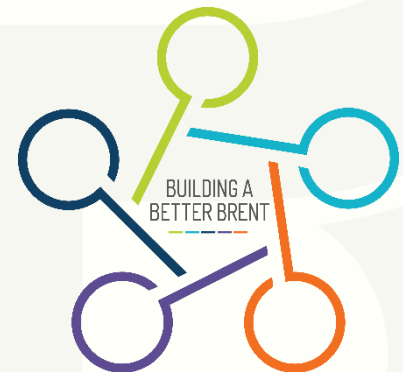


Review of the Single Homeless service

Laurence Coaker
Head of Housing Needs



Housing Needs

Laurence Coaker
Head of Housing Needs

Coco Khan
Service Manager
Single Homeless service

Zobra Emelonye
Service Manager
Housing Options

Komal Beveridge
Service Manager
Accommodation services

Assessment for single people and couples
without children
Rough sleeper services
Accommodation for ex offenders

Homeless prevention and
assessment for families and
pregnant women
Domestic Abuse team
Reviews and Appeals teams

Accommodation (B&B)
Temporary Accommodation
Allocation of Social Housing
(Locata)
Allocation of Private Rented
Sector properties
PRS Procurement

SHPS

Homeless Demand

- 70 applications per week from single people who are homeless or threatened with homelessness.
- Main Reasons for homelessness
 - Family/Friends exclusion
 - Fear of Violence
 - Eviction from Private Rented Sector – driven by affordability
- The only way to access social housing is via the housing register (waiting list)
 - The Housing Act 1996, Part 6
 - 13,430 households registered for one bedroom property. Average supply each year is 250
- Homelessness is managed through a separate process, and if the Council has a duty to accommodate a household, this may be met through securing a Private Rented Sector (PRS) property.
 - The Housing Act 1996, Part 7

Homeless Reduction Act 2017

- Are you eligible for assistance?
- Are you threatened with or actually homeless?
- If yes.....
 - Duty to prevent homelessness – 56 days
 - Secure current accommodation
 - Find alternative private rented accommodation – Find Your Home Scheme
 - Duty to relieve homelessness – 56 days

Housing Act 1996 – part 7

1. Are you eligible for assistance?
2. Are you threatened with or actually homeless?
3. Are in Priority Need?
 - Yes – duty to provide emergency accommodation.
4. Are you Intentionally Homeless?
5. Do you have a local connection?
 - Main Rehousing Duty

Current Process

Application made through customer services portal

- Applicant requires NINO, Email Address
- On line triage, generates an appointment
- Appointment slots full for 12 weeks
- Lost opportunity to prevent or relieve homelessness
- Applicants often present at the Civic Centre before their appointment slot

Interview with Single Homelessness Officer

- Applicants often do not attend their appointment
- Interview conducted over the telephone to ascertain eligibility, homelessness, vulnerability
- Protracted enquiries to confirm the above

Referral to appropriate Pathway

- Delayed Referral to SHPS
- Non engagement with other services
- Inappropriate housing – B&B etc

What have we done????

Carried out several site visits to find the perfect location; which has good transport links, is located near the hub, library and other accessible resources

Carried out research and met with two other local authorities who have implemented this new way of working

Looking at our current IT systems to ensure that they are fit for purpose

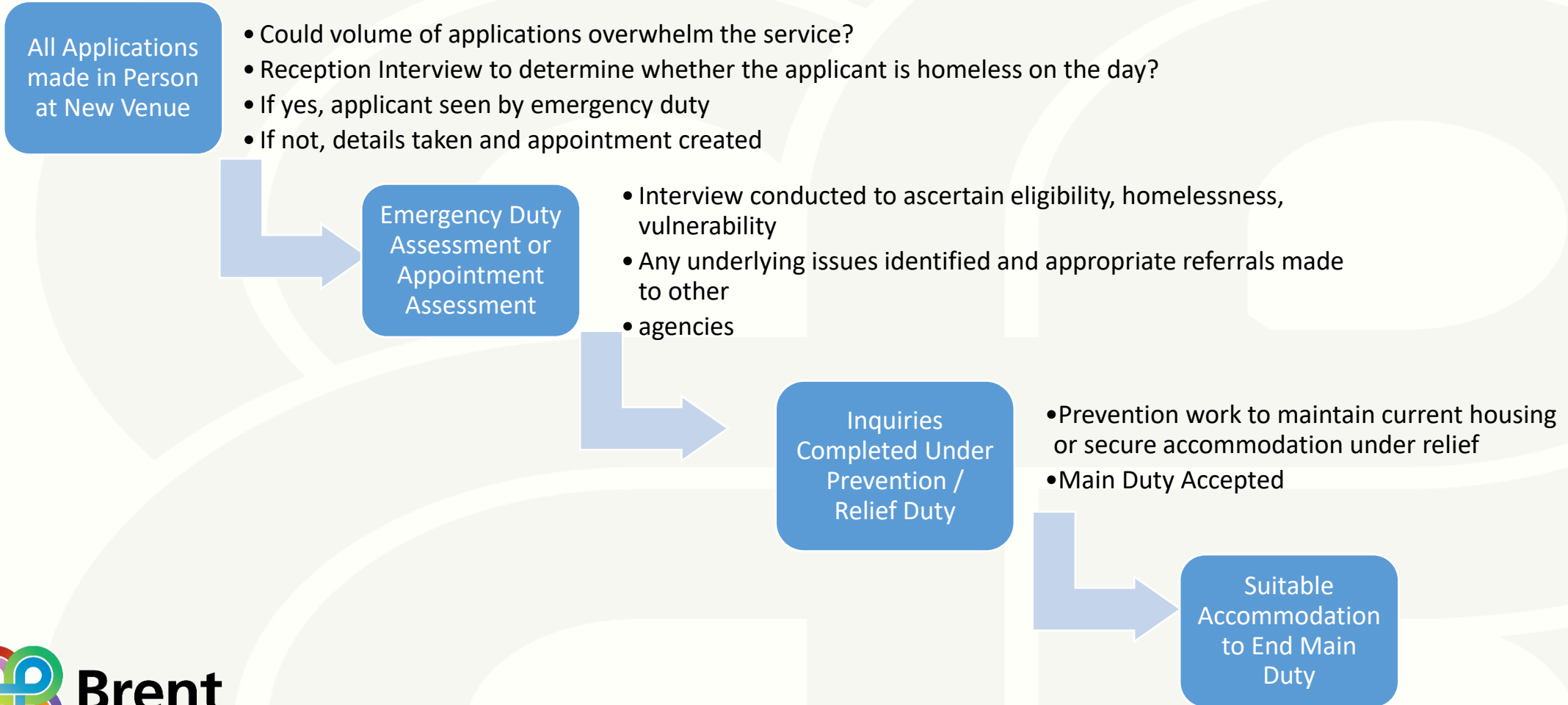
Arranging a visit to Westminster council so that we can shadow and observe how the new service works in real time

Mission Statement

Homeless people can often have a range of issues affecting their lives. It can be hard to know where to start. A single community resource, offering wide-reaching expert advice and support under one roof, can be of enormous benefit.



Proposed Process



Holistic Assessment

Supportive Multi-Agency Response Team - (SMART)

Primary Care – GP's

Drug and Alcohol - WDP

Mental Health

Benefit Advice

Employment Services

Immigration Advice

Education



