortgage. The number of households in social rented properties has increased as has also those in shared ownership homes, though prevalence is still low. The most significant change is the rise in private rented homes which has increased by 132%.

Chart 7: House Tenures 2001 and 2011 in Lichfield District

Tenure	2001	2011
Owned outright	12,811	15,948
Owned with a mortgage or loan	16,730	15,207
Shared ownership (part owned and part rented)	192	242
Social rented	5059	5,446
Private rented	1,695	3,932
Other	1,013	906

Charts 8 and 9 below show this as a percentage and indicate that, although the number of households in social rented homes has risen, the percentage of total households in this tenure has not changed. The nominal increase in the number of shared ownership properties is evident here, and in 2011 was still only 1% of housing in the district.

Chart 8: Housing Tenure 2001

Tenure	Households	%
Owned outright	12,811	34%
Owned with a mortgage or loan	16,730	45%
Shared ownership (part owned and part rented)	192	0%
Social rented	5059	13%
Private rented	1,695	5%
Other	1,013	3%

Chart 9: Housing Tenure 2011

Tenure	Households	%
Owned outright	15,948	38%
Owned with a mortgage or loan	15,207	37%
Shared ownership (part owned and part rented)	242	1%
Social rented	5,446	13%
Private rented	3,932	9%
Other	906	2%

Source: https://www.nomisweb.co.uk/census/2011/KS402EW/view/1946157175?cols=measures

Housing Tenure by Area 2011

Table 4 below indicates that Lichfield district has one of the highest percentages of owner occupied homes in the county. This is also significantly higher than the region and England though the proportion of houses that are privately rented is much lower.

Table 4: Housing Tenure by Area 2011

Table 4 Area	All households	Owner occupied households	Privately rented households	Socially rented households	Rent free households
Cannock Chase	40,700	28,400	4,900	6,900	500
		70%	12%	17%	1%
East Staffordshire	47,300	33,100	7,200	6,400	600
		70%	15%	13%	1%
Lichfield	**41,200**	**31,400**	**3,900**	**5,400**	**400**
		76%	**10%**	**13%**	**1%**
Newcastle-under-Lyme	52,600	36,600	5,500	9,800	700
		70%	10%	19%	1%
South Staffordshire	44,500	33,900	3,800	6,200	600
		76%	8%	14%	1%
Stafford	55,700	40,200	7,200	7,600	700
		72%	13%	14%	1%
Staffordshire Moorlands	41,800	33,400	4,100	3,700	600
		80%	10%	9%	1%
Tamworth	31,600	21,700	3,500	6,100	300
		69%	11%	19%	1%
Staffordshire	355,300	258,700	40,100	52,200	4,300
		73%	11%	15%	1%
West Midlands	2,294,900	1,504,300	321,700	435,200	33,700
		66%	14%	19%	1%
England	22,063,400	14,148,800	3,715,900	3,903,600	295,100
		64%	17%	18%	1%

Source: 2011 Census, Office for National Statistics, Crown Copyright

https://www.staffordshire.gov.uk/Care-for-all-ages/Information-for-providers/Market-Intelligence/Market-position-statement-intelligence/Staffordshire-population-demographics/Population-demographics-and-adult-social-care-needs-all-adults.aspx

Housing Affordability

Though the average gross salary of residents is the highest in the county, homeownership is still out of reach for many with the housing affordability ratio at 7.4.

Table 5	Housing affordability ratio (ratio of median house price to median gross earnings)	Average house price	Average gross salary
	2017	Q3 2017	2017
Cannock Chase	5.7	£158,000	£27,787
East Staffs	6.4	£167,000	£26,058
Lichfield	7.4	£225,000	£30,344
Newcastle-under-Lyme	5.2	£130,500	£24,943
South Staffs	7	£212,250	£30,329
Stafford	6.7	£192,000	£28,664
Staffs Moorlands	5.9	£159,000	£27,149
Tamworth	6.8	£170,000	£25,098
Staffs	6.3	£175,000	£27,789
West Midlands	6.6	£177,000	£26,857
England	7.9	£230,000	£29,085

Source: Staffordshire County Council Lichfield District Data Pack: The Strategy Team, Sept 2018

Table 6 below shows the change in average house prices since 2015, which on average are currently £70,000 more than in the West Midlands.

Average property prices

Table 6	Aug-15	Feb-17	Feb-18	Jan-19
Average Property Price – Lichfield district	£268,247	£282,453	£308,610	£300,362
Average Property Price-West Midlands	£202,397	£214,877	£225,658	£231,121
Difference	£65,850	£67,576	£82,952	£69,241

Source: Authority Monitoring Reports https://www.lichfielddc.gov.uk/downloads/file/1280/authority-monitoring-report-2019

Condition of Housing Stock

Private Sector Stock

The housing stock is generally in a good condition, though 15% of dwellings in the owner occupied and private rented sector were found to have category 1 hazards with 6% of these being due to excess cold and 9% due to fall hazards. More private rental properties than any other tenure were in disrepair. The condition of the social rented stock is also good and in better condition than the private sector, though, as expected is does have a higher percentage of low income households. The number of low income households in fuel poverty who are privately renting is high compared to those in the social sector.

Table 7: Stock Condition		Private Sector Stock				Social Stock	
		Owner-occupied		Private Rented			
Indicator		No.	%	No.	%	No.	%
No. of dwellings		32662		5138		6188	
HHSRS	All hazards	4792	15%	763	15%	516	8%
category 1	Excess cold	2025	6%	268	5%	177	3%
hazards	Fall hazards	2916	9%	485	9%	273	4%
Disrepair		1021	3%	304	6%	198	3%
Fuel poverty (10%)		3361	10%	684	13%	859	14%
Fuel poverty (Low Income High Costs)		2920	9%	787	15%	696	11%
Low income households		1976	6%	1439	28%	4067	66%

Source: Integrated Dwelling Level Housing Stock Modelling and Database for Lichfield District Council, BRE July 2017

Energy Efficiency

In terms of energy efficiency, the average Simple SAP[4] ratings for all private sector stock is 59, which is better than both England and the West Midlands. Overall owner-occupied homes are not as efficient as the private rented, having a SAP rating of 58 compared to 62
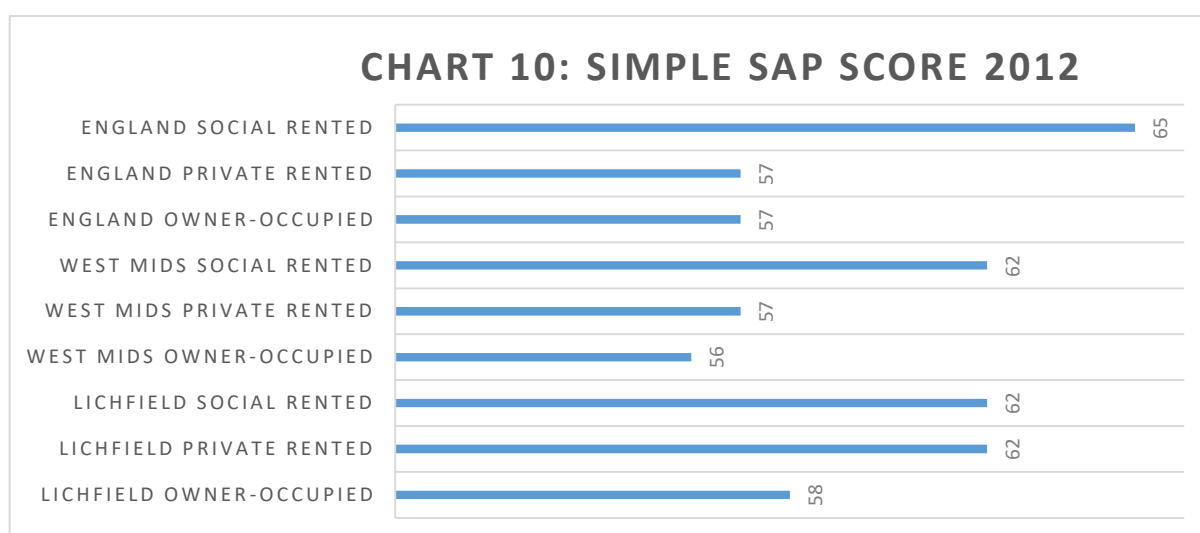
CHART 10: SIMPLE SAP SCORE 2012

	Score
ENGLAND SOCIAL RENTED	65
ENGLAND PRIVATE RENTED	57
ENGLAND OWNER-OCCUPIED	57
WEST MIDS SOCIAL RENTED	62
WEST MIDS PRIVATE RENTED	57
WEST MIDS OWNER-OCCUPIED	56
LICHFIELD SOCIAL RENTED	62
LICHFIELD PRIVATE RENTED	62
LICHFIELD OWNER-OCCUPIED	58

Source: Integrated Dwelling Level Housing Stock Modelling and Database for Lichfield District Council, BRE July 2017

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[4] The Standard Assessment Procedure (SAP) is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives.

Housing standards in the Private Sector

Table 8 below shows that the majority of enforcement notices served from 2013/14 to 2018/19 were due to excess cold, damp and electrical faults.

	*Total	Damp & Mould	Excess cold/ lack of heating	Ventilation	Insulation	Electrical installation	Fire risk	Falls	Disrepair	Other
13/14	8	0	7	1	2	4	2		1	
14/15	12	2	1	0	0	9	4	3	1	
15/16	12	3	5	1	3	4	3	2	1	1
16/17	7	2	2	0	1	2	3	1		1
17/18	6	2	4	1	3	3	2		3	
18/19	10	3	6	2	3	4	2	1	1	
Total	55	12	25	5	12	26	16	7	7	2

Source: Lichfield District Council Private Sector Housing Team 2019

*Note the total is the number of improvement notices served which will comprise one or more of the hazards listed in the table

Housing need

The Housing Register

Chart 11 below shows that 46% of applicants on the housing register require either a studio flat or a one bedroom property and 34% need a two bedroom home. This demonstrates the need for smaller, affordable properties in the district.
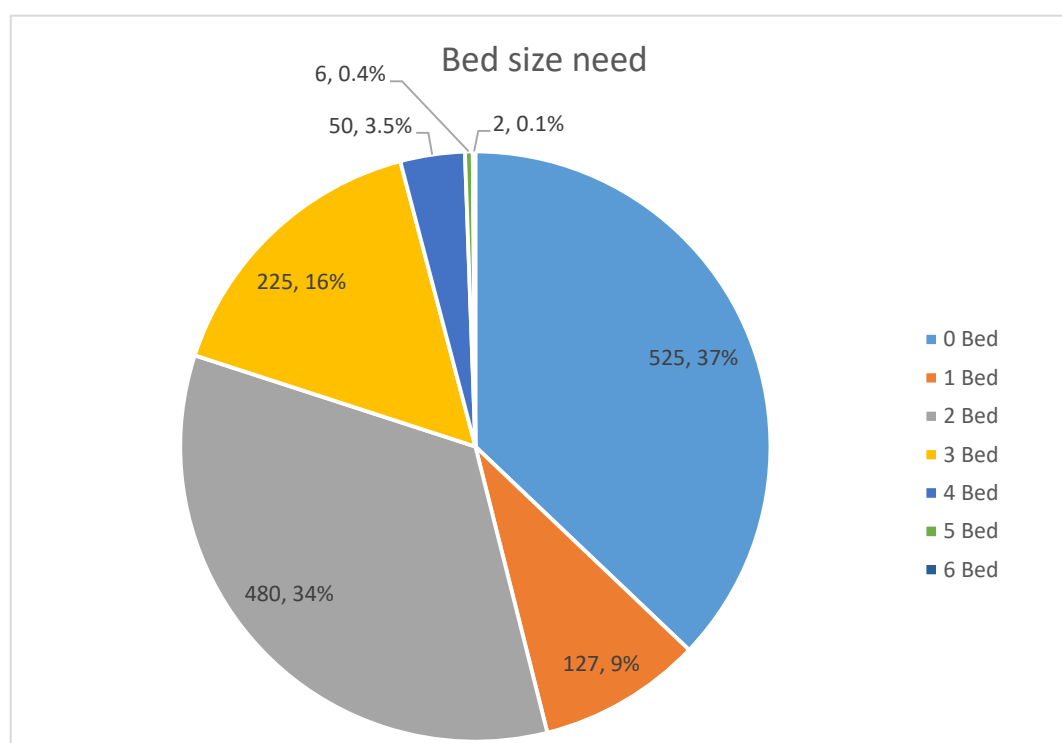
Chart 11: Bed size need

Source: Lichfield District Council Housing Register February 2020

Housing & Economic Development Needs Assessment (HEDNA)

The HEDNA completed in 2019 demonstrated a net need of 220 affordable homes per annum up to 2036.

Estimated Annual Level of Affordable Housing Need (2016-2036) (Social/Affordable Rented)	
Current need (annual figure)	30
Newly forming households	346
Existing households falling into need	139
Total Gross Need	515
Re-let Supply	295
Net Need	220

Table 9: Estimated Annual Level of Affordable Housing Need (2016-2036)

Source: Housing & Economic Development Needs Assessment (HEDNA), Sept 2019. G.L. Hearn, London

Affordable Housing completions

Since 2013, 504 affordable homes have been built of all tenures. Nearly a third of homes built were shared ownership which is an important way of accessing affordable home ownership.

Year	Total Number of Units	Affordable Rent	Social Rent	Shared Ownership	Discount Market Sale
2018/19	235	88	66	81	
2017/18	135	45	54	34	2
2016/17	28	2	1	3	22
2015/16	50	43	4	3	
2014/15	31	3	10	18	
2013/14	25	0	18	7	
Totals	504	181	153	146	24
%		35.9%	30.4%	29.0%	4.8%

Table 10: Affordable home completions by year and tenure
Source: Development Sites summary spreadsheet: LDC

Stock composition

Table 11 below also shows that there is a large number of owner-occupied homes with 4 or more bedrooms and a low number of two bedroom properties. The high number of 2 bed homes in the private rental sector suggests an undersupply available at an affordable price. These smaller properties will continue to be in high demand over the next few decades due to a gradual reduction in household sizes.

Table 11: Number of bedrooms by tenure			West Midlands	England
		Lichfield	West Midlands	England
Owner-occupied	1 bed	2%	2%	4%
	2 bed	17%	20%	23%
	3 bed	48%	54%	48%
	4+ bed	32%	24%	25%
Social rented	1 bed	27%	29%	31%
	2 bed	37%	34%	34%
	3 bed	34%	33%	31%
	4+ bed	2%	4%	4%
Private rented	1 bed	13%	18%	23%
	2 bed	41%	37%	39%
	3 bed	35%	36%	28%
	4+ bed	10%	10%	10%

Source: Housing & Economic Development Needs Assessment (HEDNA), Sept 2019. G.L. Hearn, London

Disabled Facilities Grants (DFG's)

The table below shows the amount of DFG grant money spent on adaptations to homes since 2013. Due to the ageing population, it is expected that there will be a continued rise in demand for these grants over the next few decades.

Table 12: DFG numbers and expenditure per annum

Financial Year	Expenditure £	Number of grants awarded
2013/14	584,000	89
2014/15	372,000	37
2015/16	384,000	55
2016/17	788,000	90
2017/18	1,017,000	101
2018/19	583,000	50
Total	£3,728,000	422

Source: Lichfield District Council 2020

A Review of Homelessness in Lichfield District

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A Review of Homelessness in Lichfield District

Summary of evidence

Since the introduction of the HRA:-

- There were 518 approaches to us for homelessness issues in 2018/19, less than half the number than in 2017/18. This is because all approaches are now directed through the new Jigsaw housing portal. Customers can either self-refer through the portal or a Housing Options Officer will assist them.
- Households owed a housing duty increased by 81% from 127 in 2017/18 to 230 in 2018/19. However, the number of applicants accepted as owed the main housing duty reduced by 44% from 56 to 24 in the same years. The rise in applications is predictable as we have new statutory duties to help all eligible applicants (not just those who are statutory homeless). The new duties to prevent and relieve homelessness before applicants are owed the main housing duty is also the most likely reason for the dramatic reduction in these figures, as many applicants will have had their homelessness issue resolved before they would be owed the main duty.
- From October 2018 to September 2019, we received 44 referrals from public agencies under the new 'Duty to Refer' requirement.
- The number of households owed the main housing duty decreased by 57% from 56 in 2017/18 to 24 in 2018/19. This is expected due to the changes in legislation which gives councils additional responsibilities before the main duty is owed.
- The number of households owed a housing duty is low compared to other Staffordshire local authorities. This shows that homeless numbers are still relatively low even with the new responsibilities of the HRA.
- However, this is not the case with households who were owed the main

duty we had the second largest number of households in 2018/19 in the county.
- The new requirements brought about by the HRA has changed the most common type of household owed a housing duty. In 2018/19, single males were most likely to be owed a duty with single females the next most likely group. These groups made up 54% of the total households owed a duty. This amounted to 125 single people in 2018/19 compared to only 12 in 2017/18. The third most common type of household was female single parent families. This is a reflection of the new requirement to assist all eligible households rather than just those with a priority need. It also demonstrates how disregarded these groups were under previous legislation.
- There is evidence that homelessness is affecting more households at both young and old age ranges. 52 households aged between 18 and 24 were owed a duty in 2018/19 compared to only 20 in 2017/18 and 28 in 2016/17. 11 households aged 65 or over were also accepted as homeless including 7 aged 75 or older. Between 2014 and 2018 only 4 people in total aged 65 or over were accepted as homeless.
- The top three most common reasons for homelessness applications in 2018/19 were families no longer able or willing to accommodate (21%), the ending of a private tenancy (21%) and relationship breakdowns (19.5%). These were the most common reasons identified in the 2013–2018 Homelessness Strategy, although numbers are on the rise with double the number of relationship breakdowns and family evictions occurring in 2018/19 compared to 2017/18 and nearly quadruple the number of private rented tenancy losses.

- In 2018/19, the number of domestic violence cases recorded doubled from 12 in 2017/18 to 24 in 2018/19.
- 22% of applicants owed a duty in 2018/19 were in full-time work.
- It is clear that many households who are assessed as owed a duty now have more complex and multiple support needs. Two-thirds (66%) of households owed a duty were assessed as having a support need, 46% of which needed support with their mental health and 22% were due to physical disability.
- In 2018/19, only 25% of households were prevented from becoming homeless by being able to remain in their existing home. The remaining 75% were found alternative accommodation before they became homeless. Moving home causes more disruption and is more costly and time-consuming than being able to stay. It is therefore preferable for households to remain in their existing home if at all possible.
- The use of temporary accommodation peaked in 2015/16 with an average stay of 19 weeks. This dropped to 15 weeks in 2018/19. However, the average length of stay in B&B accommodation has increased.
- We have continued to be a high user of temporary accommodation compared to the other Staffordshire local authorities (second only to Tamworth). This was also identified in the 2013 Homelessness Strategy.
- The majority of households (77) who were owed a duty had their homelessness resolved through the allocation of a registered provider property whereas only 21 were offered a private rented tenancy.

Rough sleeping

- Over the last few years the council has been aware that we have a growing number of rough sleepers with complex needs (2 or more support needs).
- A shortage of supported housing and support for substance misuse and mental health issues plus high housing costs and welfare reform are all factors that have contributed to the rise in rough sleeping.
- Of the five rough sleepers recorded in November 2018, at least 2 of these can also be described as entrenched.
- We have no direct access hostels, for either men or women, and no residential treatment centres for drug or alcohol addiction. This often leaves the only available option as accommodation outside of the district and away from any support networks an individual may have, which in turn reduces the likelihood of success and increases the incidence of repeat homeless presentations.

Introduction

This purpose of this review is to obtain the most comprehensive and up to date information on homelessness in our district. This will give a clear understanding of the issues we face, enabling the development of robust policies and actions to tackle the causes of homelessness now and into the future. Since our last Homelessness Strategy was published in 2013, the Homelessness Reduction Act 2017 (HRA) has come into force, which has fundamentally changed the way that local authorities deliver their statutory homelessness duties. It has also affected how homelessness data is measured which has meant that, in many cases, data from 2018/19 cannot be directly compared with that from previous years. The first section of this review therefore examines data collected prior to the HRA giving a picture of homelessness since the last strategy was produced and the remaining part looks at information obtained since the HRA was introduced in April 2018. It is important to note that, due to initial problems with transitioning the old data gathering method to the new one, statistics for 2018/19 have been labelled by the Ministry of Housing, Communities and Local Government (MHCLG) as 'experimental' and therefore should be treated with caution.

Pre-Homelessness Reduction Act 2017

Levels of Homelessness

Graph 1: Homeless Applications & Acceptances in Lichfield 2013-2018
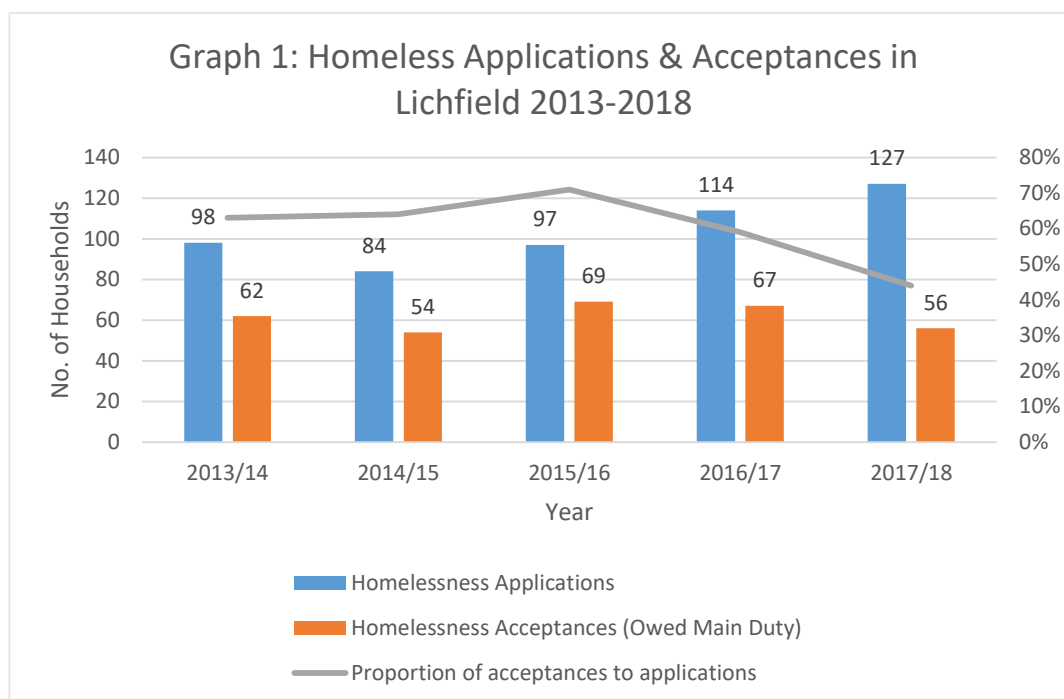
Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Between 2013 and 2018, we received 6,308 housing advice enquiries[1] (an average of 1262 a year) from households who were either homeless or were worried about losing their home. The number of enquiries has reduced slightly since the last strategy as the average from 2008 to 2013 was 1425, a reduction of 11%. Of the 6,308 enquiries, 520 were found to be either homeless or at risk of homelessness (called homeless applications) as defined by housing law, of which 309 (59%) were accepted as homeless and owed the main housing duty[2].

Graph 1 above shows the breakdown of homeless applications and acceptances between 2013/14 to 2017/18 and shows that:

- Homelessness applications were on the increase, rising from 84 to 127 households (an increase of 51%) between 2014/15 and 2017/18. This increase mirrors the national trend in rising homelessness. The reasons specific to Lichfield district are discussed later on page 5 under 'Reasons for Homelessness'.

The number of acceptances, however, dropped from 69 to 56 households (a decrease of 19%) between 2015/16 to 2017/18 and the number of acceptances in relation to applications was also decreasing. This is likely to be due to the council becoming more successful at preventing people from becoming homeless before they reached the main duty stage which was encouraged by the government in the lead up to the introduction of the HRA.

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[1] These consist of all enquiries regarding homelessness and other housing issues via telephone calls, emails or visits to reception including multiple enquiries for individual cases.

[2] These are households that are eligible, unintentionally homeless and in priority need.

Relative Levels of Homelessness compared to other Staffordshire Local Authorities

To understand the levels of homelessness in relation to the population size, MHCLG measures the rate of homelessness acceptances per 1000 households. The graph below gives our homelessness acceptances in comparison to the other Staffordshire local authorities and shows that:-

⌂ Our number of homelessness acceptances in relation to population size is low compared to England and the West Midlands and, with the exception of Tamworth Borough, all other Staffordshire local authorities had a lower acceptance rate than England.

⌂ When calculating the average score for the Staffordshire local authorities, we had the fourth highest rate of acceptances per 1000 households, which is the middle position out of the eight authorities.

Graph 2: Comparative Homeless Acceptances - no. per 1000 households of population - Staffs Local Authorities

per 1000 households

Local Authority: ENG, WEST MIDS, Tamworth, Cannock Chase, East Staffs, South Staffs, Newcastle-under-Lyme, Staffs Moorlands, Stafford, Lichfield

■ 2013/14 ■ 2014/15 ■ 2015/16 ■ 2016/17 ■ 2017/18 ■ Average
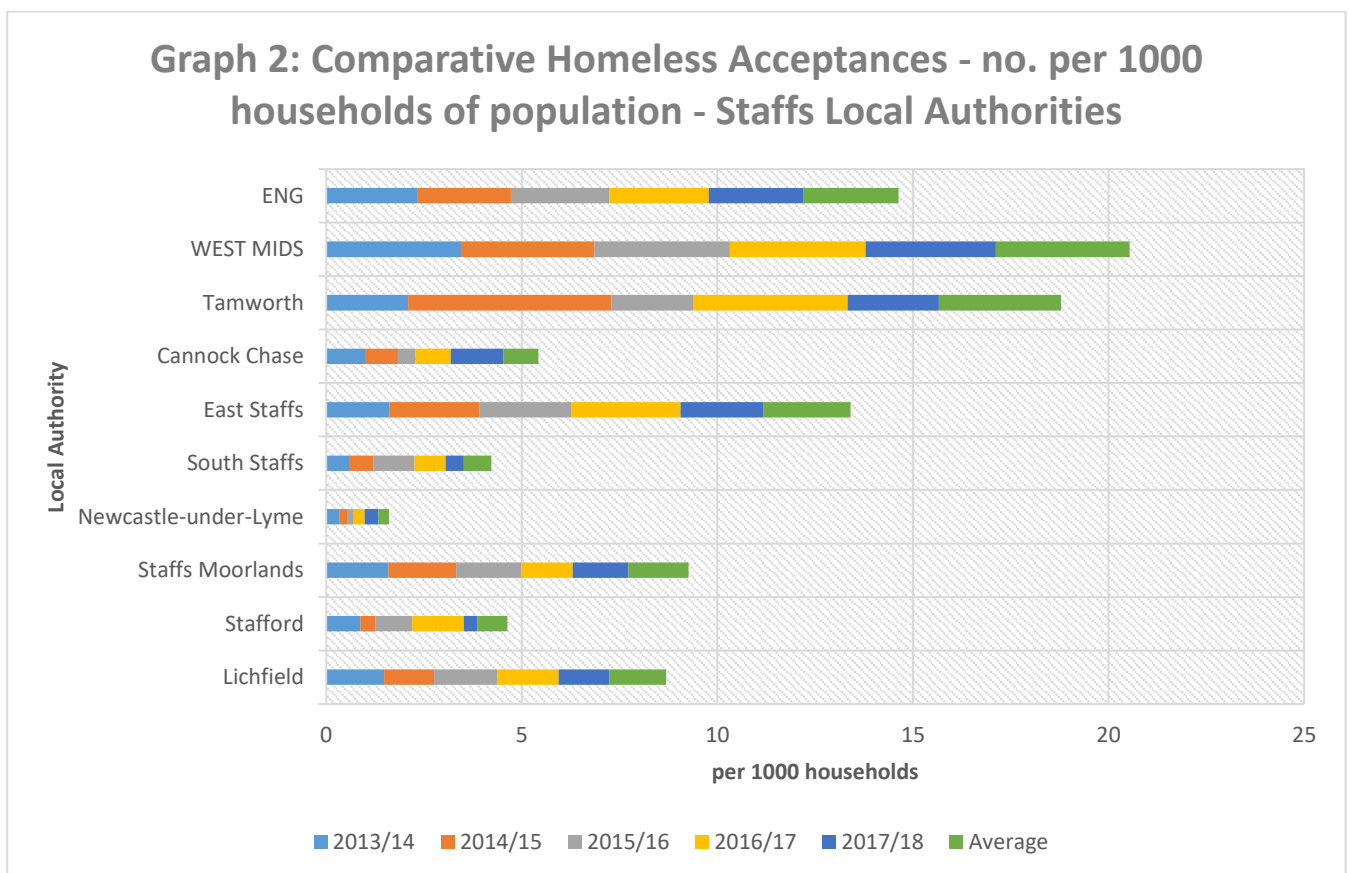
Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Who is Being Made Homeless in Lichfield?

Household Type

Data from the MHCLG can tell us what type of household is being made homeless. For example, the graph below shows the composition of households accepted as homeless between 2013 and 2018.
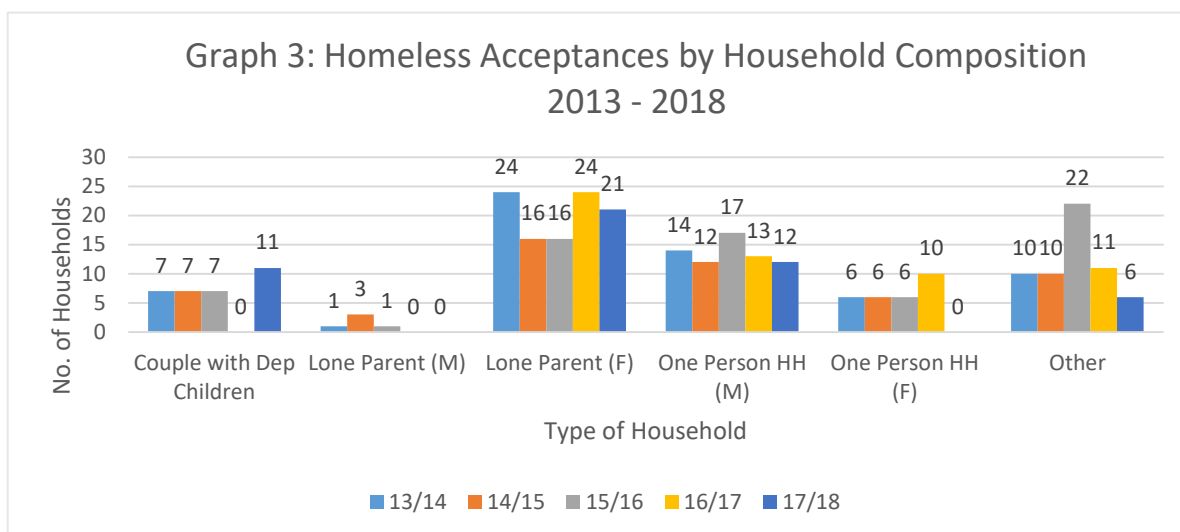
Graph 3: Homeless Acceptances by Household Composition 2013 - 2018

No. of Households (y-axis)
Type of Household (x-axis)

Type of Household	13/14	14/15	15/16	16/17	17/18
Couple with Dep Children	7	7	7	0	11
Lone Parent (M)	1	3	1	0	0
Lone Parent (F)	24	16	16	24	21
One Person HH (M)	14	12	17	13	12
One Person HH (F)	6	6	6	10	0
Other	10	10	22	11	6

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Key findings are:-

- 34% of households accepted as homeless were female single parent families with the second most common type being single males, comprising 23% of the total.
- 20% of acceptances were classed as 'other' types of household which would include families with multiple generations or childless couples.

Age

- Graph 4 below shows that almost half (49%) of acceptances between 2013 and 2018 were aged between 25 and 44 years old.
- 37% of the total acceptances in those five years (172 households) were young people aged 16 to 24.
- In these five years, 6 people aged 60 or over were accepted as homeless.

Graph 4: Household Acceptances by Age of Head of Household 2013 - 2018

No. of Households (y-axis)
Age group (x-axis)

Age group	2013/14	2014/15	2015/16	2016/17	2017/18
16-24	19	13	25	28	20
25-44	29	31	32	31	26
45-59	12	7	11	5	8
60-64	1	1	0	0	0
65-74	1	2	0	0	0
75+	0	0	1	0	0
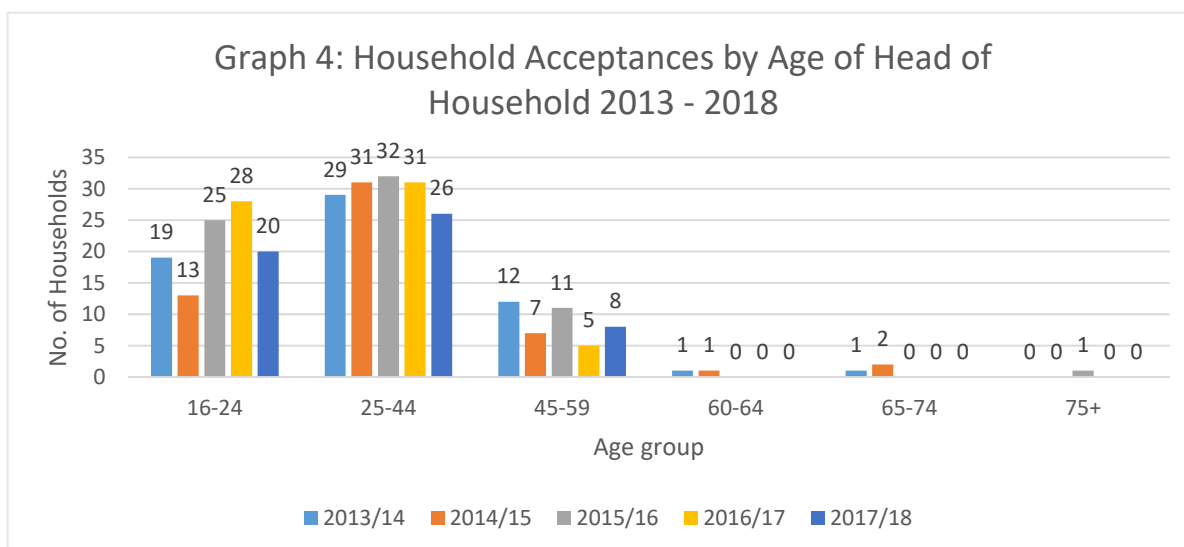
Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness
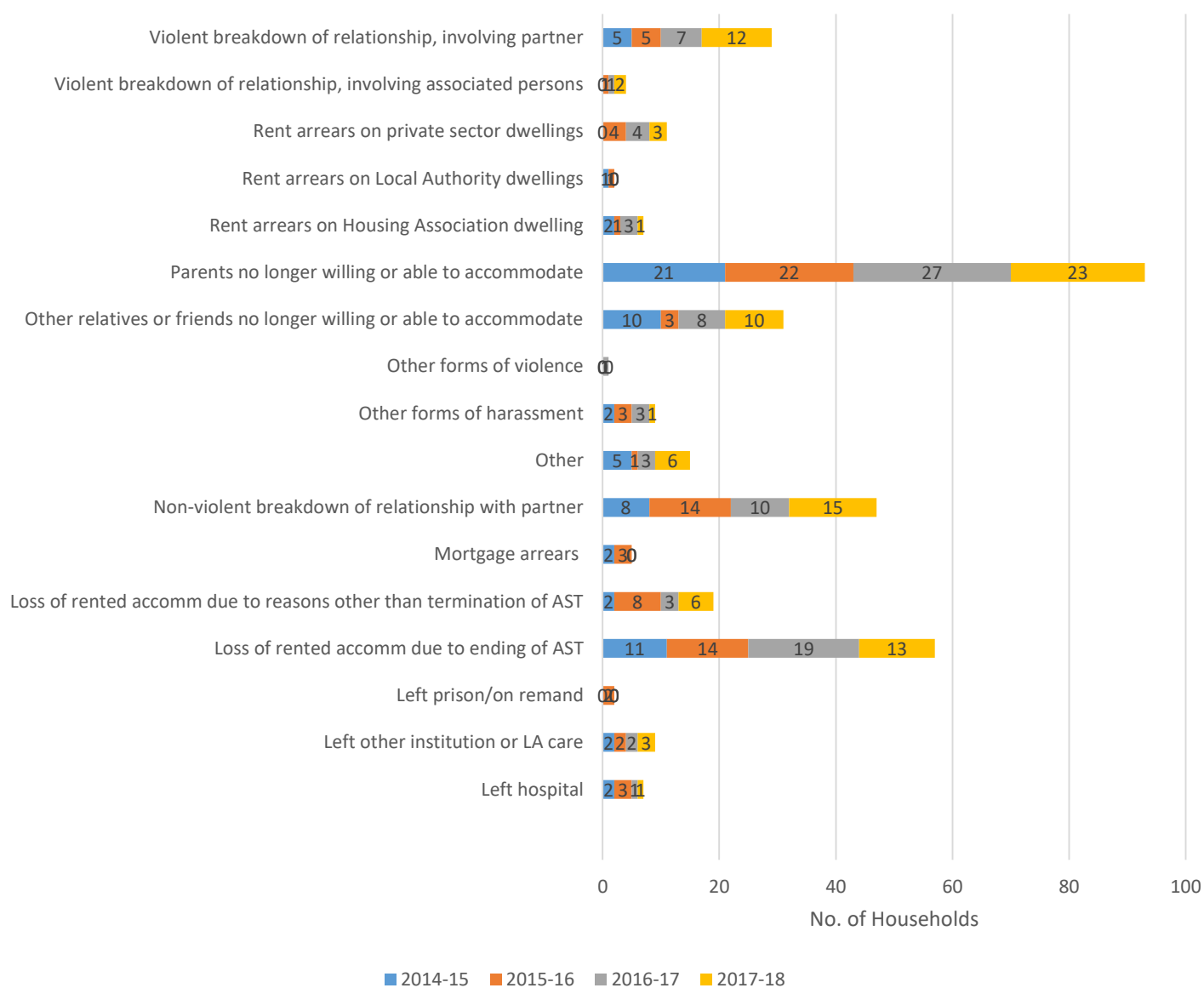
Ethnicity

Lichfield district's population is predominantly White British which is reflected in the homeless acceptance figures and shows no particular group was over-represented in the homelessness statistics. Between 2015- 2018, 95% of acceptances were White British. The remaining applicants described themselves as Black or Black British (3 applicants), Asian or Asian British (1) or mixed race (3) whereas 7 were recorded in the 'other' or 'not recorded' category.

The government now requires local authorities to include additional categories of household type and age in order to give more detailed information. This will, in future, give a better understanding of the composition of households accepted as homeless and will therefore improve the targeting of resources for different cohorts.

Reasons for Homelessness

Graph 5: Reason for Loss of Last Settled Home 2014 - 2018

Reason	2014-15	2015-16	2016-17	2017-18
Violent breakdown of relationship, involving partner	5	5	7	12
Violent breakdown of relationship, involving associated persons	0	1	1	2
Rent arrears on private sector dwellings	0	4	4	3
Rent arrears on Local Authority dwellings	1	1	0	
Rent arrears on Housing Association dwelling	2	1	3	1
Parents no longer willing or able to accommodate	21	22	27	23
Other relatives or friends no longer willing or able to accommodate	10	3	8	10
Other forms of violence	0			1
Other forms of harassment	2	3	3	1
Other	5	1	3	6
Non-violent breakdown of relationship with partner	8	14	10	15
Mortgage arrears	2	3	0	
Loss of rented accomm due to reasons other than termination of AST	2	8	3	6
Loss of rented accomm due to ending of AST	11	14	19	13
Left prison/on remand	0	1	0	
Left other institution or LA care	2	2	2	3
Left hospital	2	3	1	1

No. of Households

■ 2014-15   ■ 2015-16   ■ 2016-17   ■ 2017-18

Source: Lichfield District Council

- Graph 5 shows that over the 5 year period the primary reason for being accepted as homeless was 'Parents no longer willing or able to accommodate' which accounted for over a quarter (27%) of all homeless acceptances. Over each of these five years, this has been the largest single reason for the loss of last settled home.
- The second and third most common reasons for being accepted as homeless were:
  - Relationship breakdown (76 cases or 22%).
  - The loss of a private rented property due to termination of an assured shorthold tenancy (57 cases or 16%)
- When combining all forms of violence (harassment, domestic violence and violence associated with other persons), as a reason for loss of last settled home, this accounted for 43 households or one in eight households accepted as homeless.

Homeless Prevention

Before the HRA was introduced, the duty for local authorities to prevent a household from becoming homeless was discretionary. It was, however, considered good practice and graph 1 on page 1 does indicate that our ability to prevent homelessness was improving between 2015 and 2018, shown by the decrease in homelessness acceptances and the reduction in the proportion of acceptances to applications.

Graph 6: Number of Homeless Preventions 2013 - 2018
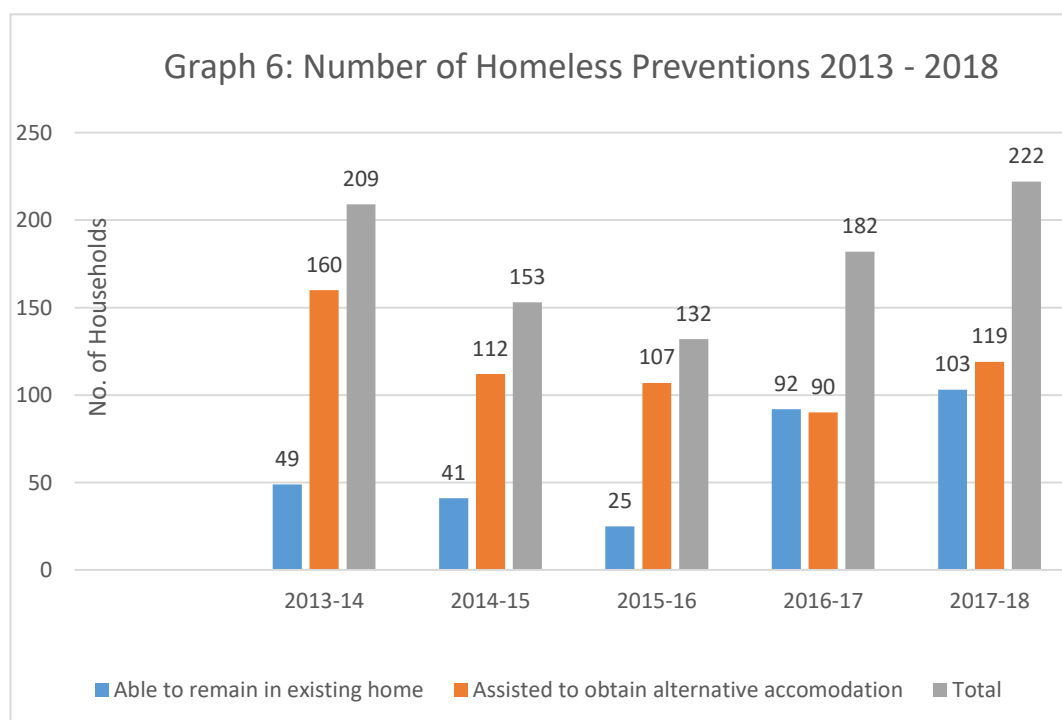
Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness and LDC & Citizens Advice South East Staffordshire (CASES)

The graph above shows the number of cases where positive action was taken by the council to prevent homelessness between 2013 and 2018.

Key findings:-

- From 2015, we can see that the number of preventions was rising, in particular with regard to households able to remain in their existing home. In 2016, we supported the local Citizens Advice called Citizens Advice South East Staffordshire (CASES). This service helped to prevent homelessness through debt advice, dealing with housing benefit problems and resolving rent or service charge arrears in the social or private rented sector. It is clear that this proved to be an

invaluable service, as the number of preventions rose considerably in the two years that CASES data was recorded.

⌂ When comparing numbers with those following the introduction of the HRA (see page 17), this shows that the council was more successful at preventing homelessness prior to the new legislation. However, this is due to the simplicity in recording a 'successful prevention' before the HRA. Under the new Act, prevention of homelessness is now a statutory duty which requires certain actions to be undertaken before it can be officially recorded as a successful prevention. Eventually, this will enable the government to identify the most successful prevention methods but, in the short term, it will mean that prevention figures will be lower than before the new legislation was introduced.

Homelessness statistics since the Introduction of the Homelessness Reduction Act 2017

Levels of Homelessness 2018/19
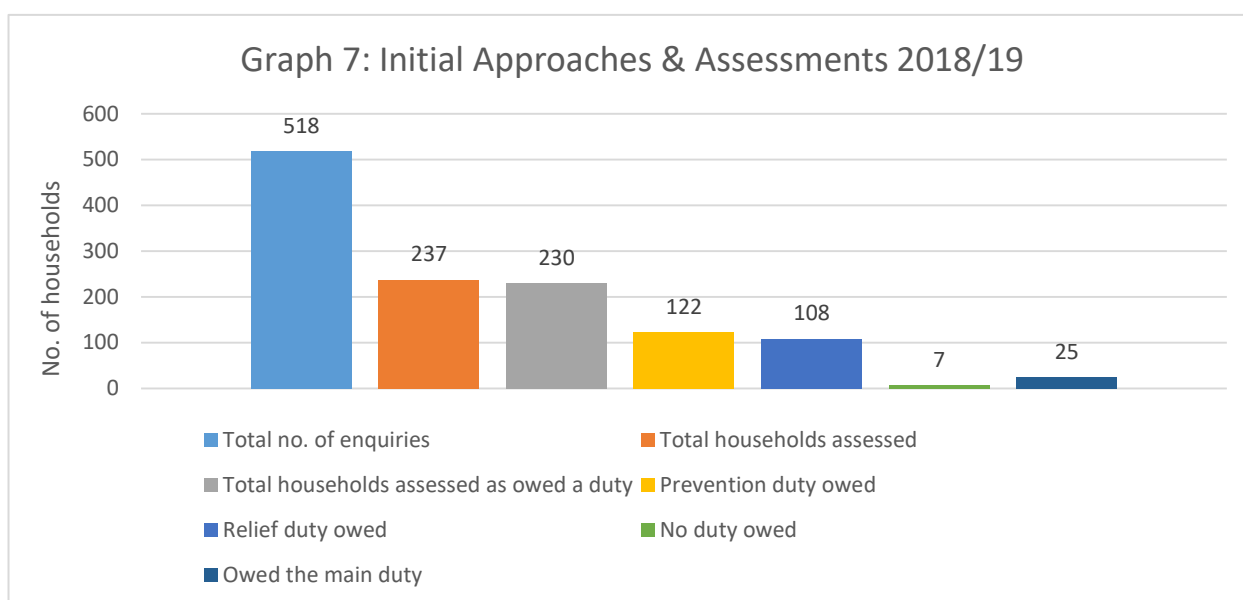
Graph 7: Initial Approaches & Assessments 2018/19

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Homelessness applications are now called assessments in the MHCLG data and are the number of households that approach the council and are then assessed as being owed a prevention or relief duty, or have no duty owed to them (i.e. they are not homeless or threatened with homelessness within 56 days). Once the relief duty expires if the household has still not secured permanent accommodation, then they will be assessed as being owed the main duty[3].

The graph above shows that:-

⌂ Last year, we received 518 homelessness enquiries, a significant drop from previous years which showed an average of 1262 from 2013 to 2018. However, this is probably due to the change in the way that we record enquiries in the data we provide to MHCLG, as we now record how many new enquiries are made by household, but previously, there could have been multiple enquiries recorded per household. This new method, coupled with the fact that accessing homelessness

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[3] This definition has not changed with the introduction of the HRA and still refers to households who are eligible, unintentionally homeless and in priority need

information online has been made much easier means that fewer enquiries will be made directly to the council.

⌂ In 2018/19 230 households were assessed as being owed a duty. This could be seen as an increase of 81% from the previous year, although as explained above they are not comparable numbers. The increase is therefore, most likely due to the following reasons:

- A household can now be regarded as at risk of homelessness 56 days before losing their home, rather than 28 days under the previous legislation, meaning that more people will now meet the homelessness criteria.
- Local authorities are now required to prevent or relieve homelessness for anyone who is eligible[4] not just those in priority need.
- More people are coming forward for assistance as they are made aware of the changes in legislation. Under the previous law, where statutory duties were fewer, households (particularly single person) often chose not to make a formal homeless application as no advantage could be gained.

⌂ Graph 1 on page 1 shows that homeless acceptances were reducing prior to the introduction of the HRA, which, in part was due to our proactive approach to preventing homelessness. These cases have dropped even further, with the number of households owed the main housing duty decreasing by 57% from 56 in 2017/18 to 24 in 2018/19. Again, this is expected due to the changes in legislation as we now have a duty to prevent (for 56 days) or relieve (for 56 days) an applicant from homelessness, and so it is more likely that they would have had their housing issue resolved in the 112 days before they would be owed the main duty.

Reasons for Approaching the Council

Chart 8 below gives a breakdown of why the 518 households approached the council for advice. It shows that the top three most common reasons were:-

- Relationship breakdown (30%)[5]
- Family not being able to accommodate (22%)
- The ending of a private rented tenancy (17%)

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[4] Eligibility for assistance is dependent upon the applicant's immigration status, or her/his right of residence in the UK.
[5] Total of 157 households, of which 64 of these (40.7%) were due to domestic violence

Chart 8: Enquiries by Reason 2018/19

Care Leaver, 7, 1%

Other (inc. leaving prison, mortgage repossession, property disrepair, for e.g.), 71, 14%

Affordability, 11, 2%

End of private rented tenancy – assured shorthold tenancy, 86, 17%

Sofa Surfing, 10, 2%

Rough Sleeping, 6, 1%

End of social rented tenancy, 19, 4%

Relationship with partner ended (64 of these (40.7%) were due to domestic violence), 157, 30%

Eviction from supported housing, 13, 2%

Family no longer willing or able to accommodate, 113, 22%

Non-racially motivated / other motivated violence or harassment, 10, 2%

Friends no longer willing or able to accommodate, 15, 3%

Source: Lichfield District Council

⌂ These are also the most common reasons why households were ultimately accepted as homeless both in the years 2014 to 2018 and 2018/19 which is discussed further on page 14 under 'Reason for Loss of Last Settled Home'.
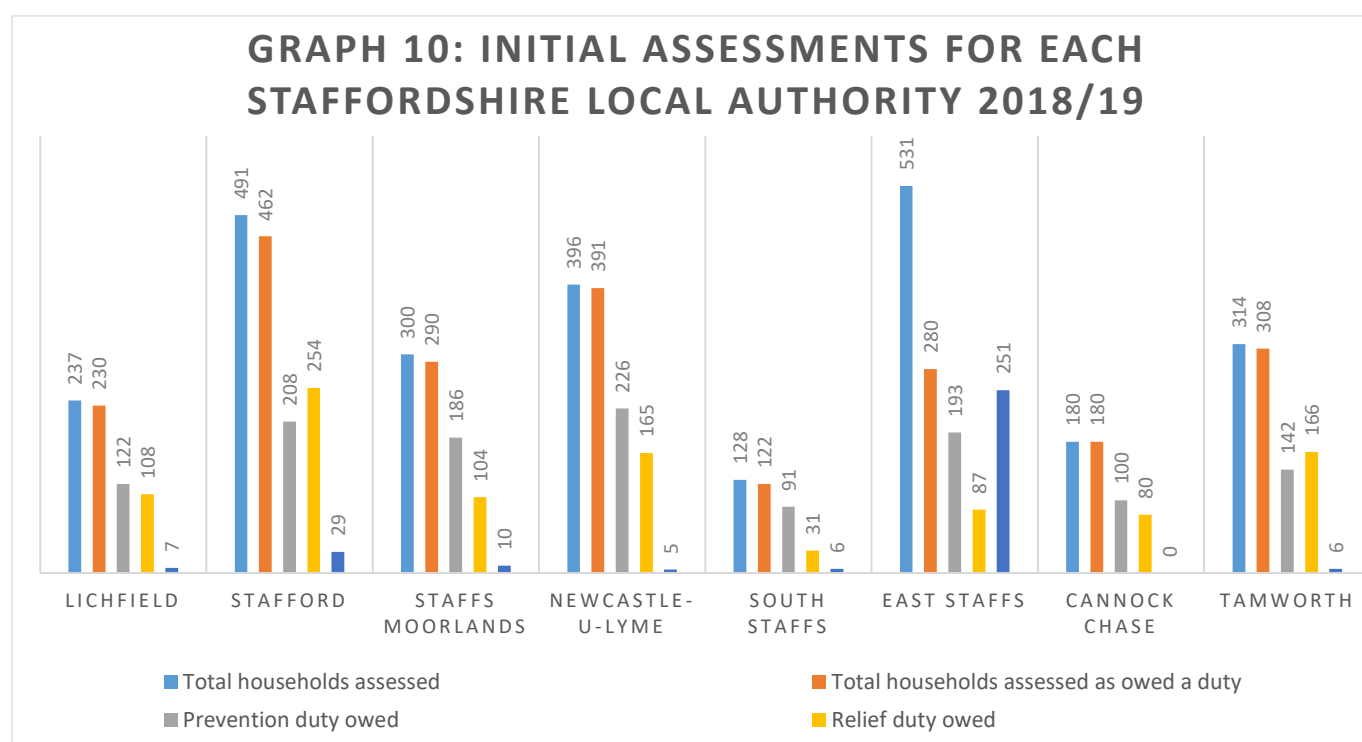
Duty to Refer

From October 2018, as part of the HRA, certain public bodies have a Duty to Refer, which places an obligation on specified public authorities to notify the relevant local authority of households they consider may be at risk of homelessness within 56 days. This means a person's housing situation must be considered whenever they come into contact with wider public services. The aim of the change is to intervene at an earlier stage when a person is at risk of becoming homeless and give meaningful assistance to someone who may not yet have made contact with their local authority.

⌂ Table 9 below shows that, already, this is proving to be an important service as we have received 44 referrals since October 2018 with the most number of referrals from Job Centre Plus.

⌂ 9 referrals have come from agencies which are not required by law to notify us but it is considered good practice, such as registered providers (housing associations).

Table 9: Referrals under duty to refer (from October 2018 – September 10th 2019)	
Organisation	No. of referrals
Job Centre Plus	19
Probation	7
Social services	4
Hospital	1
Mental health	4
Wider agencies (non-statutory) e.g. Registered Providers	9
Total	44

Source: Lichfield District Council

Relative Levels of Homelessness compared to other Staffordshire Local Authorities

GRAPH 10: INITIAL ASSESSMENTS FOR EACH STAFFORDSHIRE LOCAL AUTHORITY 2018/19

- Total households assessed
- Total households assessed as owed a duty
- Prevention duty owed
- Relief duty owed

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

⌂ Graph 10 above shows that we still have relatively few numbers of households who are homeless or at risk of homelessness compared to the other Staffordshire local authorities. Graph 2 compared the numbers under previous housing legislation showing that we had the fourth lowest number of acceptances. With the change in homeless definitions, we now have the third lowest number of total assessments and households owed the prevention duty, with only Cannock Chase and South Staffordshire having fewer.

⌂ The number of households owed the relief duty is slightly higher as we had the fourth lowest numbers in 2018/19.

Main Duty Decisions

The full housing or main duty applies where the duty to prevent or relieve homelessness has not been successful. Only those who are eligible for assistance, unintentionally homeless, and have a priority need will qualify.

⌂ Despite Graph 10 showing that we had low numbers of assessments, Graph 11 below shows that this was very different with regard to main duty decisions made in 2018/19. Here, we had the second largest number in the county behind Tamworth Borough Council and the next placed local authorities (East Staffordshire and Newcastle-under-Lyme) had less than half the number of decisions compared to Lichfield. There are a number of explanations regarding this inconsistency, namely:-

- We have a shortage of affordable private rental properties available to low-income families resulting in fewer options when it comes to finding alternative accommodation, which means that more will consequently be owed the main housing duty as they have not been rehoused once the relief stage had ended.
- Some of the other local authorities in Staffordshire have more supported accommodation than we do which are vital in helping vulnerable households to secure housing.

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness


Graph 11: Outcome of Main Duty Decisions for Eligible Households in Staffs 2018/19
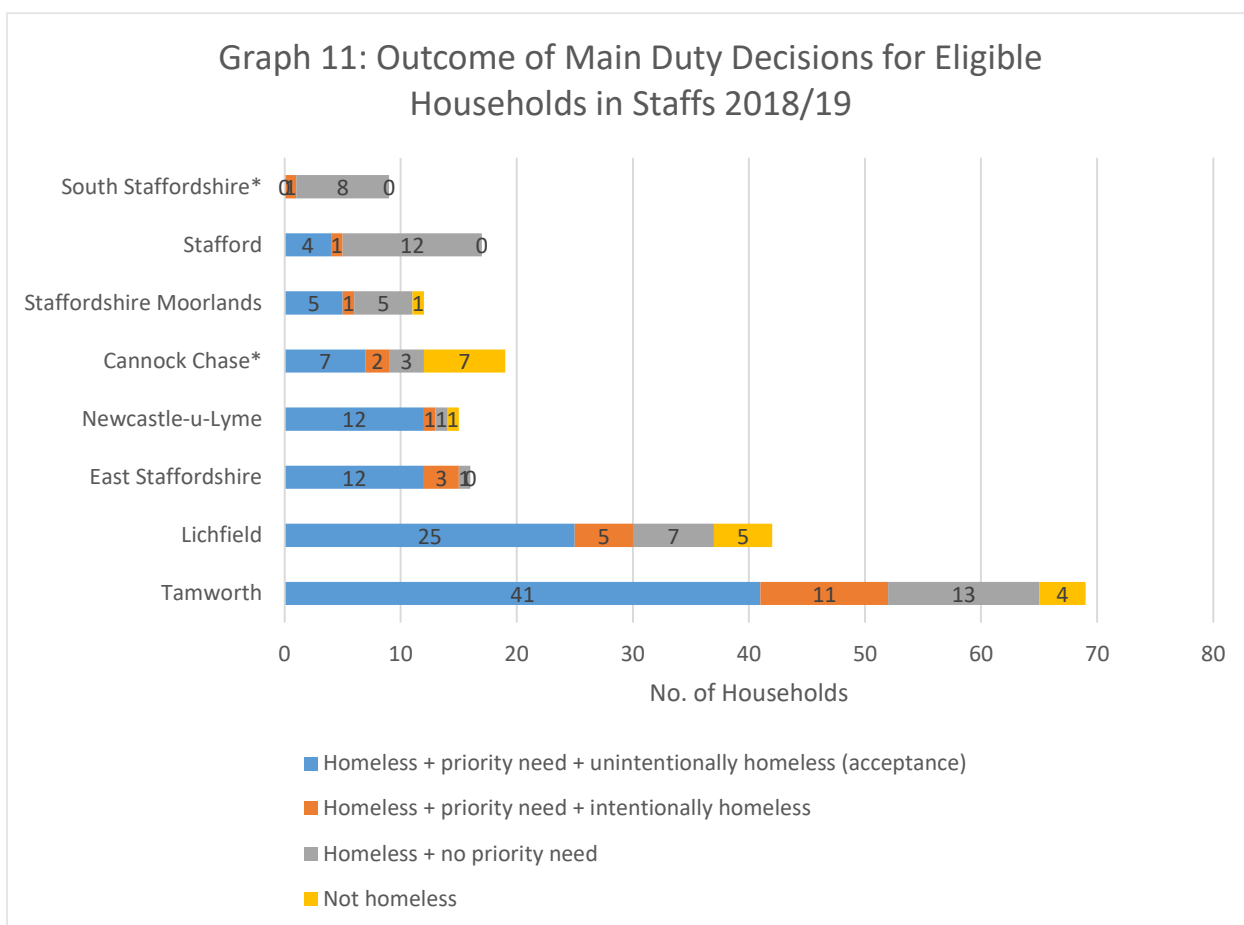
Who is Being Made Homeless in Lichfield District?

Type of Household

The information collated under the new legislation is more detailed than before, particularly with regard to the type of household which will give a better understanding of who is most at risk of homelessness. The graph below shows that:-
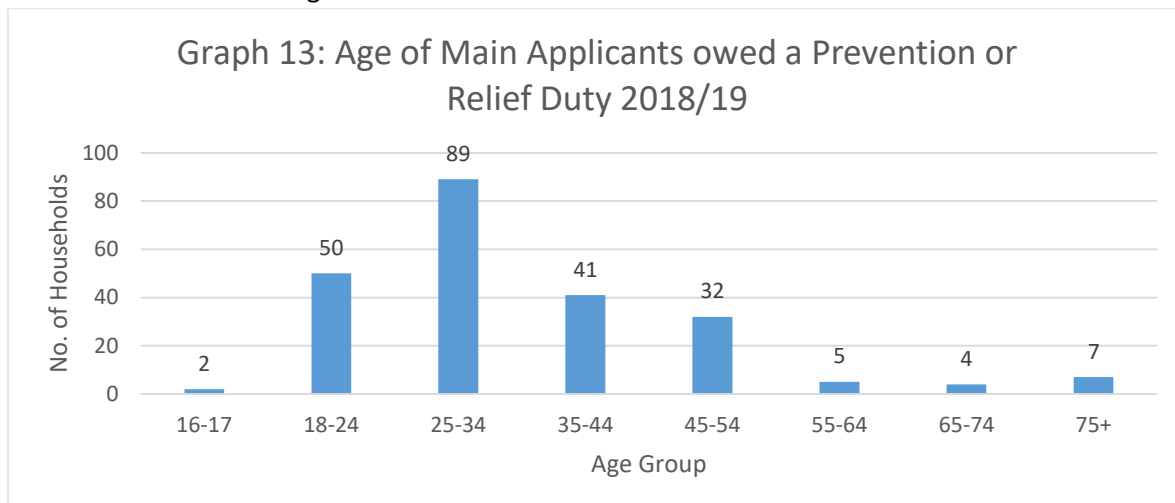
⌂ In 2018/19, single males were most likely to be owed a duty with twice the number being owed the relief duty rather than prevention. This suggests that single men are more likely to only seek help when they are at crisis point and actually homeless. This may be for the following reasons:-
  • In the past, this group were not entitled to much assistance with their homelessness and so single men may not have bothered seeking help from the council.
  • For some time, we have had little access to supported accommodation and floating services for complex needs such as drug and alcohol dependency which is more prevalent in men than women.
⌂ The next most likely group was female single parents though, in these cases, there were more owed the prevention duty rather than relief.
⌂ The third most likely group to seek help with homelessness was single females, making up 20% of the total owed a duty.
⌂ In 2018/19 there were a total of 29 households with dependent children who were owed the relief duty. In other words, there were 29 families who were at the most extreme end of homelessness and at crisis point.
⌂ These figures contradict the trends we were seeing prior to the introduction of the HRA when it was most common for families with females as the head of the household to be homeless. The new trends of single males and females now being more likely to be owed a duty shows that these groups were largely overlooked before the HRA. It also strongly suggests a lack of housing related support in the district which is vital in helping to prevent homelessness.

Graph 12: Type of Household owed a Prevention & Relief Duty 2018/19
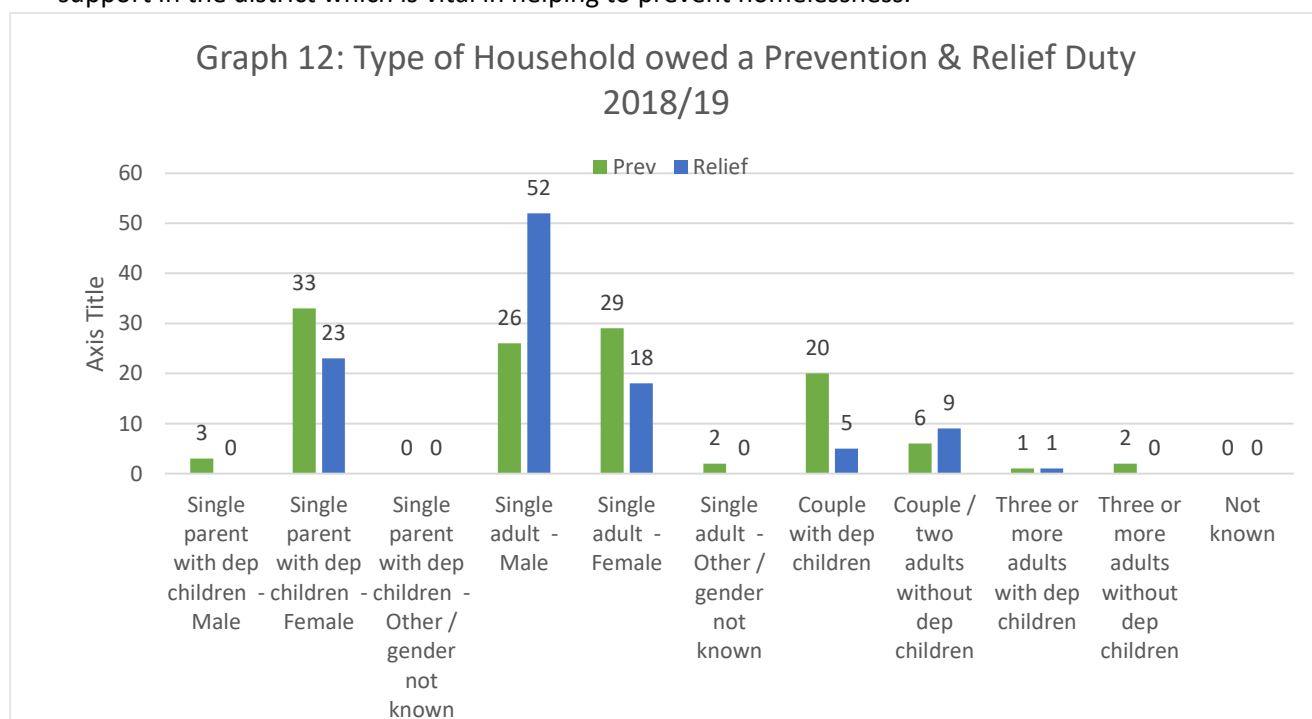
Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Age

⌂ The graph below shows that there were 52 households aged between 18 and 24 who were owed a duty. This is a very young age to be facing homelessness and suggests that, in many cases, these are individuals who have just left the parental home and are struggling with finding suitable and affordable accommodation. This may be a reflection on the lack of housing options for this group as a single person up to the age of 34 is usually only entitled to housing costs based on the single room rate of Local Housing Allowance, meaning they are further disadvantaged by the lack of affordable shared housing in the district.
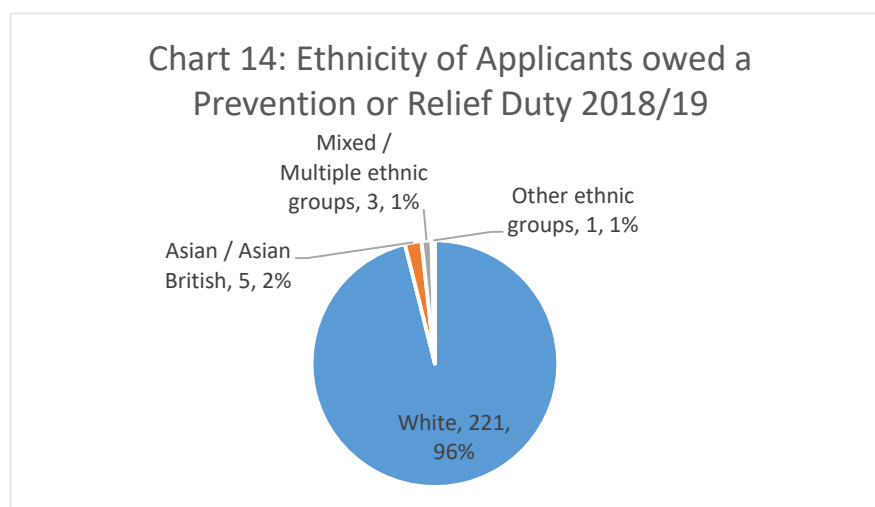
Graph 13: Age of Main Applicants owed a Prevention or Relief Duty 2018/19

Age Group	No. of Households
16-17	2
18-24	50
25-34	89
35-44	41
45-54	32
55-64	5
65-74	4
75+	7

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

⌂ 11 households aged 65 or over were also accepted as homeless including 7 aged 75 or older. This may suggest a rise in the number of older people facing homelessness, which is something that is also emerging on a national level.

Ethnic Background

The chart below shows that the ethnicity of those households owed a duty in 2018/19 has not altered significantly since the introduction of the HRA and still reflects the composition of the district population as a whole.

Chart 14: Ethnicity of Applicants owed a Prevention or Relief Duty 2018/19

Ethnicity	Number	Percentage
Mixed / Multiple ethnic groups	3	1%
Other ethnic groups	1	1%
Asian / Asian British	5	2%
White	221	96%

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Employment Status

The graph below shows the employment status of the main applicants owed a duty in 2018/19.
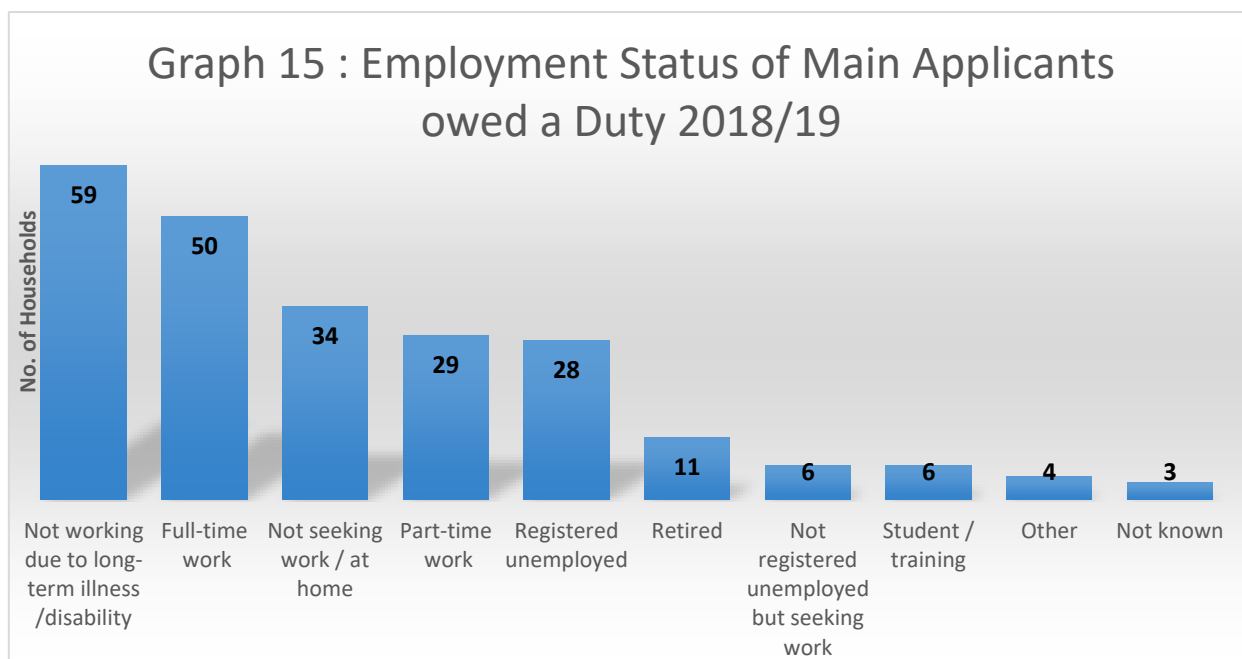
Graph 15 : Employment Status of Main Applicants owed a Duty 2018/19

No. of Households

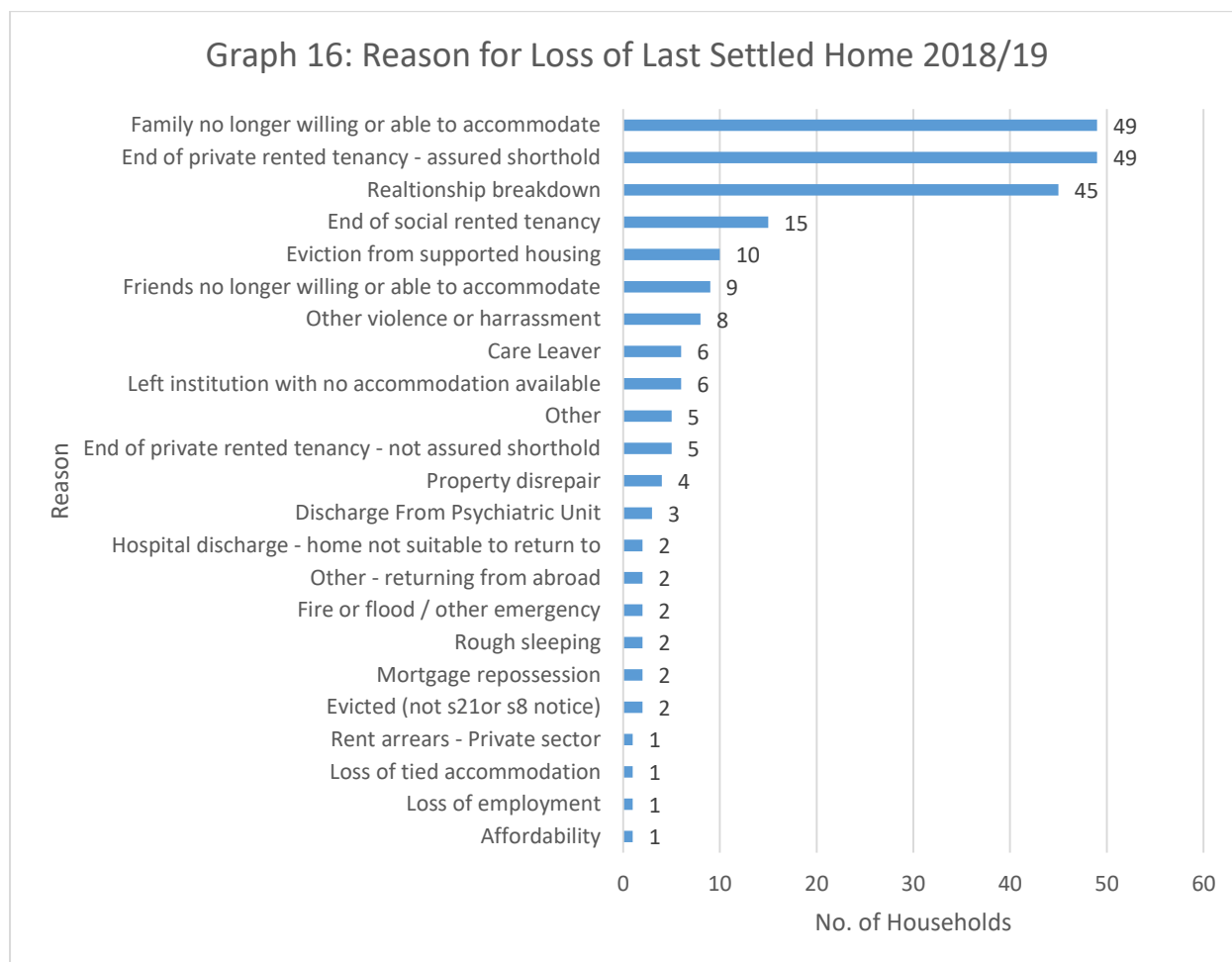| Category	Value
Not working due to long-term illness /disability	59
Full-time work	50
Not seeking work / at home	34
Part-time work	29
Registered unemployed	28
Retired	11
Not registered unemployed but seeking work	6
Student / training	6
Other	4
Not known	3

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Key findings:

- The majority of homeless applicants were those who were not working due to a long-term illness or disability.
- 22% of applicants owed a duty were in full-time work, which is again an indication that there is a lack of affordable housing in the district if households cannot find a suitable property on a full-time salary.
- The number of applicants not seeking work is most likely a reflection on the number of single parent households that present to the council
- The number of applicants in part-time work and registered unemployed/seeking work shows that there is a need for support services that can advise on seeking appropriate and better paid employment. It also suggests a need for suitable advice on benefit entitlement, which may also help those who are retired or studying and facing homelessness.

Graph 16: Reason for Loss of Last Settled Home 2018/19

Reason	No. of Households
Family no longer willing or able to accommodate	49
End of private rented tenancy - assured shorthold	49
Realtionship breakdown	45
End of social rented tenancy	15
Eviction from supported housing	10
Friends no longer willing or able to accommodate	9
Other violence or harrassment	8
Care Leaver	6
Left institution with no accommodation available	6
Other	5
End of private rented tenancy - not assured shorthold	5
Property disrepair	4
Discharge From Psychiatric Unit	3
Hospital discharge - home not suitable to return to	2
Other - returning from abroad	2
Fire or flood / other emergency	2
Rough sleeping	2
Mortgage repossession	2
Evicted (not s21or s8 notice)	2
Rent arrears - Private sector	1
Loss of tied accommodation	1
Loss of employment	1
Affordability	1

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

The graph above gives the most common reasons for households to lose their home in 2018/19 and shows that:-
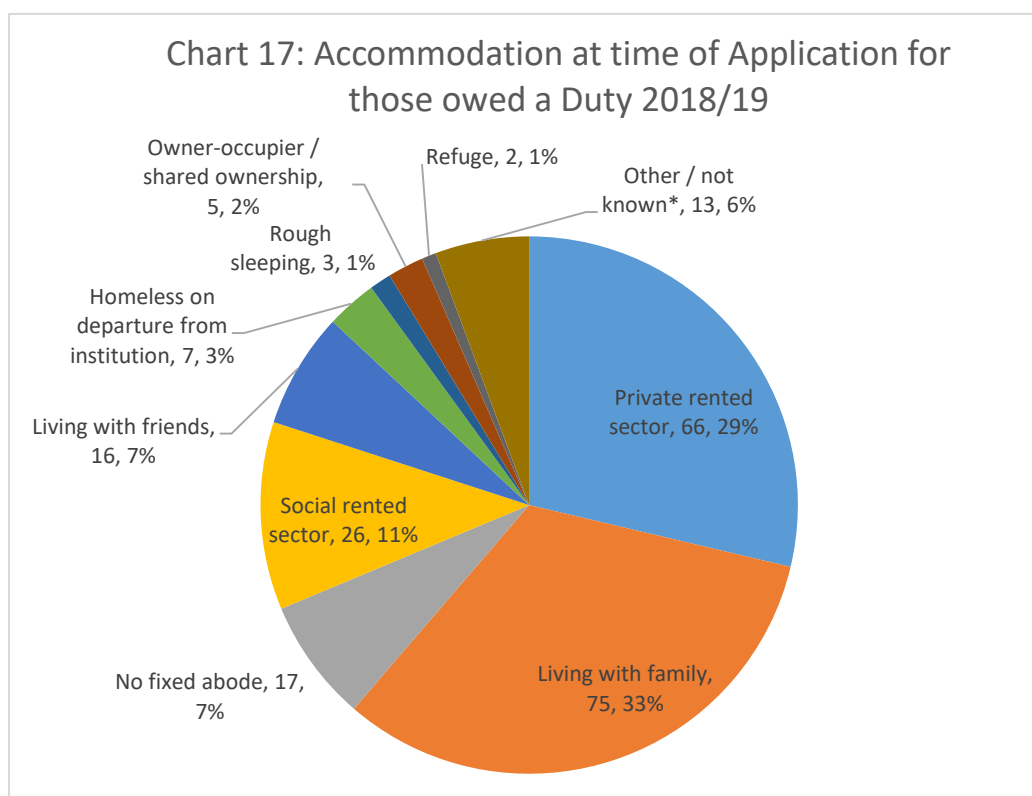
⌂ The top three most common reasons for homelessness applications in 2018/19 were:-
- Families no longer able or willing to accommodate (21%) (joint first),
- The ending of a private tenancy (21%) (joint first)
- Relationship breakdown (19.5%)[6]

⌂ These were also the top three reasons, although in a slightly different order, for homelessness in 2014-2018 (see Graph 5) though numbers have increased considerably. For example, Graph 5 shows that in 2017/18, 21 households were accepted as homeless due to parental eviction compared to 49 in 2018/19. It is not clear, however, if these cases are <u>parents</u> evicting their children as the category is now 'family eviction'. There were 13 households made homeless due to the loss of a private tenancy and 27 were due to a relationship breakdown in 2017/18 whereas graph 5 shows these numbers have noticeably increased to 49 and 45 respectively.

⌂ In 2018/19, the number of domestic violence cases doubled from 12 in 2017/18 to 24 in 2018/19. Homelessness due to domestic violence was, in fact, on a steady increase from 2014 to 2018. This may have been due to the closure of refuges which were shut due to funding

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[6] 24 of relationship breakdowns were due to domestic abuse

cuts around this time. The rise to 24 domestic abuse cases in 2018/19 may also be because, under the HRA, these households are now owed a housing duty. Before the HRA, these cases would not always have made a formal homeless application and would have been rehoused directly from the refuge due to having a priority status on our housing register. Domestic abuse cases may therefore have been higher before the HRA, but previously they would not have been included in our homeless data.

Accommodation at time of application for those owed duty

The chart below shows that the majority (33%) of households owed a duty were living with family at the time, followed by 29% of households who were in private rented accommodation. The third group was households living in the social sector. There is a worrying trend of households being made homeless by both private and social landlords which we have noticed for some time and in many cases, the eviction is due to rent arrears. As Lichfield district has a very buoyant private rental market it has disadvantaged low–income households. Some landlords are therefore quick to serve a section 21 notice on a tenant if they are having difficulty paying their rent, rather than allow time for them to pay off their debts. In addition, registered providers have become much more commercial and risk averse in recent years and so we are seeing more social sector tenants losing their tenancy through rent arrears.

Chart 17: Accommodation at time of Application for those owed a Duty 2018/19

- Owner-occupier / shared ownership, 5, 2%
- Refuge, 2, 1%
- Other / not known*, 13, 6%
- Rough sleeping, 3, 1%
- Homeless on departure from institution, 7, 3%
- Living with friends, 16, 7%
- Private rented sector, 66, 29%
- Social rented sector, 26, 11%
- No fixed abode, 17, 7%
- Living with family, 75, 33%

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Support Needs for Households Owed a Duty

The recording of support needs is a new requirement under the HRA, which will give us a greater understanding of issues that could have a contributing factor to a person's homelessness.

Of the 230 households that were owed a duty, 151 (66%) were identified as having support needs. The table below shows a list of support needs that were recorded on the personal housing plans of those who were owed a duty in 2018/19. Households can have multiple support needs, so the total number of support needs is more than the actual number of households. Our records show that 24% of those with a support need were found to have two or more support needs and 19% had three or more support needs. Information shown from the table below includes:-

⌂ The most common support need was help with mental health issues, accounting for 46% of households with support needs who were owed a duty. 22% of cases had a physical health issue or disability followed by 18.5% who were at risk of or experienced domestic abuse.

⌂ 2 of those who were owed a duty had served in the armed forces. It is now a requirement for all local authorities to record this number due to the rise in homeless applicants who are veterans.

⌂ This is a reflection on the growing number of households that approach the council with multiple and complex support needs. It goes some way in explaining how these households became homeless in the first place but also demonstrates the importance of effective referral processes and protocols with our stakeholders, to ensure that vulnerable households are given the support they need to find and keep suitable accommodation.
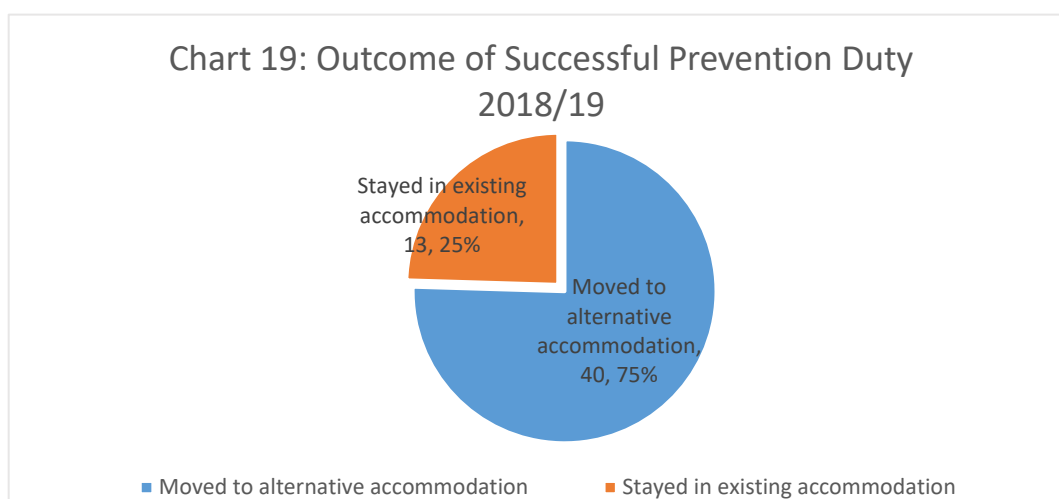
Table 18: Support needs of households owed a prevention or relief duty	No. of times reported
History of mental health problems	69
Physical ill health and disability	33
At risk of / has experienced domestic abuse	28
Access to education, employment or training	27
Drug dependency needs	19
Young person aged 18-25 years requiring support to manage independently	15
Alcohol dependency needs	12
Offending history	9
History of repeat homelessness	9
History of rough sleeping	7
Learning disability	6
At risk of / has experienced abuse (non-domestic abuse)	6
Old age	6
Care leaver aged 18-20 years	6
Care leaver aged 21+ years	5
Young person aged 16-17 years	5
Young parent requiring support to manage independently	4
At risk of / has experienced sexual abuse / exploitation	2
Served in HM Forces	2
Total (for 151 individual households)	270

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Homeless Preventions and Reliefs

Of the 122 households owed the prevention duty (see Graph 10), 109 had their prevention duty discharged[7] and, of the 108 households owed the relief duty, 106 had this duty discharged.

These new prevention figures cannot be directly compared with those in Graph 6 due to the change in definition under the HRA, which, as highlighted earlier, now places more obligations on local authorities before they can record a successful prevention. In addition, the relief duty which helps to secure suitable accommodation for applicants who are homeless and eligible for assistance was not included in previous legislation.

Chart 19: Outcome of Successful Prevention Duty 2018/19

Stayed in existing accommodation, 13, 25%

Moved to alternative accommodation, 40, 75%

- Moved to alternative accommodation
- Stayed in existing accommodation

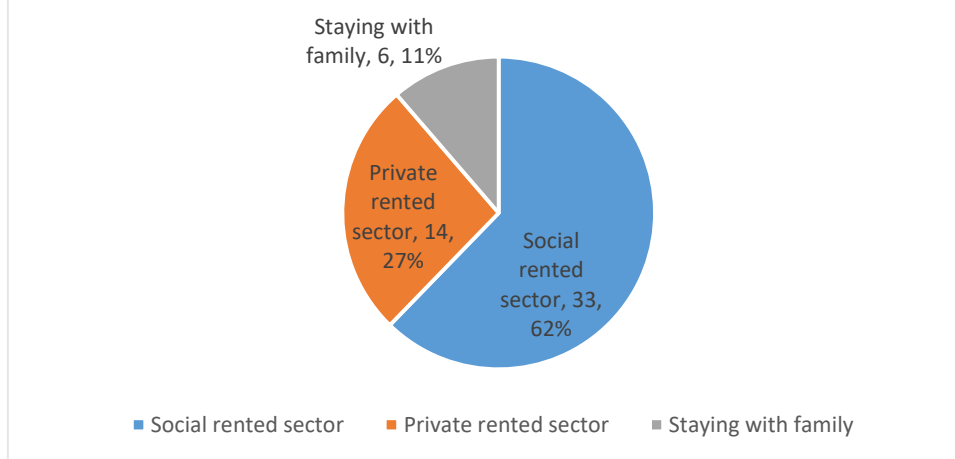*Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness*

⌂ The chart above shows that three quarters of prevention cases avoided homelessness by moving to alternative accommodation. This is not ideal and it is usually preferable for households to remain in their existing accommodation, as it is less disruptive, costly and time-consuming than having to relocate. In some circumstances, however, accommodation will be unsustainable or inappropriate (e.g. if the applicant is fleeing domestic abuse).

Type of Accommodation Secured

⌂ Chart 20 below shows that, the majority (62%) of households owed a prevention duty were found alternative accommodation in the social rented sector whereas only 14 households were rehoused in the private sector. This clearly shows the difficulty that the council has in finding suitable affordable accommodation in the private rented sector. In most cases, social rented accommodation is the preferred option for households though we are always in need of private rented properties if suitable social housing is not immediately available or if households need a short term tenancy.

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[7] This means the duty has ended in some way as defined by the Homelessness Reduction Act 2017
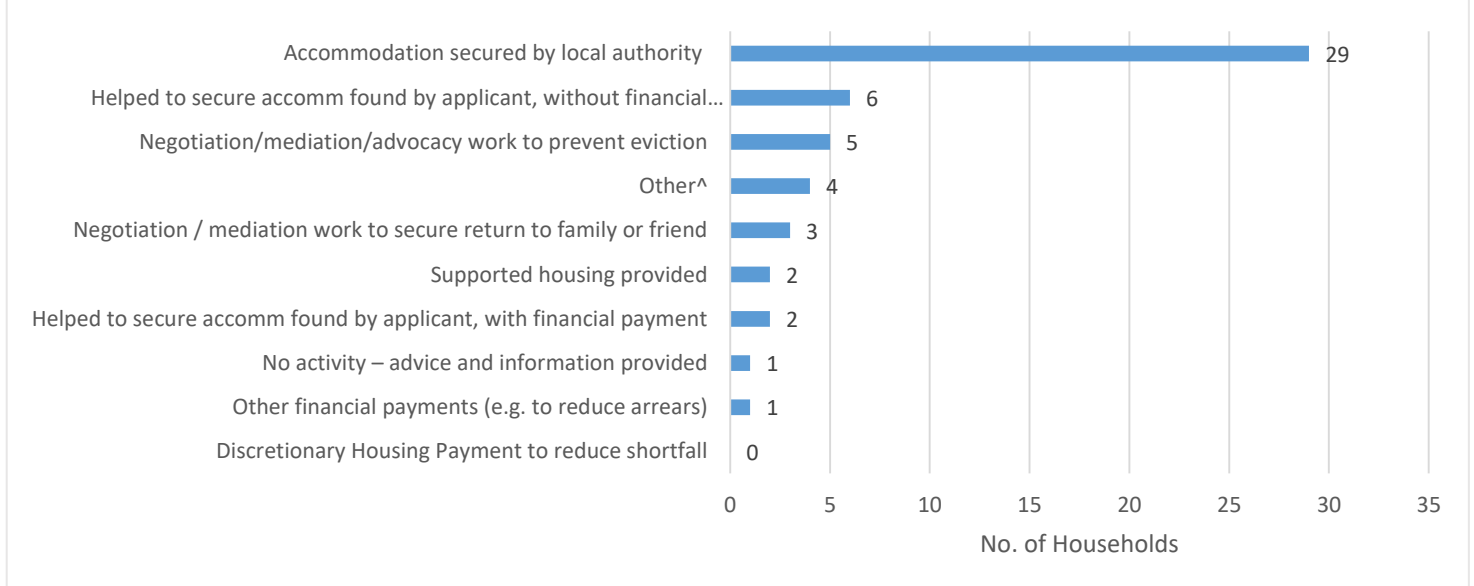
Chart 20: Type of Accommodation secured at end of the Prevention Duty 2018/19

- Staying with family, 6, 11%
- Private rented sector, 14, 27%
- Social rented sector, 33, 62%

■ Social rented sector   ■ Private rented sector   ■ Staying with family

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

How Accommodation was secured

Graph 21: Main Activity that Resulted in Accommodation Secured for Households

Activity	No. of Households
Accommodation secured by local authority	29
Helped to secure accomm found by applicant, without financial…	6
Negotiation/mediation/advocacy work to prevent eviction	5
Other^	4
Negotiation / mediation work to secure return to family or friend	3
Supported housing provided	2
Helped to secure accomm found by applicant, with financial payment	2
No activity – advice and information provided	1
Other financial payments (e.g. to reduce arrears)	1
Discretionary Housing Payment to reduce shortfall	0

No. of Households

^ Other includes debt advice, resolved benefit problems, sanctuary or other security measures to home, not known, housing related support to sustain accommodation

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

⌂ The graph above shows that, the majority of households (55%) were able to secure accommodation through positive action by our Housing Options team. We also negotiated for 5 households to remain in their home and for 3 to stay with family or friends. This demonstrates the importance of thorough and more complex working with customers under the HRA which will help to keep evictions down.
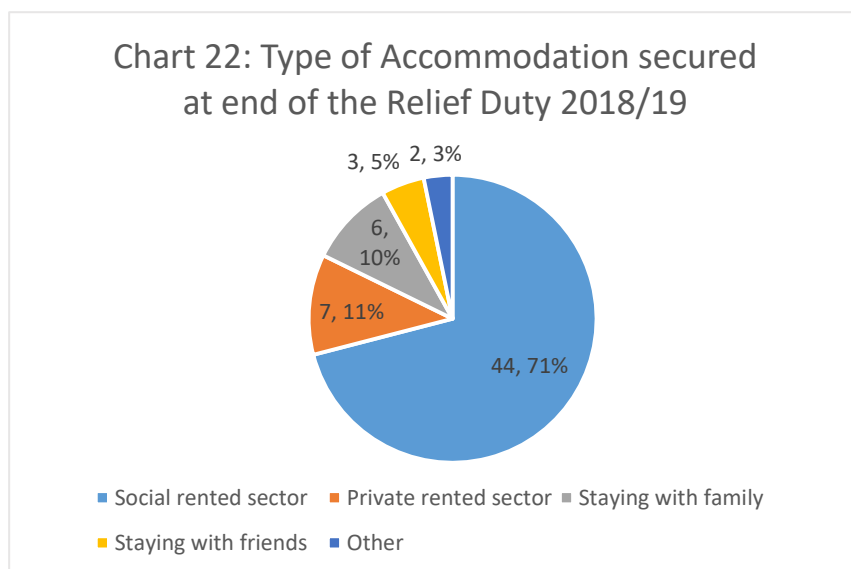
⌂ It is interesting that no DHP's were used in 2018/19. We will investigate the use of these payments in more prevention cases in the future as they are an invaluable way of reducing homelessness, particularly when a short-term solution, such as paying rent arrears or securing a rental bond, is required.

Homeless Reliefs

⌂ Chart 22 below shows that the top three ways that households were relieved of their homelessness were:-
- The provision of a tenancy in the social rented sector
- A private rented property
- Staying with family

There is, however, a significant difference between the number of households that secured accommodation in the social sector (44) and those that took on a private tenancy (7). We will endeavour to address this imbalance through seeking ways to encourage our private sector landlords to provide affordable accommodation to low income households.

Chart 22: Type of Accommodation secured at end of the Relief Duty 2018/19

3, 5%   2, 3%

6, 10%

7, 11%

44, 71%

- Social rented sector   ▪ Private rented sector   ▪ Staying with family
- Staying with friends   ▪ Other

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Use of Temporary Accommodation

Number of Households in Temporary Accommodation

Local authorities have a statutory duty to secure accommodation for unintentionally homeless households that are in a priority need group[8]. Once this has been established, temporary accommodation must be provided whilst the local authority is investigating their homelessness. The cost of accommodation is paid for by the council, for which we can be reimbursed from housing benefit.

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[8] Includes pregnant women, those who have dependent children living with them, 16- and 17-year-olds, care leavers aged 18 to 20 years old and anyone considered vulnerable due to old age, mental illness or disability, or physical disability.

Government statistics show the number of households that are in temporary accommodation at the end of each quarter in the year. This means that some households may be in this accommodation for more than one quarter and so will be counted twice. In order to give an indication of our use of temporary accommodation compared to the other Staffordshire authorities, the table below shows the average number of households that were in temporary accommodation at the end of quarter.
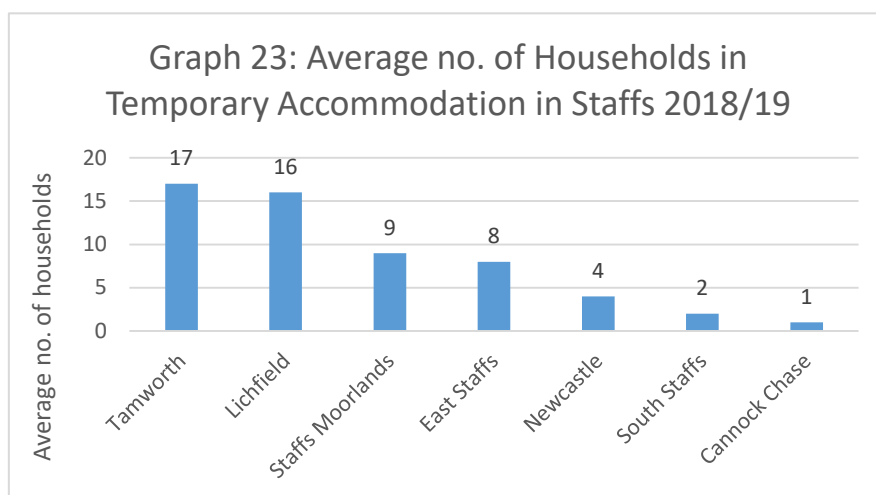

Graph 23: Average no. of Households in Temporary Accommodation in Staffs 2018/19

Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

⌂ The graph above shows that, despite having lower numbers of homeless acceptances in relation to the other Staffordshire authorities, we are a high user of temporary accommodation. This is due to the difficulty we have in securing accommodation for our most vulnerable and/or low income families which is, most likely for the following reasons:-

- Private landlords are reluctant to offer accommodation to tenants with support needs, such as mental health issues or drug or alcohol dependency that may cause issues with their tenancy.
- In addition, registered providers are refusing to take on tenants if they are in rent arrears or cannot demonstrate their ability to sustain a tenancy. This results in households staying in temporary accommodation for longer than is necessary.
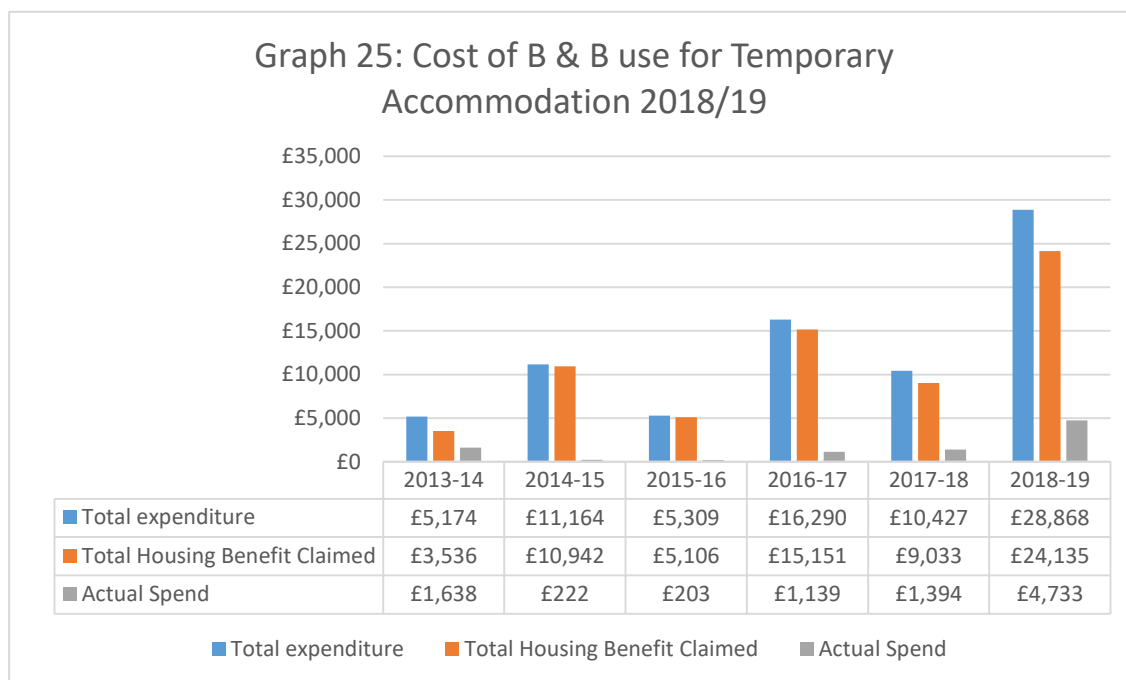
Average length of stay in Temporary Accommodation.

Graph 24: Average length of Stay in Temporary Accommodation (weeks)
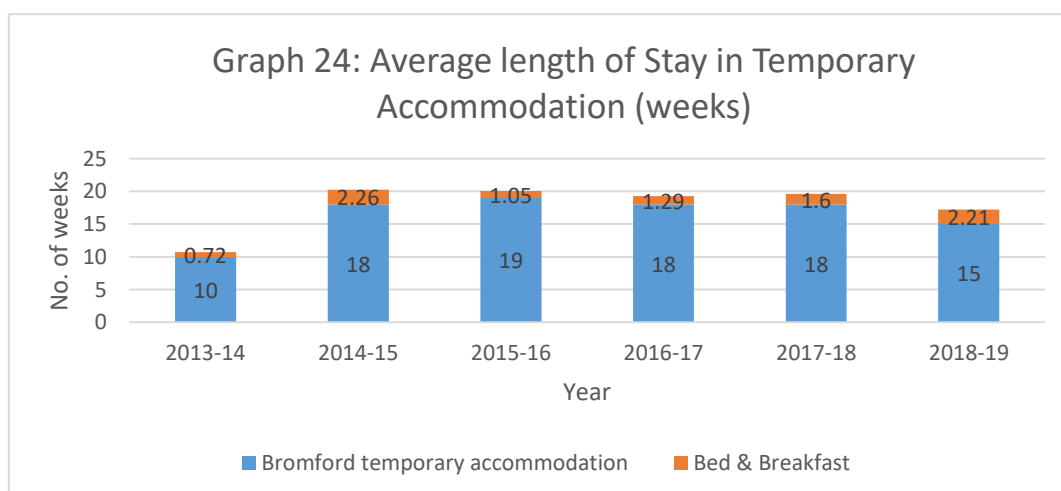
Source: Lichfield District Council

⌂ Table 24 above shows that the length of time that households stayed in temporary accommodation until they found a suitable home almost doubled from 10 weeks in 2013/14 to a peak of 19 weeks in 2015/16.

⌂ The length of stay decreased from 2017/18 to 2018/19 by a drop of 3 weeks (18 weeks to 15 weeks).

⌂ However, the length of stay in Bed and Breakfast accommodation in 2018/19 was three times longer than in 2013/14.

Cost of Bed and Breakfast Emergency Accommodation

Graph 25: Cost of B & B use for Temporary Accommodation 2018/19

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Total expenditure	£5,174	£11,164	£5,309	£16,290	£10,427	£28,868
Total Housing Benefit Claimed	£3,536	£10,942	£5,106	£15,151	£9,033	£24,135
Actual Spend	£1,638	£222	£203	£1,139	£1,394	£4,733

Source: Lichfield District Council

⌂ The graph above shows that in 2018/19, the council spent nearly three times as much on B&B accommodation than in 2013/14.

⌂ It is likely that the increase in the use of temporary accommodation and the length of stay in Bed & Breakfast establishments is due to the new legislation as
   o households spend more time in temporary accommodation whilst their homelessness situation is thoroughly investigated
   o the new statutory duties to prevent or relieve homelessness have added to the length of time an application is open

⌂ The council is also seeing more households becoming homeless who have multiple support needs and, as registered providers are now insisting that support for these needs is put in place before they are offered accommodation, it has resulted in a longer stay in emergency provision.

Homeless Prevention Schemes

The council has a number of schemes that it can access in order to help prevent homelessness. These are summarised below:

Scheme	Description of scheme
Homelessness prevention fund	A financial assistance scheme (in the form of loans or grants) available to applicants to be used where homelessness can be prevented or relieved and/or the use of temporary accommodation avoided or brought to an end. Can be used for rent in advance, deposits for private rental and Housing Association tenancies. The loans are provided by Fusion Credit Union and underwritten by the council.
Sanctuary (Target hardening) scheme	The prevention of homelessness by ensuring that survivors of domestic abuse and other violent crimes are able to remain in their homes and feel safer and more secure in doing so by the installation of security measures to make a home more resistant to attack or damage.
Rent guarantee scheme	To assist homeless households access private rented sector accommodation. Under this scheme, the council will provide a guarantee against the value of the rent deposit or rent in advance, rather than it being actually paid to the landlord. These are not popular with landlords so few have been used over the last 6 years.
Repossession prevention fund	Specific loans available for any households, which risk becoming homeless through repossession or eviction. It can also be used for individuals at risk of rough sleeping. Merged with the homelessness prevention fund in 2016.
Discretionary Housing Payments(DHP)	A DHP is a payment made in addition to housing benefit or universal credit where the applicant needs financial assistance with housing costs.

Source: Lichfield District Council

Graph 26: No. of Households given Assistance 2018/19
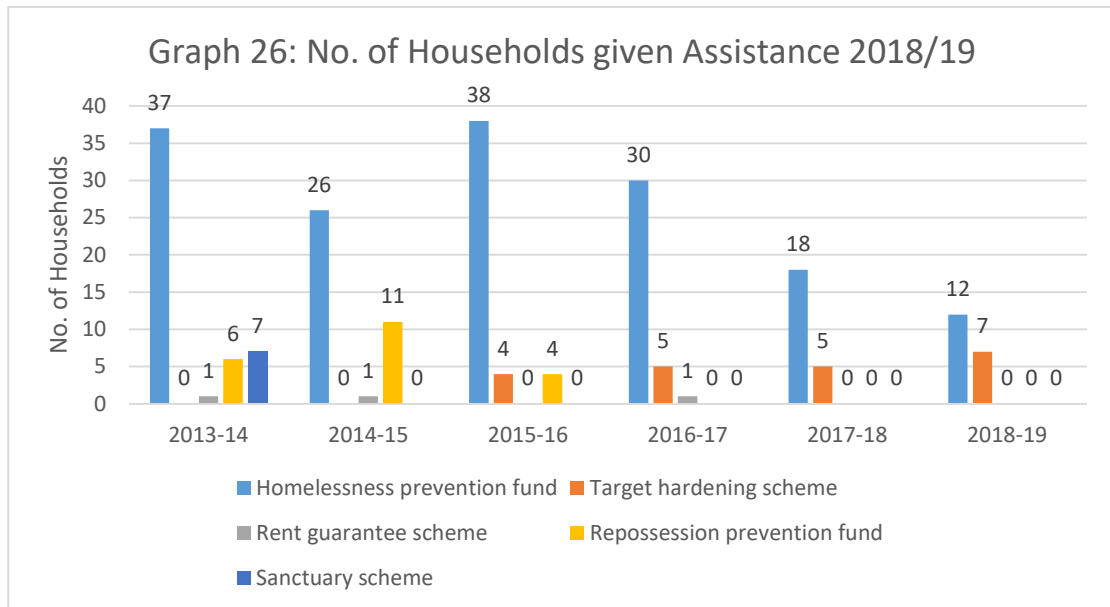
Source: Lichfield District Council

⌂ Graph 26 above shows that the Homeless Prevention fund has, by far, assisted the most households. This is used mainly for helping households with rent deposits in order to secure a tenancy in the private sector and is therefore a reflection on the increase in the number of households that now rely on this tenure for housing. The number of households being offered this assistance has, however, dropped considerably, particularly when it merged with the repossession fund in 2016/17. Only a third of households were offered this fund in 2018/19 compared to 2013/14. This is partly due to our increased use of DHP to cover such costs as rent arrears, rent in advance and rent deposits (see page 25).

⌂ The number of households that were assisted through the target hardening (sanctuary) scheme is likely to be a reflection on the rising numbers of domestic violence incidents in the district which is also displayed in the figures of households who are being made homeless.

The use of Discretionary Housing Payments (DHP) to Prevent Homelessness

DHP is available to anyone in rented accommodation who needs further financial assistance with their housing costs and is currently, or will be claiming Housing Benefit or Universal Credit that includes a housing element. Further financial assistance is defined as additional financial help that is needed where an applicant is unable to meet their housing costs from their available household income, for example because they have a shortfall or need help with rent arrears. Housing costs generally means rent but can be interpreted more widely to include rent in advance, rent deposits, storage/removal costs or other lump sums associated with a housing need.

Graph 27: DHP Awards 2018/19
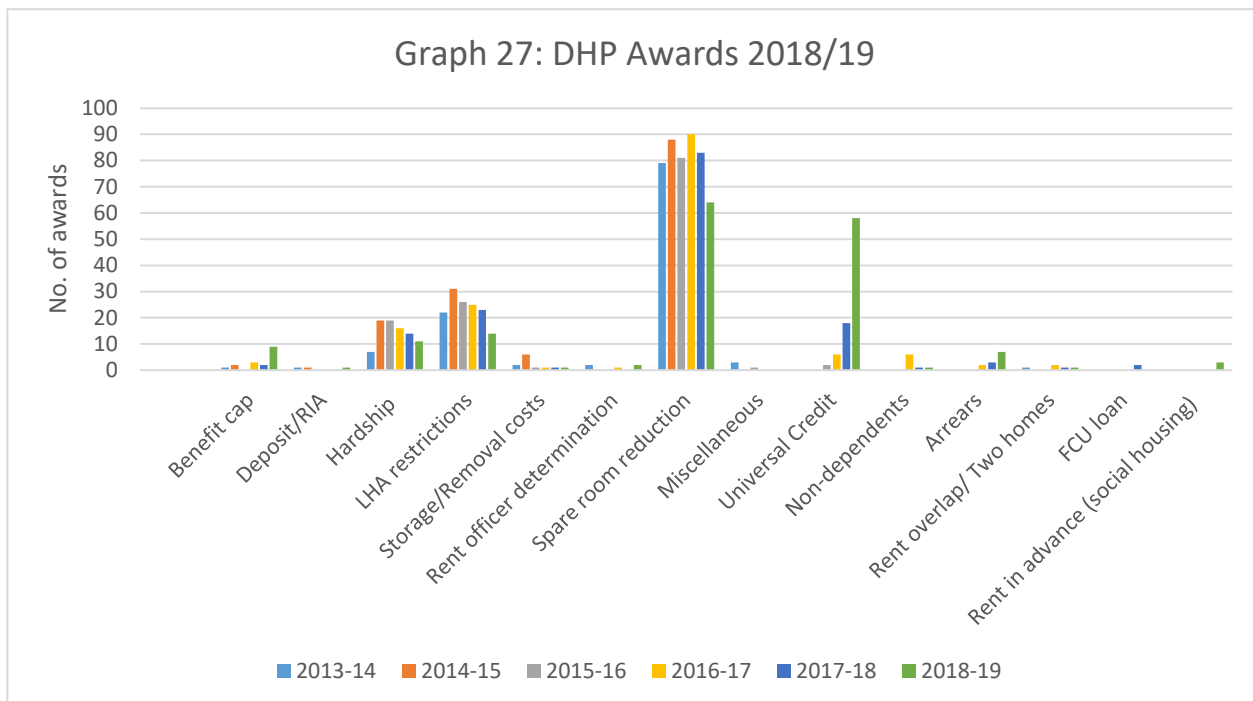
Source: Lichfield District Council Revenues & Benefits Team

DHP payments can be used to support the prevention of homelessness. By assisting people to maintain or move to more affordable tenancies, it can be used to prevent households from falling into debt that might cause them to lose their homes.

⌂ The graph above shows that the majority of payments were for customers affected by the spare room reduction. However, there are an increasing number receiving DHP for help with Universal Credit issues, such as changes to the frequency of payments and changes in the amount that is awarded. It is expected that, as more claimants move to Universal Credit that this may increase over the next few years.

The work of the Tenancy Sustainment Officer (TSO)

The purpose of tenancy sustainment is to enable people to keep their tenancies, thereby reducing evictions and preventing homelessness. Our TSO was appointed in April 2019 to assist vulnerable people by connecting them to the right services and support agencies who can help them with issues they might have which can have an impact on their ability to sustain a tenancy.

Graph 28: Reasons for Referral to TSO from May - Sept 2019
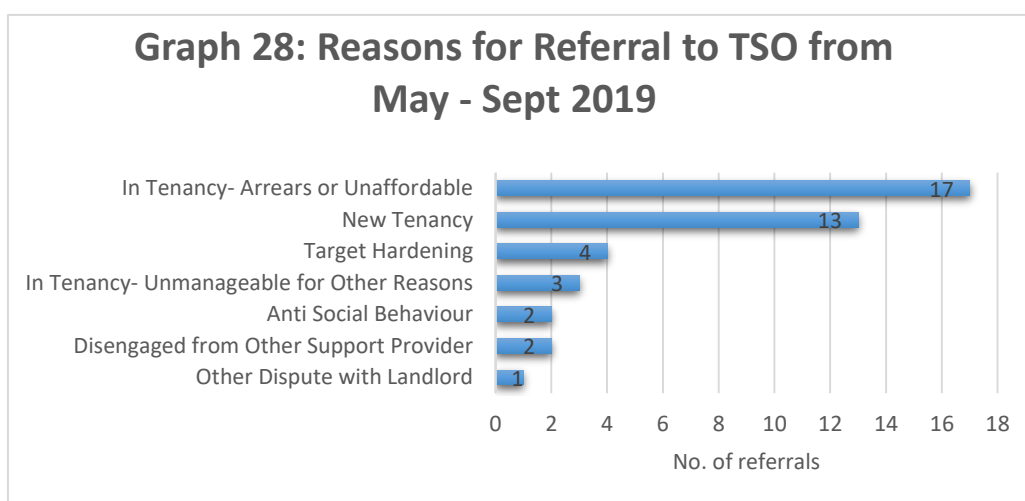
Source: Lichfield District Council

- Graph 28 above shows the invaluable work that our TSO is carrying out to help prevent homelessness. Through advising the client on debt management and liaising with other support agencies this has resulted in a number of households being able to remain in their accommodation.
- 13 households have also been supported in preparing for their new tenancies. This includes training on paying utilities and budgeting advice which will help them to sustain their tenancies in the long-term.

Working with our Partner Agencies

Citizens Advice South East Staffordshire (CASES)

The local Citizens Advice advises residents on issues such as debt management, welfare benefits and housing advice. The council supports this service through our community and voluntary sector grant funding in recognition of how important this work is in the prevention of homelessness.

The table below shows the number of homelessness preventions that were directly related to the work of Citizens Advice in 2018/19 and demonstrates how significant their role is in helping us to prevent homelessness. These cases are additional to the number of preventions that were reported on page 10, Graph 10.

| Table 29: No. of Homeless Prevention cases by Citizens Advice		
Type of action	How prevented from becoming homeless	No. of cases
Debt Advice	Remain in existing accommodation	12
Resolving rent or service charge arrears in the social or private rented sector	Remain in existing accommodation	8
Accommodation arranged with friends or relatives	Found alternative accommodation before became homeless	2
	Total	22

Source: CASES

Rough Sleeping

Graph 30: No. of Estimated Rough Sleepers in Lichfield District
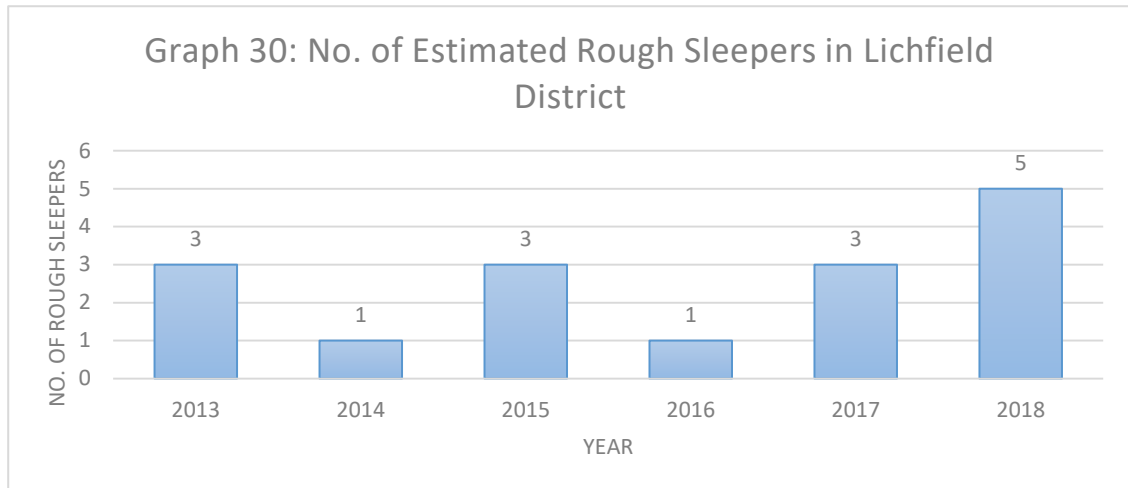
Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

- ⌂ The above figures represent the official rough sleeper annual estimate, which is a snapshot of a single night.
- ⌂ The chart above shows that we had relatively few numbers of people rough sleeping throughout this time period, but there has been a steady increase in the last three years.
- ⌂ Graph 31 below shows that our overall level of rough sleeping is low compared to other areas within Staffordshire with East Staffordshire and Stafford having the highest numbers.

Graph 31: No. of Rough Sleepers in Staffordshire recorded at the Rough Sleeper Count/Estimate 2013 - 2018
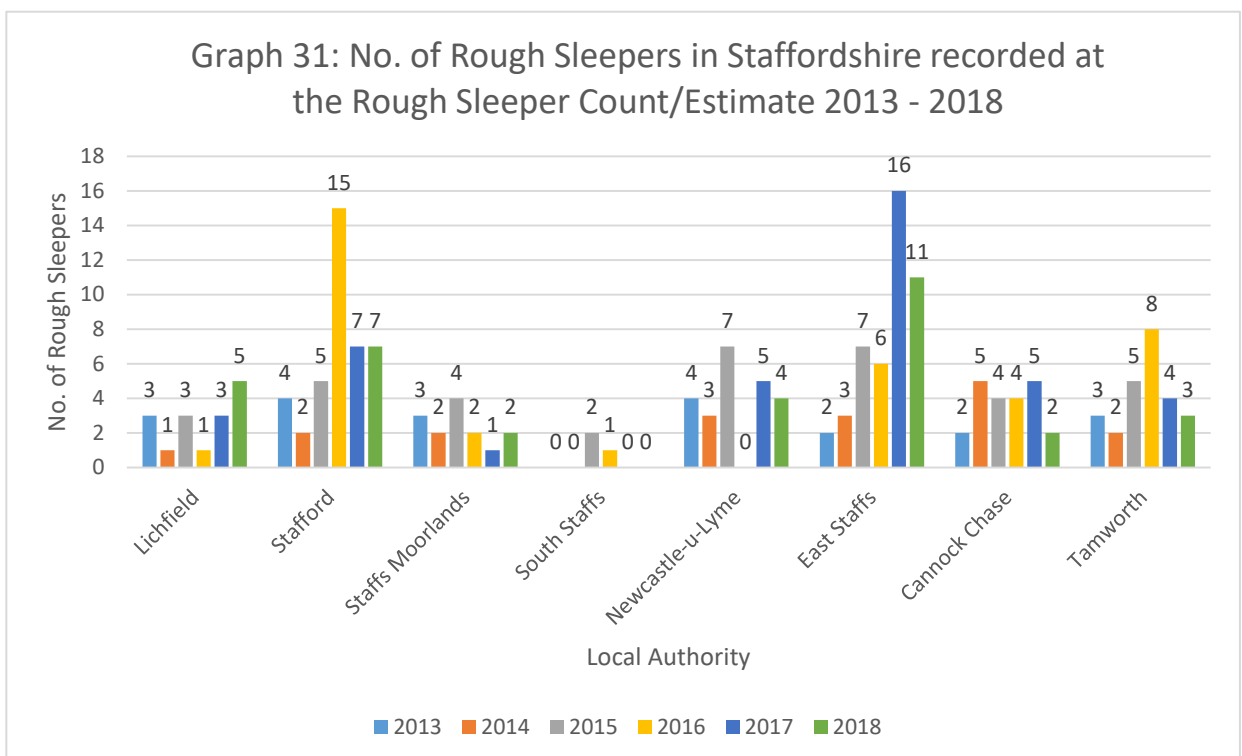
Source: Ministry of Housing, Communities & Local Govt (MHCLG) Live Tables on Homelessness

Lichfield Emergency Night Shelter (LENS)

The Lichfield Emergency Night Shelter opened for the first time in 2018/19 for two months running from 2 February to 31 March 2019. The table below shows how successful the scheme was in its first year.

Table 32: Information on use of Lichfield Emergency Night Shelter Feb & March 2019	
No. of rough sleepers that used the shelter	8
Average occupancy levels per night	3
Average no. of nights people stayed	22
No. of rough sleepers helped to move to independent or supported accomm.	4
No. offered permanent accommodation	3
No. began engaging in recovery services	2

Source: Lichfield District Council

Severe Weather Emergency Protocol (SWEP)

The SWEP is designed to protect rough sleepers from the effects of severe weather by providing accommodation to any rough sleepers, regardless of their eligibility under the homelessness legislation when the night time temperature is likely to be 0 degrees C or below for at least three consecutive nights.

The table below show the number of nights that the SWEP was active and the number of rough sleepers assisted.

Table 33: No. of Rough Sleepers assisted under the SWEP Protocol 2017-2019				
Year	No. of nights	No. of Rough Sleepers assisted	No. of nights	Total cost (£)
2017	19	1	3	144
2018	30	3	3	162
2019	11	3	8	360

Source: Lichfield District Council

Annexe C – Summary of the Research Project on the Assessment of the Housing Needs of Older People, People with Mental Health Needs and people with Physical Disabilities in Lichfield District February 2020

In September 2019, Lichfield District Council commissioned the Housing Learning and Improvement Network (Housing LIN) to carry out a study of the current and future housing needs of the following 3 specific groups of people:-

- Older residents (aged 60 or over)
- Adults with mental health issues and/or learning disabilities who require supported accommodation
- Adults with physical disabilities who require adaptations to their homes.

The purpose of this study is to ensure the council is fully aware of the current housing available for these groups and their housing needs for the future. This research will then enable the council to influence development of the right specialist housing through partnership working with developers and Registered Providers. The project consisted of firstly examining existing data on the demographic and socio-economic profile of these groups, followed by interviews and surveys to find out the suitability of their current accommodation and their expected future housing needs.

Findings of the Project

Older People

The findings of the study confirmed that our population is getting older and there will be a significant rise in the number of residents aged 65 or over from 2019 to 2035. This will have major implications on the suitability of current housing and will affect demand for certain types of homes to be built over the next few decades. The number of people with long term conditions will increase due to the ageing population and dementia will become more common. The number of older people with learning disabilities will also increase due to people with this condition living longer as life expectancy improves. In light of these findings, Housing LIN concluded the following:-

- **An additional 590 specialist[1] homes will be required by 2035 to accommodate older people with around 295 for rent and 295 for sale.**
- **205 homes with care provision are needed comprising approx. 125 for rent and 80 for sale.**
- The ageing population will mean there will be an increase in the number of people living in unsuitable accommodation due to accessibility issues and there will therefore be an increase in demand for DFGs to install adaptations such as ramps, stairlifts and level access showers.
- A proportion of new homes should be built to Lifetime Homes Standards[2]
- Due to the rise in dementia cases, there is a need for the provision of dementia care and dementia-friendly homes[3]
- Older residents want a greater choice of housing options across all tenures. Many are currently living in large family-sized homes which are unsuitable for their needs and, though they are interested in downsizing, any new homes should be affordable and offer an accessible living environment as they get older.
- Extra care housing is attractive to some older people and there was also an interest in both one and two bedroom properties.

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[1] These 'specialist' units include sheltered housing schemes with a scheme manager, 24-hour emergency help service and communal areas; age designated housing such as flats or bungalows where all tenants are over a certain age and extra care housing which has communal facilities and access to domestic support and on-site 24/7 personal care.

[2] Homes that meet 16 design criteria that are intended to make homes more accessible and adaptable for lifetime use at minimal cost http://www.lifetimehomes.org.uk/

[3] This includes homes with good lighting, level access floors and simple, user-friendly kitchen and bathroom layout.

- Many of the older residents surveyed stressed the importance for any new age-related homes to be spacious, well-designed and close to amenities and services.
- A lot of older people wanted new housing to have facilities which encouraged social interaction and gave the opportunity to establish a strong community.
- Many of those surveyed thought that there was a shortage of suitable accommodation for older people in Burntwood.

People with Learning Disabilities and Mental Health Needs

Findings

The findings showed that there will be a slight reduction in the number of residents with learning disabilities but there will be an increase in the number of older people with these conditions due to improvements in life expectancy. Lichfield district also has a small but significant number of adults with learning disabilities who still live with their parents. Unfortunately, these parents are getting older and are beginning to have their own care needs which has implications for the housing options available. In addition, the county council policy is to decrease the use of residential care for adults with learning disabilities and to increase the provision of supported housing. In light of these findings, Housing LIN recommended the following:-

- There is a significant number of people with mental health issues that live in unsuitable housing. Many of the people with learning disabilities said that they wished to live as independently as possible in order to improve their quality of life and there is therefore a need for more appropriate affordable housing to be built to enable these groups to live as independently as possible.

- More specialist accommodation and/or support in the home will be required over the coming decades, including for people who are physically disabled *and* have a learning disability, or who lose their current family carer due to old age.

- There is a need for more supported housing for people with learning disabilities to enable people to live independently in their community and close to family support networks. **An estimated 32 net additional units of supported housing is required for people with learning disabilities in Lichfield district to 2030/31**.

- There is a need for the District Council to engage with County Council commissioners to develop district level housing plans in relation to meeting the housing needs of adults with learning disabilities.

Lichfield District Council's response to this project

In the light of these findings, the council has included the following actions to the Action Plan attached to this strategy:

- Ensure Disabled Facilities Grants are delivered efficiently and in accordance with statutory duties
- Work in partnership to maximise delivery of new homes through the planning process
- Negotiate provision of specialist housing, where appropriate, in new housing schemes
- Establish a good working relationship with Staffordshire County Council Adult Social Care Team
- Share the study and research findings with key stakeholders

	Priority One: Enable people to live in good quality homes that are suitable for their needs				
	Objective One: Promote services enabling people to live independently in their own homes				
	Actions	Milestones	Outcomes	**Lead Officer** & resources	Timescale
1.1	Ensure Disabled Facilities Grants(DFGs) are delivered efficiently and in accordance with statutory duties	✓ Quarterly and annual SILIS performance reports produced ✓ Information available online for customers is reviewed ✓ Review the contract and future DFG delivery	✓ 70 adaptations are completed per annum ✓ DFG Budget is spent ✓ DFGs are delivered effectively	**HWM,** DFG budget of £1.1 m	Quarterly reports Contract end 2023
1.2	Review and publish a revised Housing Assistance Policy	✓ Review the effectiveness and outcomes achieved through the current policy ✓ Review the emergency home repair grant eligibility ✓ Review assistance provided through the homelessness prevention and assistance policy and consolidate both policies	✓ A review of the policy and the effectiveness of housing assistance is completed ✓ A draft revised policy is produced and consulted on ✓ Final consolidated policy completed and website updated	**HWM** HOM, HSWO	December 2020
	Objective Two: Advise and where possible support vulnerable households living in poor housing conditions				
	Actions	Milestones	Outcomes	**Lead Officer** & resources	Timescale
1.3	Make effective use of our statutory powers to improve the private rented stock, ensuring homes meet at least minimum housing standards	✓ Highlight our statutory powers and offer guidance through the Landlords Forum ✓ Monitor the number of complaints received and action taken ✓ Develop intelligence gathering techniques to ensure unlicensed HMOs are licenced ✓ Review and improve the information available on our website to ensure tenants are aware of their rights ✓ Review resources available to commence more proactive improvement work	✓ Private rented stock is improved ✓ All complaints are responded to in-line with the customer promise and appropriate action is taken ✓ Annual review of complaints ✓ Increased number of licensed HMOs ✓ Website is improved	**PSHM,** PSHO, HWSO	Ongoing

Objective Two: Advise and where possible support vulnerable households living in poor housing conditions

	Actions	Milestones	Outcomes	Lead Officer & resources	Timescale	
1.4	Through Warmer Homes Greener District (WHGD) work in partnership with Staffordshire Warmer Homes Partners to deliver positive health and housing outcomes amongst target groups	✓ Delivery of Staffordshire Warmer Homes project ✓ Completion of street-level mains gas schemes enabling homes to benefit from new mains gas connection and first time gas central heating ✓ Quarterly monitoring of referrals and associated impacts between WHGD and health/care partners	✓ 5 new street-level mains gas schemes completed enabling up to 200 homes to benefit from new mains gas connection ✓ ECO Funding opportunities maximised within the project period	**HWSO**	December 2024 Ongoing	
1.5	Promote the WHGD advice line and the various services available to all residents	✓ Approval of new flexible eligibility declarations ✓ Organisation of geographically targeted promotion ✓ Performance of WHGD is reviewed annually	✓ 20 flexible eligibility declarations approved per year ✓ 4 rounds of geographically targeted promotion per year ✓ ECO funding opportunities maximised	**HWSO**, WGHD budget	Ongoing Annual reviews	

Objective Three: Encourage the best use of the housing stock

	Actions	Milestones	Outcomes	Lead Officer & Resources	Timescale	
1.6	Work to minimise the number of long term empty homes in the district and increase the number brought back into use	✓ Online information resource is published ✓ Participate in the development of the 'Action On Empty Homes' national toolkit for communities and local authorities ✓ Review policy on empty homes	✓ Long term empties as a proportion of total housing stock is decreased ✓ Policy on empty homes reviewed	**HWSO**	Ongoing End of 2021	
1.7	Finalise and implement new arrangements for the administration of the housing register and the new allocation scheme	✓ Arrangements for the housing register are finalised ✓ Review and adopt a revised Housing Allocations scheme ✓ Implement new choice based lettings (CBL) scheme ✓ Nomination agreements with RPs are reviewed and revised ✓ Review the Tenancy Strategy	✓ New arrangements in place for the administration of the housing register ✓ Eligibility for social housing revised ✓ New CBL scheme is in operation ✓ Better information on availability of stock ✓ Revised nomination agreements in place ✓ Revised Tenancy Strategy completed	**HWM**, HOM, HSO	End of 2020 Tenancy Strategy April 2021	

Priority Two: Increase housing choice to meet the needs of current and future residents					
Objective Four: Increase the supply of affordable housing					
	Actions	Milestones	Outcomes	**Lead Officer** & Resources	Timescale

2.1	Work in partnership to maximise delivery of new affordable homes	✓ Review process for responding to planning applications
		✓ Complete the housing evidence base for the revised Local Plan including affordable housing need and viability
		✓ Local Plan housing policies revised including affordable housing policy (incl. commuted sums)
		✓ Supplementary Planning Documents revised
		✓ Developer Contributions SPD revised incorporating
		   ✓ required contributions on sites including affordable housing
		   ✓ process for determining viability appraisals
		✓ Acquire council properties using commuted sums and existing reserves plus explore other options for funding
			✓ Revised process in place
			✓ Local Plan housing evidence base completed
			✓ Revised target for affordable homes built per annum in accordance with new Local Plan evidence base
			✓ Revised Local Plan and policies in place
			✓ Revised SPD(s) covering all developer contributions in place
			
			✓ Properties purchased for the Housing First scheme and additional affordable homes acquired to meet our statutory housing duties
				HWM HOM, HWSO, SP	Ongoing
					
					Local Plan 2021
					
					Revised SPDs 2022
					
					2024

2.2	Work with Approved RPs to monitor their stock and look for new sites and regeneration opportunities to increase the number of rented and shared ownership homes	✓ Opportunities for new build and regeneration of older schemes explored ✓ Quarterly updates on new build in the pipeline ✓ Annually review RP criteria for specification and location of new affordable housing ✓ Annual review meetings with Approved RPs to share data and monitor performance ✓ Annual update of the Housing directory of RP stock to monitor disposals and completions	✓ Regeneration schemes identified ✓ Reviewed RP criteria for the specification and location of new affordable housing ✓ Supply of affordable homes increased ✓ Housing Directory updated	**HWM** HWSO	Ongoing and annually

Priority Two: Increase housing choice to meet the needs of current and future residents

Objective Four: Increase the supply of affordable housing

	Actions	Milestones	Outcomes	Lead Officer & Resources	Timescale
2.3	Begin developing housing through the council's new local housing company and limited liability partnership with PSP to help accelerate the rate of build and diversify tenure	✓ Development of the first new homes is in progress ✓ Identify medium to long term opportunities to deliver affordable homes	✓ 30 new homes by 2024/25 ✓ Smaller homes for rent and sale built ✓ Profits from homes built are pooled and reinvested into new housing ✓ Medium to long term opportunities to deliver affordable homes identified	**CEx,** Asst CEx	2024/25

Objective Five: Ensure an adequate supply of suitable and accessible accommodation for vulnerable and older people in need

	Actions	Milestones	Outcomes	Lead Officer & Resources	Timeline

2.4	Work in partnership to enable new provision of specialist housing and homes built to Lifetime Homes Standards	✓ Share the Independent Living study findings with key stakeholders such as SCC
		✓ Engage with County Council commissioners on their plan for meeting the housing needs of adults with learning disabilities
		✓ Ensure the Local Plan reflects
		  ✓ the needs identified for specialist housing for older people and with learning disabilities
		  ✓ the need for homes built to Lifetime Homes Standards
		  ✓ the need for the provision of dementia-friendly homes
			✓ Work to determine what proportion of new homes are built to Lifetime Homes Standards
			✓ Revised Local plan and policies in place
			✓ New schemes identified
				HWM, HSWO	Ongoing

2.5	Monitor the success of specialist housing schemes currently on site	✓ Regular updates with partners ✓ Determine success of new schemes being built	✓ Greater intelligence obtained on the need for further specialist schemes	**HWM,** HSWO	April 2021

**Priority Three: Prevent or relieve all forms of homelessness including rough sleeping**
**Objective One: Improve the range of suitable housing options for those who are homeless or at risk of homelessness**
	Actions	Milestones	Outcomes	**Lead Officer** & Resources	Timescale	
3.1	Promote the work of the Tenancy Sustainment Officer and develop a 'Private Landlords' Offer' for landlords who have appropriate properties for rent for low-income/vulnerable households	✓ Use the Landlords' Forum to ensure landlords are aware of the Tenancy Sustainment Officer role in supporting tenants ✓ Work with landlords to develop a good understanding of the right incentives and support required to encourage them to rent to vulnerable and low-income households ✓ Investigate why households are made homeless from private sector tenancies ✓ Set up landlord offer group to determine content of offer and consult on draft with landlords ✓ Review effectiveness of TSO role with Bromford and consider long term sustainability of the role	✓ An increase in the number of private sector landlords willing to work with us and to rent to vulnerable and low-income households ✓ Reduced trend of the number of homeless acceptances due to the ending of ASTs ✓ Increased prevention and relief of homelessness due to end of AST ✓ Good communication & working relationship with private landlords	**HOM,** SHOO, TSO	May 2021	
3.2	Purchase properties for households with complex and multiple needs including those to leased out for the Housing First scheme	✓ Complete acquisition of the 3 properties in progress ✓ Finalise lease with Spring ✓ Identify and purchase other suitable properties	✓ Lease agreement with Spring finalised ✓ 5 properties purchased and let ✓ Increased housing options available for people with complex and multiple needs	**HOS,** HOM, PSHO,	April 2021	
3.3	Actively promote DHP and homeless prevention schemes to enable households to access or remain in the private or social rented sector	✓ Monitor use of DHP & HPS to ensure used to maximum advantage to prevent homelessness ✓ Raise awareness of the use of DHP & HPS amongst our partners ✓ Review homelessness prevention and assistance policy	✓ 100% DHP spent ✓ Awareness raised ✓ Homelessness prevention and assistance policy reviewed	**HOM,** SHOO	Ongoing May 2020	

**Priority Three: Prevent or relieve all forms of homelessness including rough sleeping**
**Objective Two: Identify and provide support to those who face barriers to accessing and maintaining suitable accommodation**
	Actions	Milestones	Outcomes	**Lead Officer** & Resources	Timescale	
3.4	Review joint working arrangements with all partners, public and third sector organisations to ensure that maximum support is available to those with complex and multiple needs	✓ Carry out a regular review of the referral process to ensure the correct procedure is being carried out & all relevant households are being referred ✓ Identify new supported accommodation to increase the options available ✓ Review suitability of supported schemes ✓ Review the operation of the weekly Vulnerability Hub and encourage all agencies that can help prevent homelessness to attend ✓ Review role of Through Care Group and agree terms of reference	✓ Increase awareness of and accessibility to services to create an enhanced customer experience ✓ New supported accommodation schemes, including out of area with no local connection criteria are identified ✓ Vulnerability Hub reviewed ✓ Terms of reference for Through Care Group agreed	**HOM,** SHOO, HOT	Ongoing Review by end 2020	
3.5	Develop our Homeless Prevention Forum of housing providers, support services and partner agencies	✓ Establish regular meetings of the Forum ✓ Work with partner, voluntary, community and statutory organisations to review best practice and measure the impact of initiatives	✓ Forum established, role, remit and terms of reference agreed ✓ Forum meetings attended by appropriate organisations ✓ Forum monitors the strategy action plan	**HOM,** SHOO	June 2020	
3.6	Work with Registered Providers to establish a protocol to reduce the number of evictions from social housing and increase access to accommodation	✓ Liaise with RPs about their strategies to prevent homelessness e.g. through their 'Homes for Cathy'[1] commitments. ✓ Discuss with RPs their policies with regard to previous housing debt ✓ Look at the establishment of eviction panels	✓ Increase the number of households that are prevented from homelessness by being able to remain in their existing home	**HOM,** SHOO, TSO	Ongoing	

[1] A group of Housing Associations that have signed up to nine commitments aimed at tackling homelessness

Priority Three: Prevent or relieve all forms of homelessness including rough sleeping					
Objective Two: Identify and provide support to those who face barriers to accessing and maintaining suitable accommodation					
	Actions	Milestones	Outcomes	**Lead Officer** & Resources	Timescale
3.7	Ensure discharge protocols with public agencies are in place where appropriate and possible e.g. Hospital or prison	✓ Review existing protocols ✓ Promote the use of discharge planning meetings where possible ✓ Promote use of 'Alert' as protocol	✓ Number and nature of applications from hospitals, prisons, etc., is known to inform further actions ✓ Protocols in use where needed	**HOM,** SHOO	End of 2020
3.8	Effectively liaise with other council departments to improve the prevention of homelessness	✓ Explore using a community safety mediation scheme for relationship breakdown/ family exclusion ✓ Work with the Community Safety team to ensure incidents of violence or anti-social behaviour are addressed ✓ Develop early warning system with private sector team where there are potential issues regarding a tenancy that may lead to eviction ✓ Ensure optimum use of DHP	✓ Greater liaison between services ✓ Greater take up of services	**HOM,** community safety team, revs and benefits, PSHO	June 2021

Priority Three: Prevent or relieve all forms of homelessness including rough sleeping					
Objective Three: Tackle rough sleeping so that no one needs to sleep rough					
	Actions	Milestones	Outcomes	**Lead officer** & resources	Timescale
3.9	Monitor and review the Spring Housing rough sleeper outreach service and 'Housing First' project to ensure it delivers its outcomes	✓ Regular monitoring meeting held with Spring HA to ensure targets are being met ✓ Annual reviews completed ✓ Council properties purchased ✓ RP properties identified	✓ Reduction in rough sleepers ✓ Additional support provided to rough sleepers including access to health and addiction services	**HOM,** SHOO, Spring, HOT	May 2021 May 2020

Priority Three: Prevent or relieve all forms of homelessness including rough sleeping					
Objective Three: Tackle rough sleeping so that no one needs to sleep rough					
	Actions	Milestones	Outcomes	**Lead officer** & resources	Timescale
3.10	Review the SWEP protocol in line with government guidance	✓ SWEP reviewed regarding the triggers for activation ✓ Review agencies on distribution list ✓ Monitor number of rough sleepers housed through SWEP as a measure of the success	✓ Revised SWEP criteria operational ✓ SWEP activated during all forms of severe weather ✓ Revised homelessness prevention and assistance policy	**HOM**	May 2020
3.11	Work closely with Churches Together to evaluate the future need for a night shelter	✓ Review success of previous night shelters ✓ Assess requirement and identify funding for future night shelters	✓ Review completed of the Night shelters in 2019 and 2020 ✓ Fewer rough sleepers on the streets as they are using the shelter ✓ Night shelters open in future years if needed	**HOM**	June 2020 Ongoing
3.12	To work with partners on the District Board to explore a 'diverted giving scheme' or similar initiative to discourage street begging and promote proactive schemes to support people to move away from begging	✓ Attend regular meetings & share intelligence with Community Safety, police and other agencies to report on street begging ✓ Raise awareness amongst the public of the council's new policy on street begging & alternative ways of helping street beggars ✓ Work with police & other agencies to tackle street begging through enforcement methods where appropriate	✓ A form of alternative or 'diverted' giving scheme is put in place ✓ Public are aware of the scheme and are using it ✓ Reduction in numbers of those street begging	**HOM, Community Safety**, HOT	December 2020

Annexe E

Glossary of Homelessness Terms

Discretionary Housing Payment (DHP)
This is a payment that can be granted at the discretion of the local authority to help towards housing costs. Only those entitled to Housing Benefit or the housing costs element of Universal Credit can receive it.

Duty to Refer
Certain public authorities must notify a local housing authority in England where one of its service users may be homeless or at risk of homelessness (and they agree to the referral). The following are public authorities with a duty to refer:-
- prisons
- youth offender institutions and youth offending teams
- secure training centres and colleges
- probation services
- jobcentre plus
- accident and emergency services provided in a hospital
- social service authorities.
- The Ministry of Defence is also subject to the duty to refer in relation to members of the Royal Navy, the Royal Marines, the regular army and the Royal Air Force.

Eligible for Assistance
To qualify for help under the homelessness legislation or to be entitled to housing benefit, an applicant must be eligible for assistance. Eligibility for assistance is dependent upon the applicant's immigration status, or her/his right of residence in the UK or whether s/he is habitually resident in the UK.

Homeless acceptances (pre HRA)
Acceptances: households found to be eligible for assistance, unintentionally homeless and falling within a priority need group (as defined by homelessness legislation - see below) during the quarter are referred to as "acceptances". These households are consequently owed a main homelessness duty

by a local housing authority. The main duty is to secure settled accommodation.

Homeless Application (prior to the Homelessness Reduction Act 2017(HRA)
This refers to when a person who may be homeless or threatened with homelessness within 56 days applies to the local authority for help in finding them a home, to prevent them from losing their home, or to secure alternative accommodation. The application does not need to be in writing and can be made on a person's behalf.

Homelessness Assessments (after the HRA)
This is a new definition introduced by the HRA and refers to those households who approach the council as homeless or threatened with homelessness. They are then assessed as being owed either the prevention or relief duty or no duty at all (i.e. they are not homeless or threatened with homelessness within 56 days).

Housing Enquiries
These are all enquiries made to the council about issues regarding housing and homelessness. They include telephone calls, emails or visits to reception.

Housing Main Duty (post HRA)
A person or household is owed the main housing duty if they are found to be eligible, unintentionally homeless and in priority need.

Intentionally Homeless
Section 191(1) provides that a person becomes homeless intentionally if ALL of the following apply:

a. they deliberately do or fail to do anything in consequence of which they cease to occupy accommodation; and,

b. the accommodation is available for their occupation; and,

c. it would have been reasonable for them to continue to occupy the accommodation.

Prevention Duty
The prevention duty applies when a local authority is satisfied that an applicant is threatened with homelessness within 56 days and eligible for assistance. The LA is required to 'take reasonable steps to help the applicant to secure that accommodation does not cease to be available'.

Priority Need
The Housing Act 1996 defines five categories of people who must be accepted as in priority need, namely:-
- pregnant women, or any person who resides with a pregnant woman
- households with dependent children
- all 16- and 17-year-olds, provided they are not a 'relevant child' (i.e. they remain the responsibility of social services) or a child in need to whom a local authority owes a duty under section 20 of the Children Act 1989
- all 18- to 20-year olds, who 'at any time after reaching the age of 16, but while still under 18' were, but are no longer, looked after, accommodated or fostered
- any person who has lost her/his accommodation as a result of an emergency such as flood, fire or other disaster.

The Housing Act 1996 also defines the following groups who will be accepted as in priority need provided that the authority is satisfied that they are vulnerable. A person may be vulnerable as a result of:

- old age, mental illness or disability, physical disability or other special reason, or someone who lives with one of these categories of vulnerable person
- having been looked after, accommodated or fostered and is aged 21 or over
- having been a member of Her Majesty's regular naval, military or air forces
- having served a custodial sentence

- having had to leave accommodation because of violence or threats of violence from another person that are likely to be carried out.

Registered Providers (Housing Associations)
Registered Providers in England are independent societies, bodies of trustees or companies that provide low-cost social housing for people in housing need on a non-profit-making basis. They are predominantly charities and any trading surplus is used to maintain existing homes and to help finance new ones.

Relief Duty
The relief duty applies when a local authority is satisfied that an applicant is homeless and eligible for assistance. It requires an authority to 'take reasonable steps to help the applicant to secure that suitable accommodation becomes available for the applicant's occupation' for at least six months.

Rough Sleeping
A person who is sleeping rough as defined by the government is someone who is sleeping, or bedded down, in the open air (such as on the streets, or in doorways, parks or bus shelters); or are in buildings or other places not designed for habitation (such as barns, sheds, car parks, cars, derelict boats or stations).

Temporary Accommodation
This is accommodation provided by the local authority to homeless households in priority need owed the relief duty or the main duty.