

**HYNDBURN PREVENTION OF
HOMELESSNESS AND ROUGH
SLEEPING STRATEGY**

2020 – 2025



HYNDBURN

The place to be
an excellent council

FORWARD

Welcome to our new Homelessness and Rough Sleeping Strategy, which sets out our strategic aims and plans for providing and improving services for homeless households in the district over the next five years. Although this is not our first homelessness strategy, it is the first to have a specific focus on rough sleeping and to consider the effectiveness of homelessness following the introduction of the Homelessness Reduction Act in 2018.

Hyndburn is a small district council located in East Lancashire in the North West of England and whilst homelessness is not a major problem compared to the larger more urban areas it is a complex situation, often going beyond the essential requirement to provide suitable, sustainable accommodation and involving addressing a number of personal support needs.

Reducing homelessness and rough sleeping is a key priority for the council. Finding sustainable and lasting solutions requires a holistic and joined up approach from organisations across the borough. Hyndburn has a track record of strong partnership working in tackling homelessness both within the Borough, across Pennine Lancashire and county wide.

This revised 'Prevention of Homelessness and Rough Sleeping Strategy' has been produced with the input and involvement of a wide range of people and organisations including customers,

Registered providers of social housing, voluntary sector organisations and public sector partners.

Thanks to all of you who contributed to developing this new strategy for the next five years and to everyone who delivers services and works with homeless households in Hyndburn every day.



Councillor Loraine Cox

Portfolio Holder for Regeneration and Housing

INTRODUCTION AND CONTEXT

The Homelessness Act 2002 requires every local authority to carry out a review of homelessness every 5 years and publish a strategy based on the results of the review. This strategy is based on the findings of consultations with partners, stakeholders and service users, a desk top review of statistics and actions from the previous strategy and forms the evidence base for this strategy and action plan.

National Context

The following national policies guide and shape the delivery of local homelessness services:-

- Homelessness Reduction Act 2017 – came into force in April 2018. The Act has prompted new ways of working and preventing homelessness
- National Rough Sleeping Strategy / Action Plan 2018 – the Government is committed to halving rough sleeping by 2022 and ending it by 2027
- Making Every Contact Count – details '10 Local Challenges' set by the Government to improve local services to homeless households
- Welfare Reform Act 2012 – includes the introduction of Universal Credit

Local Context

Hyndburn's Corporate Strategy commits to 'delivering strong housing growth & improved housing choice'. In addition the Prevention of Homelessness and Rough Sleeping Strategy aligns with the following local and sub-regional strategies:-

- Lancashire Health & Wellbeing Strategy
- Pan Lancashire Domestic Abuse Strategy
- Pennine Lancashire Housing Strategy 2009-2029
- Hyndburn Community Safety Partnership Plan 2018-19

This strategy defines the strategic approach that Hyndburn Borough Council and its partners will take towards addressing and tackling homelessness in the borough over the next 5 years by finding lasting and effective solutions.

The 4 strategic aims for Hyndburn's strategy are as follows:-

- Prevention and Relief of homelessness
- Provision of temporary accommodation
- Working with landlords and suppliers of accommodation
- Tackle and reduce the levels of rough sleeping

The action plan details specific activity to meet these aims.

PREVENTING HOMELESSNESS ACHIEVEMENTS SINCE 2014



REVIEW PROCESS AND CONSULTATION

Throughout 2019 a full consultation on the current homelessness situation was carried out in Hyndburn. The following methods were used:-

- Homeless in Hyndburn Forum – presentations, workshops and discussions
- Desktop analysis of statistics (Hyndburn Borough Council and partners)
- Desktop review of literature, research and policies
- Housing Advice service user survey
- One to one consultation with stakeholders
- Hyndburn Health & Wellbeing Partnership discussion
- Hyndburn Community Safety Partnership discussion
- Private Landlord Workshop
- Regeneration & Housing Members Panel

There is a separate review document that gives an overview of the current homelessness situation in Hyndburn by looking at the main causes of homelessness and the current levels of homelessness of all client groups. Details are given of the

accommodation, support and prevention services in place for all clients groups.

REASONS FOR HOMELESSNESS IN HYNDBURN

The main reasons for homelessness and housing advice queries in Hyndburn, during the last 5 years (2014-2019) were:-

- Ending of private rented tenancy
- Family / friends no longer willing / able to accommodate
- Domestic abuse / non-violent relationship breakdown

This reflects the national picture.

The top support needs of households assessed by the Council during 2018/19 were:-

- History of mental health problems
- Physical ill health and disability
- Learning disability

Single people (of all ages) make up the majority of all approaches for assistance.

KEY FINDINGS OF THE CONSULTATION

Challenges – Hyndburn faces a number of significant challenges in delivering homeless prevention services.

- Cuts in funding and services provided by partners e.g. Lancashire Wellbeing Service, Welfare Rights
- Impact of welfare benefit changes
- Lack of suitable temporary accommodation in the Borough
- A lack of and long wait for support services
- Increase in the levels of rough sleeping
- Barriers to accessing social and private sector housing

Improvements / Changes identified

- More preventative work
- Better communication / partnership working
- More temporary accommodation
- Rough sleeper outreach services
- Tenancy support

GOVERNANCE, DELIVERY & MONITORING

The strategy action plan will be monitored and updated through the Homelessness Strategy Monitoring Group on a regular basis throughout the lifetime of this strategy with regular reporting to the Homeless in Hyndburn Forum. The action plan identifies who is responsible for the completion of specific tasks and timescales.

RESOURCES

The following table identifies the main 'resources' available to tackle homelessness in Hyndburn.

Supporting People Accommodation Based Services e.g. Crossroads, St James House	Voluntary and third sector partner services
Homelessness Prevention Fund (via MCLG) for prevention activities	Rough Sleeping Funds including Cold Weather Fund and Rapid Rehousing Pathway for Navigators
Hyndburn Housing Advice Team 1 x Manager 3.2 FTE x Officers	Discretionary Housing Payments
Social rented accommodation via B with Us	Private rented sector accommodation

HYNDBURN HOMELESSNESS AND ROUGH SLEEPING STRATEGY ACTION PLAN (2020 – 2025)

STRATEGIC AIMS

Prevention and Relief of homelessness
 Provision of temporary accommodation
 Working with landlords and suppliers of accommodation
 Tackle and reduce the levels of rough sleeping

PREVENTION AND RELIEF OF HOMELESSNESS

ACTION(S) What we will do	RESOURCES (Funding/staff etc.)	TIMESCALES	OUTCOME (success measures)
Monitor, learn from and act on the impact of the implementation of the Homelessness Reduction Act within the Council and across partner agencies	Housing Advice Team Hyndburn Borough Council	Up to 2025	Successful homeless prevention
Duty to Refer – develop information leaflet for service users to let them know ‘what happens next?’	Housing Advice Team Hyndburn Borough Council DWP	By February 2020	More successful Duty to Refer referrals
Identify funding for a Sanctuary Scheme for victims of domestic abuse	Hyndburn BC HARV	By April 2020	Funding in place
Meeting youth homelessness needs – explore and determine ways to continue funding YNOT Aspire	Hyndburn BC YNOT Aspire	By April 2020	Funding in place

ACTION(S) What we will do	RESOURCES (Funding/staff etc.)	TIMESCALES	OUTCOME (success measures)
Homelessness Strategy Sub-group to monitor implementation of the action plan	Members of the Homeless in Hyndburn Forum	Commence Spring 2020	Activities in action plan delivered
Review early intervention activities of Registered Providers for tenants at risk of homelessness / threat of eviction	Onward Homes Other Registered Providers Housing Advice Team Hyndburn Borough Council	January 2020	Appropriate and timely referrals Homelessness prevented
Establishment of the CAB Housing Support Service	Hyndburn and Rossendale CAB	May 2019 – May 2021	Households sustaining their accommodation
Continue to work with 3 rd sector organisations to assist Hyndburn Borough Council in meeting its statutory obligations to homeless households	Voluntary Sector Partners Hyndburn Borough Council Registered Providers	Up to 2025	Statutory obligations met
Universal Credit Working Group to continue to meet to maintain and establish good working practice	Hyndburn Borough Council Onward Homes DWP H&RV CAB Maundy Relief	Up to 2025	To understand and forward plan in readiness for the 'move to Universal Credit'
Keep under review and update the Council's Housing Advice webpages as required	Housing Advice Team Hyndburn Borough Council	Up to 2025	Up to date and relevant information for homeless households
Review the success of the Bond Scheme and make changes if needed.	Housing Advice Team Hyndburn Borough Council	By December 2020	The Bond Scheme remains effective
Monitor and review the suitability of the 'homelessness portal' to ensure it is fit for purpose and accessible to homeless households	Housing Advice Team Hyndburn Borough Council	Up to 2025	Ease of access for service users
Monitor the delivery the Joint 16/17 year old homelessness protocol and services to care leavers.	Hyndburn BC LCC Children's Social Care LCC Looked After Children Team	3 meeting per year	Appropriate responses to homeless 16 and 17 year olds
Joint approach to awarding Discretionary Housing Payments to households at risk of homelessness	Housing Advice Team Housing Benefits Hyndburn Borough Council	April 2020	To safeguard housing and prevent homelessness

ACTION(S) What we will do	RESOURCES (Funding/staff etc.)	TIMESCALES	OUTCOME (success measures)
Agree, review or refresh joint working arrangements and protocols with partners Develop clear procedures and guidelines for frontline staff as required	Housing Advice Team Hyndburn Borough Council Housing Advice Team	Up to 2025 December 2020	Clear working arrangements in place Consistent service delivery
Ensure adequate support for offenders and ex-offenders	Hyndburn Borough Council Probation / Prisons / Shelter	January 2021	Appropriate housing solutions for ex-offenders
Funding for homeless prevention – identify opportunities for funding and joint commissioning of services	Via the Homeless Strategy monitoring Group	Up to 2025	Additional funding for homeless prevention initiatives
Explore ways to encourage approaches from a diverse range of ethnic groups	Approach determined via the Homelessness Strategy Sub-group	March 2021	Increase in approaches
Mental health – establish joint ways of working to assist homeless households with mental health problems	Hyndburn Health & Wellbeing Community Partnership	2022	Improved access to mental health services for homeless households
Be aware of and respond to Legislative changes that impact on the Council's homelessness duties.	Housing Strategy & Policy Manager Hyndburn Borough Council	Up to 2025	Changes incorporated into service delivery
Update details of the housing stock available in Hyndburn for customer use.	Housing Advice Team Hyndburn Borough Council	By June 2020	Updated information available
Provide a customer focused housing advice / options service in accordance with the Council's Values	Housing Advice Team Hyndburn Borough Council	Up to 2025	Tailored advice provided to all customers
Improve day to day communication with private landlords to prevent homelessness.	Hyndburn Borough Council Private Landlords	Up to 2025	Improved channels of communication

PROVISION OF TEMPORARY ACCOMMODATION

ACTION(S) What we will do	RESOURCES (Funding/staff etc.)	TIMESCALES	OUTCOME (success measures)
Explore the opportunities to maximise income from the housing costs of Universal Credit in relation to stays in bed and breakfast establishments	Housing Advice Team Hyndburn Borough Council	By July 2020	Reduced spend on bed and breakfast placements
Publish a Temporary Accommodation Policy for Hyndburn Borough Council	Housing Strategy & Policy Manager Hyndburn BC	By December 2020	Temporary Accommodation Policy published
Ensure the delivery and success of the Calico Homeless Families Project	Calico Enterprise Hyndburn Borough Council	January 2020 and throughout the lifetime of the contract	Reduced use of bed and breakfast
Continue to review the availability and provision of temporary accommodation with the public and private sector	Hyndburn Borough Council Registered Providers Voluntary Sector Partners Private Landlords	Up to 2025	Additional temporary accommodation available

WORKING WITH LANDLORDS AND SUPPLIERS OF ACCOMMODATION

ACTION(S) What we will do	RESOURCES (Funding/staff etc.)	TIMESCALES	OUTCOME (success measures)
Explore the opportunity for the development of supported residential accommodation for households on the Council's housing register with priority for homeless households and veterans.	Building for Humanity	Development complete by 2022	Scheme developed and occupied
Work with third sector organisations and Registered Providers to encourage and enable the provision of new high quality supported accommodation in Hyndburn	Housing Strategy & Policy Manager Hyndburn BC	By 2023	New supported accommodation provided
Work with B-with-us partners to ensure the successful implementation of the revised B with Us allocations policy particularly in respect of homeless households	B with Us partners	Policy implemented by Spring 2020	Homeless households receive appropriate priority for rehousing
Access to decent and affordable accommodation for single people especially under 35's	Hyndburn Borough Council Registered Providers Private landlords	Up to 2025	Sustainable housing solutions
Develop a private rented sector offer policy in conjunction with private landlords – options to include private sector leasing, temporary accommodation, Housing First Model	Housing Strategy & Policy Manager Hyndburn Borough Council Private Landlords	By 2023	Sustainable housing solutions in the private sector
Continue to work with Registered providers to increase the supply of new build affordable homes to meet future housing and homelessness needs	Hyndburn Borough Council Registered Providers	Up to 2025	Increase in the supply of affordable homes

TACKLE AND REDUCE THE LEVELS OF ROUGH SLEEPING

ACTION(S) What we will do	RESOURCES (funding/staff etc)	TIMESCALES	OUTCOME (success measures)
Promotion of StreetLink to encourage the public to do something positive and practical when they see someone sleeping rough.	Housing Advice Team Hyndburn Borough Council Maundy Relief	By November 2020	Assist commissioned services and the Council in responding to rough sleeping
Rough sleeper outreach support. Identify funding following the ending of the currently funded Navigator Service	Homeless in Hyndburn Forum and action plan monitoring group	Summer 2020	Funding identified and Navigator Service continuing
Brief partners and the Homeless in Hyndburn Forum on the local response to rough sleeping	Housing Strategy & Policy Manager Hyndburn BC	Bi -annually	Knowledge of interventions disseminated
Set up a Rough Sleeping sub-group to oversee the provision of initiatives to tackle rough sleeping	Housing Strategy & Policy Manager Hyndburn BC	First meeting - Winter 2020	Coordinated and joined up approach to tackling rough sleeping
Development of a small scale high quality supported accommodation scheme for people at risk of sleeping rough	Hyndburn Borough Council Maundy Relief Registered Providers Private Landlords	By 2025	Safe and suitable accommodation for rough sleepers