

**Lincolnshire County Homelessness Strategy 2008/12**

Version Dated 29/08/07

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## **Foreword**

As chair of the Lincolnshire Housing Forum, I am pleased to present the second county homelessness strategy.

The organisations involved originally joined forces in 2003 to develop a joint strategic approach in response to the requirements of the Homelessness Act 2002. The strategic partnership has continued to work together to implement the strategy, and respond to the fast changing national agenda on homelessness. This joint approach has been noted as a model for successful cross sector planning on homelessness by the East Midlands Homelessness Strategy Group.

The partnership has reviewed the supply and needs within the county, and consulted their partners, stakeholders and service users on priority areas for action. The resulting priorities form the basis of this strategy. The partners have provided a challenging set of priorities, ones which will rely upon working in partnership with other organisations and networks, and within other key strategic frameworks, such as Supporting People and Local Area Agreements (LAA's).

I commend the group on the achievements of the progress made to date, and am confident that the partnership will successfully implement this strategy and improve services for homeless households and those at risk of homelessness across the county in the coming years.

Nick Chambers  
Chair, Lincolnshire Housing Forum

## **Executive summary**

### **Who are the Lincolnshire County Homelessness Strategy Group?**

The Lincolnshire County Homelessness Strategy Group (LCHSG) are a strategic partnership made up of the seven local authorities in Lincolnshire and other key agencies such as Nacro, Supporting People, Children and Adult Services and Shelter.

### **How do we work together?**

We have consulted with a wide group of agencies and service users to produce the priorities of this county homelessness strategy. We will work with the Regional Homelessness Strategy Group on shared objectives, and have identified shared objectives across other county-wide agencies and strategies, such as Supporting People and Local Area Agreements. During the life of this strategy

### **Why do we need a County-wide Homelessness Strategy?**

In recent years the government has recognised the importance of decent housing and the impact homelessness and poor housing has on people. A greater emphasis is now placed on having a strategic approach to homelessness, and contributing to the governments agenda on sustainable communities. This county strategy sets out in detail how we will ensure that people have access to good quality, settled accommodation in Lincolnshire; it identifies priorities for the county and produces actions plans on how to take this forward together. Underpinning this strategy is the government's focus on early intervention to prevent homelessness and since the last strategy each authority has developed services to this end.

### **Aims of this strategy**

The overall aims of this strategy are:

- To increase access to different types of good quality accommodation wherever possible.
- To prevent homelessness through early intervention and support services.
- To work in partnership, particularly with service users, to ensure that we are getting services right.

### **Our priorities and how they were decided**

The process of preparing this strategy began by undertaking a review of our achievements against the previous strategy – we are proud that we have achieved many of the targets set with the help and hard work of numerous different agencies throughout the county.

On 1<sup>st</sup> December 2006 we held a well attended consultation event to review the 2003-08 Strategy and agree priorities for the 2008-12 strategy. Each organisation was given the opportunity to learn about the 10 possible priority areas through a series of presentations by 'champions'. Attendees then had the chance to vote for their priorities. Votes were cast and counted on the day. Most feedback reflected our shared difficulties in making these decisions within our limited resources. The top 5 priorities are:

1. Suitable supported housing
2. Affordable housing

3. Emergency accommodation
4. Floating support services
5. Prevention and mediation services

Here is a summary of our action plan:

**A. Cross cutting actions relating to all the priorities - These actions contribute to more than 1 priority.**

This first section outlines cross cutting actions which affect all of the chosen priorities. These cross cutting actions clearly reflect the need for partnership working with all the sectors in Lincolnshire; with the Regional Homelessness Forum and with service users.

**B. Priorities: 1. Suitable supported housing; 2. Emergency accommodation and 4. Floating support services.**

We grouped these 3 priorities together because most of the actions identified overlapped across the priorities.

- We will identify and work with housing providers and the Housing Corporation to develop a wider range of housing, including suitable supported, emergency and move-on accommodation.
- We will work with Supporting People to ensure that appropriate support is available to homeless households and those at risk of homelessness.

**C. Priority 3: The provision of affordable housing.**

This is perhaps the most difficult target for the LCHSG to achieve because we are dependent on influencing housing providers both Registered Social Landlords and private developers.

- We will work with planning colleagues, the Housing Corporation, RSL's and rural housing enablers to support the development of more affordable housing and bring empty properties into use.
- We will inform the development of the sub regional choice based lettings scheme to maximise access to affordable housing.

**D. Priority 5: Prevention**

This priority is likely to give us the most activity; the most interaction with local agencies and threads through the other priorities, particularly provision of accommodation and support.

- We will promote the services available to prevent homelessness through initiatives such as education through drama in schools
- We will provide early intervention services to prevent homelessness.

**How can you find out about our progress?**

- You can read our annual report.
- You can attend a local homelessness forum to inform, monitor and review progress.

## **Introduction**

Welcome to the second Lincolnshire County Homelessness Strategy for 2008 -2012. The Lincolnshire County Homelessness Strategy Group (LCHSG) is a strategic partnership made up of the seven local authorities in Lincolnshire and other key agencies such as Nacro, Supporting People, Children and Adult Services and Shelter.

In our first strategy we set ourselves ambitious, challenging targets with a clear vision of reducing and preventing homelessness. We are pleased to have this opportunity to report back to you our progress on those targets, as well as explaining what the future holds for this strategic group within the context of local and nationally linked strategies.

We can't stop, even to celebrate our progress and successes. The demands on our homelessness services do not stand still and we have planned how we will address local and national issues that were not even on the horizon when we commenced work on the County Homelessness Strategy 2003 – 2008.

## **Bringing the county together**

### **Lincolnshire and its districts**

Lincolnshire is England's fourth-largest county and fourth most sparsely populated with a population of 678,700 residents and covering 5921 sq km. The County is made up of seven district councils including Boston Borough Council, East Lindsey District Council, Lincoln City Council, North Kesteven District Council, South Holland District Council, South Kesteven District Council and West Lindsey District Council.

The county incorporates coastal, rural and urban areas each with individual issues and characteristics. The coastal area is notable for high concentrations of deprivation and high levels of low paid seasonal employment. The county's rural areas are characterised by low population density, poor road networks and transport infrastructures which can often lead to serious social isolation. Access to employment, services and facilities are often difficult due to the size and rurality of the county. The county has a growing population of older people, which is anticipated to place greater demands on specialist services and accommodation in the future. The south of the county also has a growing population of European migrant workers.

### **Lincolnshire County Homelessness Strategy Group**

In 2002 the government introduced new legislation, the Homelessness Act 2002, which gave local authorities a new responsibility to review homelessness in their area and develop a strategy to effectively tackle it. The Act expected a 'joined up approach' to tackling homelessness, by engaging statutory, non-statutory and voluntary agencies involved in homelessness. The Lincolnshire authorities agreed that the most effective way of achieving this joined up approach within districts, was to work together across the county. The Lincolnshire County Homelessness Strategy Group (LCHSG) was established as a sub group of the Lincolnshire Housing Forum to develop a strategy to meet the requirements of the Homelessness Act 2002.

Lincolnshire's first 5 year homelessness strategy was published in 2003. The strategy was based on the principles of taking a partnership approach to tackling homelessness and working with other agencies to do this. The strategy responded to the national and local agenda in setting the priorities for action. 'Making a Difference' at page 8 sets out the priorities, and achievements against these priorities.

## **Strategic links**

It is widely acknowledged that homelessness is not just a housing issue, and that this can be prevented through statutory services such as Health and Social Services by addressing early factors that can lead to homelessness. It is therefore important that the 'joined up' approach referred to above continues and develops. Our action plan at appendix 2 demonstrates how our priorities and actions contribute and link to other strategies and plans. Here are some of the key county strategic links. Links to key national and regional strategies can be found at page 10.

- *Districts Individual Housing Strategies*, The housing strategy sets out housing vision for the districts, identifying actions and objectives to ensure the council and partner agencies meet local, regional and national policy priorities.
- *Lincolnshire Youth Housing Strategy 2005-10*, launched in June 2006 with clear strategic links to the Lincolnshire County Homelessness Strategy. The strategies aims and priorities intend to tackle the main housing related problems affecting young people in the county. The full strategy is available on the following web-link:  
[http://www.boston.gov.uk/index.php?option=com\\_docman&task=doc\\_view&gid=741](http://www.boston.gov.uk/index.php?option=com_docman&task=doc_view&gid=741)
- *Supporting People Strategy*, The Supporting People programme sets out priorities for the delivery of housing related support services for vulnerable people. A full needs analysis report is being finalised and prioritised with homelessness currently identified as one of the top priorities for service development. Supporting People funding will direct opportunities for the development of new and existing services and is therefore of major importance in achieving the aims of this strategy. Further information on the Supporting People Programme in Lincolnshire is available on the Lincolnshire County Council website: <http://www.lincolnshire.gov.uk/supportingpeople> or by contacting the Lincolnshire Supporting People Partnership by telephone on 01522 554200.
- *Lincolnshire Older Persons Housing Strategy 2004 – 2008*, aims to improve housing and related services for older people throughout the county.
- *The Sustainable Community Strategy for Lincolnshire*, agreed in 2006 by the Lincolnshire Assembly. The Assembly is a partnership of organisations such as county and district councils, businesses, police, health, faith communities and voluntary sectors that seek to speak with one voice for Lincolnshire. Further information can be found on the following web-link : <http://www.lincolnshireassembly.com/section.asp?catId=10809>
- *Local Area Agreement (LAA)*, agreed in 2007 is a 3-year agreement between central government, local authorities, Local Strategic Partnerships and other key partners. The aim is to meet local shared needs while also contributing to national priorities. The agreement has limited reference to housing issues beyond 'affordable housing'. For further information on Local Area Agreements in Lincolnshire see: <http://www.lincolnshireassembly.com/section.asp?catId=10810>

## Making a difference

The strategic partnership has succeeded in achieving positive outcomes for users of homelessness services across the county.

You can see full details of our progress against the targets set out in the Lincolnshire Homelessness Strategy 2003-08 at appendix 1. Some have been fully or partially achieved and some have not been achieved as a result of shifting priorities, or limited resources. Others have been exceeded above and beyond the original targets and these are the focus of this section of the strategy.

### Homelessness prevention



Poster and leaflet from campaign

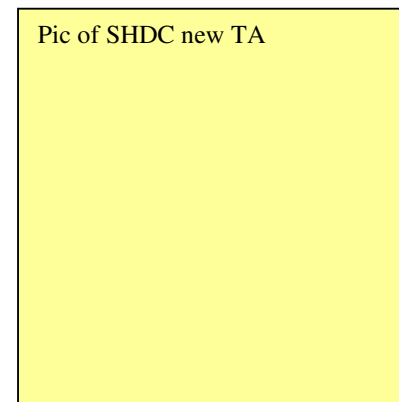
<u>Targets</u>	<u>Achievements</u>
<ul style="list-style-type: none"> <li>• Explore mediation services</li> <li>• Poster campaign</li> <li>• Homelessness training for staff</li> </ul>	<ul style="list-style-type: none"> <li>✓ Successful poster campaign across the county</li> <li>✓ Improved advice leaflets and web based information</li> <li>✓ Training for staff and other agencies through Lincolnshire Training Group</li> <li>✓ Sanctuary / Safe at Home schemes in North Kesteven, Boston, Lincoln and East Lindsey area for those experiencing domestic violence</li> <li>✓ Successful bids for innovation funding to increase access to Rent Advance schemes</li> <li>✓ Successful bid for regional funding to enhance advice services through the CAB</li> </ul>

Homelessness has become an increasingly significant priority nationally, and locally. Investment has been made in activities to prevent homelessness, such as use of government grants to enhance housing and rent deposit schemes. In addition, local authorities have increased homelessness prevention funds. See appendix 4 for further details of government grants. This has resulted in an increase in the local authorities' performance in preventing homelessness, and a reduction of the numbers of households making homeless applications.

## Emergency and temporary accommodation

<u>Targets</u>	<u>Achievements</u>
<ul style="list-style-type: none"> <li>• To tackle the use of bed and breakfast accommodation</li> <li>• Consider the adoption of Rent Advance Schemes</li> </ul>	<ul style="list-style-type: none"> <li>✓ Reduced use of B&amp;B accommodation</li> <li>✓ Leased properties - ELDC have leased 11 homes from RSL partners and the private sector</li> <li>✓ Review of allocations schemes to improve access to permanent housing</li> <li>✓ Development of new build temporary accommodation</li> <li>✓ Development of a Nightstop scheme in the South Holland area</li> <li>✓ Full time Rent Advance Scheme officer in ELDC</li> </ul>

Pic of SHDC new TA



## Young People



NACRO theatre group 'Think Twice' homelessness play

<u>Targets</u>	<u>Achievements</u>
<ul style="list-style-type: none"> <li>• Joint assessment</li> <li>• Housing Need Assessment</li> <li>• Working in Lincolnshire Schools</li> </ul>	<ul style="list-style-type: none"> <li>✓ Commissioned NACRO theatre group to tour the schools of Lincolnshire with their production, Think Twice, a play aimed at young people to raise awareness about homelessness.</li> <li>✓ Housing Needs Assessment completed</li> <li>✓ Joint assessments in place</li> <li>✓ Lincolnshire Youth Housing Strategy group established and strategy published</li> </ul>

## **National and regional perspective**

Government policy is that - 'Everyone should have the opportunity of a decent home at a price they can afford, in sustainable communities where they want to live and work'.

Legislation and national and regional policy have helped to shape and inform this strategy. In order for us to ensure that it is suitable for the needs of individuals and the community of Lincolnshire we need to utilise national and regional developments to our advantage. There are numerous publications, too many to provide even a brief summary of, but we have selected a few below that we believe have either had an impact already or will have an impact in the future.

Further information on legislative changes, good practice initiatives and the latest policy developments relating to housing and homelessness can be found on the following website link: <http://www.communities.gov.uk/index.asp?id=1150232>, or by contacting: Communities and Local Government. Eland House, Bressenden Place, London.SW1E 5DU  
Tel: 020 7944 4400 (08:30-17:30 Mon-Fri)

### **Sustainable Communities: Settled Homes; Changing Lives** <http://www.communities.gov.uk/index.asp?id=1163057>

Published in March 2005, this is the national strategy for tackling and reducing homelessness. It sets out the government's plans on reducing homelessness further and halving the number of households in temporary accommodation by 2010. It builds upon 'More Than a Roof': a report into tackling homelessness, March 2003 <http://www.communities.gov.uk/index.asp?id=1149818> which, along with the Homelessness Act 2002, were the motivation behind the last Lincolnshire County Homelessness Strategy 2003-08.

The national agenda has substantially influenced many activities in Lincolnshire. The Department of Communities has set out clear guidelines for local authorities and these are the driver behind many new services such as rent deposit schemes. We need to continue to ensure that these services are relevant to the needs of individuals and the community in Lincolnshire.

### **Supporting People (SP)** <http://www.communities.gov.uk/index.asp?id=1150136>

Supporting People is a grant programme which enables the provision of housing related support services to help vulnerable people maintain or improve their ability to live independently. This support might include helping someone coming out of homelessness to move towards having a home of their own, or helping a woman fleeing domestic violence. The key focus of the programme is on getting the right services and outcomes for vulnerable people.

On 20th June 2007 The Department for Communities and Local Government's published their strategy for Supporting People; 'Independence and opportunity'. This has the vision of 'prosperous and cohesive communities, offering a safe, healthy and sustainable environment for all' and can be accessed on the following website link:  
[http://www.spkweb.org.uk/About\\_Supporting\\_People/](http://www.spkweb.org.uk/About_Supporting_People/)

### **Local Area Agreements (LAA)**

Local Area Agreements are 3-year agreements between central government, local authorities, local strategic partnerships and other key partners. The aim is to meet local shared needs while also contributing to national priorities.

The Local Area Agreement for Lincolnshire was agreed and approved by GOEM (Government Office East Midlands) in March 2007. It contains the following four main priorities or blocks of work: Safer and Stronger Communities, Children and Young People, Healthier Communities and Older People, Economic Development and Environment, with the following headline issues which cut across blocks: Improved access to services, environment and climate change, community cohesion, affordable housing.

It clearly has links to the homelessness agenda and the priorities identified within this strategy although there is limited reference to housing issues, other than affordable housing, within the document.

For general information on LAA's see the following web-link: <http://www.communities.gov.uk/index.asp?id=1161635>

### **East Midlands Regional Homelessness Strategy**

The Centre for Urban and Regional Studies (CURS) has been working with the East Midlands Regional Homelessness Forum to develop the first regional homelessness strategy for the East Midlands. The main areas for work / improvement from the draft of the East Midlands Regional Homelessness Strategy (March 2007) are :New affordable and Social Housing supply gap, Housing Associations are key partners, Pathways out of homelessness need to be developed, Prevention services should be better publicised and user focused, Design and accessibility of homelessness services should be improved to meet user needs, Service users should be more involved, Other sectors should be engaged e.g. Health, Education, Prisons, Probation.

It is essential that the work of the LCHSG links in with the East Midlands Regional Homelessness Strategy and that our priorities are raised through this forum. The LCHSG is the route through which we will communicate from a local level up to a regional scale and the Chair of the group is to act as the representative for the sub-region.

Further information on the East Midlands Regional Homelessness Strategy can be found on the following website:  
<http://www.emhomelessnessforum.org.uk/>

## **National Homelessness Advice Service**

Communities and Local Government, in partnership with Shelter and CAB launched the new National Homelessness Advice Service (NHAS) project in March 2007. The NHAS will offer high quality advice on homelessness prevention through the network of participating Citizens Advice Bureaux and other voluntary agencies across England.

The aim of the project is to minimise housing problems and prevent homelessness occurring by providing timely and effective advice, and ensuring good practice is developed by local authorities.

Further information on the National Homelessness Advice Service can be found on the following website link:

<http://www.nhas.org.uk/>

## **Changing Ways - East Midlands Regional Reducing Re-offending Delivery Plan 06-07**

Produced by the East Midlands Reducing Re-offending Partnership, Changing Ways sets out how agencies across the East Midlands will work together over the coming year to reduce re-offending by both adult offenders (those aged over 18 years) whether serving sentences in custody, the community, or both and young offenders (those aged 10 to 17 years) returning from custody. It forms the second Regional Reducing Re-offending Action Plan; building on the work of the 2005-6 action plan published in June 2005, and integrates the first Regional Youth Resettlement Framework, to form a holistic strategy for working with all offenders.

Further information on Changing Ways is available on the following website link: <http://www.noms.homeoffice.gov.uk/news-publications-events/publications/strategy/em-rr-delivery-plan-0607>

## **Legal Services Commission (LSC)**

Legal Service Commission is also changing the way in which they fund legal advice services. The next 2 years will demonstrate whether or not we have adequate access to justice in a rural county like Lincolnshire and whether those already funded will be able to maintain their services, particularly legal advice on housing, debt and family law.

## **Choice Based Lettings (CBL)**

Lincolnshire Authorities have also taken the opportunity presented by the government focus on Choice Based Lettings (CBL). The CBL partnership is starting work on a sub regional CBL scheme, which will provide a new way to access affordable housing.

## **Homelessness in Lincolnshire**

Together with the consultation this strategy is underpinned by data and information from a number of sources. This section presents a summary of the main notable points from these. Further information can be found in appendix 5: Consultation Information and Surveys, and appendix 6: Best Value Performance Indicators.

### **P1E data (information collected by the government from local authorities on the completion of their responsibilities under homelessness legislation.)**

- The number of households accepted in Lincolnshire as homeless has reduced from 1216 during 2004/05 to 735 in 2005/06.
- The main causes of homelessness in Lincolnshire are:
  - Loss of rented or tied accommodation due to termination of assured shorthold tenancy,
  - Parents no longer willing / able to accommodate,
  - Violent breakdown of relationship involving partner,
  - Non violent breakdown of relationship with partner,
  - Other relatives / friends no longer willing / able to accommodate.
- The main reasons for vulnerability of households accepted as eligible and in priority need are:
  - Dependent children,
  - Member of household pregnant,
  - Having fled their home because of violence or threat of violence,
  - Mental Health.

### **Annual Housing Investment Programme (HIP): Housing Strategy Statistical Appendix (HSSA) return. (Information collected by the government to allow them to gain an overview of the housing position within a local authority)**

- Numbers of households registered with the local authority for social housing has continued to increase in most districts from 2003/04 levels.
- Number of social rented housing association / council properties in Lincolnshire have reduced despite continued development of new build.
- Total social rented lettings have remained generally stable between 2003/04 and 2005/06
- Number of lettings to homeless households in Lincolnshire has reduced significantly between 2003/04 and 2005/06.

## **Supporting People information**

- The Supporting People Needs Analysis and prioritisation process has identified homelessness as one of the highest priority groups.
- There is a lack of move-on accommodation which may result in people returning to rough sleeping after initially accessing services and being assisted.
- There are gaps in the provision of support in the coastal strip, South Holland and South Kesteven.
- There is need to extend the reach of the schemes such as rent assistance and initiatives to prevent people becoming homeless.

## **Telephone survey of homelessness service users**

A survey was carried out of customers who accessed homelessness and housing advice services from across the districts the results can be found in appendix 5. The main findings are as follows:

- 42.4% of homelessness service users found out about the homelessness advice service by an unknown means.
- Many service users (21.6%) thought that their application was dealt with badly
- 47.4% found forms difficult to understand and complete, 34.6 % were not offered assistance with completing forms.
- 42.4% did not feel that the council dealt with their problem application satisfactorily
- 32.4% did not think that the decision letter was accurate, clear and easy to understand
- 34% of service users did not understand the housing/homelessness application process
- 55.6% felt that the council kept them informed either poorly or very poorly about progress after their first approach.
- 32.6% felt that they were not given full information / advice on all options available to them
- 25.9% of service users placed in temporary accommodation rated the standard as very poor.
- Overall 71.9% of service users rated the homelessness and housing advice service as good or very good with only 7.6% rating the service as poor

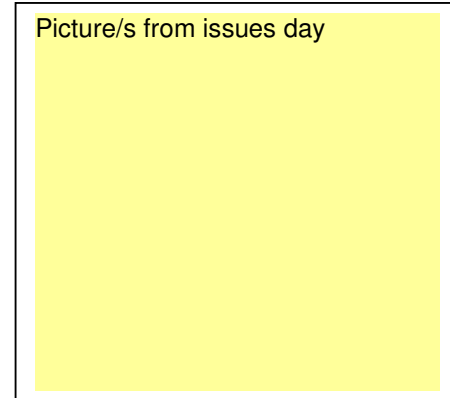
## **National Best Value Performance Indicators**

There are a number of performance indicators for local authorities against which the government judges performance. They are designed to allow local authorities to be compared, improve accountability to local people and assist in improving services.

- The number of homelessness cases prevented in Lincolnshire has increased since 2005/06.
- In most districts there has been a significant reduction in the number of families with dependant children or a pregnant woman placed in temporary accommodation.
- The level of repeat homelessness is low across the county.

## **How we chose our priorities**

We identified our priorities using the needs analysis information and consulting partners and stakeholders. Having consulted on the priority areas for action, we then carried out an options appraisal of possible actions. It is important to the partnership that our partner agencies were involved in the strategy development. Here is a simple summary of the process we went through:



### **Stage 1, Jan – Nov 2006**

- Local reviews of supply and needs within each of the 7 districts
- Strategic review of progress of the County Homelessness Strategy 2003-08
- Consultation with statutory and voluntary agencies, and consultation with homelessness forum
- Service user telephone survey

At the end of this analysis and consultation, we had 9 areas to consider as priorities to take forward in the strategy at the Issues Day on 1<sup>st</sup> December 2006. The 9 areas are listed at appendix 5.

### **Stage 2, December 2006**

On 1<sup>st</sup> December 2006 we held a well attended consultation event to review the 2003-08 strategy and agree priorities for the 2008-2012 strategy.

Each organisation was given the opportunity to learn about the 9 possible priority areas through a series of presentations by 'champions'. Attendees then had the chance to vote for their priorities. Votes were cast and counted on the day, and the results were as follows:

1. Suitable supported housing
2. Affordable housing
3. Emergency accommodation
4. Floating support services
5. Prevention and mediation services

### **Stage 3      Dec 2006- Dec 2007**

The strategic partnership carried out an options appraisal of possible actions to take to address the 5 priorities (see appendix 3) The partnership wrote the draft strategy and circulated it for consultation with partners, stakeholders and relevant executive decision making bodies of the local authorities.

This is how we chose our priorities. During the lifetime of this strategy we will continue to work with our partner stakeholders and service users, to ensure that we address the priorities identified and agree priorities for action in the future. This will begin at the launch of the strategy in January 2008.

#### **Priority groups**

During the course of our needs analysis and consultation, certain vulnerable groups were identified as priorities by our partners.

- Young people leaving parental home - Lincolnshire Youth Housing Strategy, Action 1,2 - To meet the accommodation needs of specific groups of young people.
- Young people leaving care - Lincolnshire Youth Housing Strategy, Action 1,2 - To meet the accommodation needs of specific groups of young people.
- Rough sleepers - From consultation there is a perception that rough sleeping is a problem but data indicates that it is currently not a priority issue for local authorities. However, this is being addressed partially by the priority for the provision of emergency accommodation and related action plan.
- Mental health - strategic links to Mental Health Strategy; participation at LCHSG and local forums; awareness training for housing staff.
- Complex needs: Drug and Alcohol Action Team (DAAT) and Supporting People priorities- see action plan priorities 1,2 and 4.

In addition to these processes, we are mindful of all the vulnerable groups identified by the Supporting People Needs Analysis.

## **Homelessness strategy action plan summary**

This is a summary of the key actions contained within the main action plan in appendix 2. Details of how they link to the priorities of other organisations are provided within the main action plan.

### **Cross cutting actions relating to all priorities**

During the options appraisal, we identified a number of actions which would contribute to more than 1 priority. In order to address all the priorities within the strategy we will;

- work in partnership to ensure customer needs are fully met via a multi-agency approach.
- attend Regional Homelessness Forum.
- engage with RSL homelessness champions.
- work towards increasing service user feedback and involvement.

### **Priorities 1, 2 and 4, suitable supported housing, emergency accommodation and floating support services.**

For these priorities we will;

- work in partnership with Lincolnshire Supporting People, the Housing Corporation and housing providers, to develop suitable supported housing and housing support for identified groups.
- promote Nightstop scheme provision.
- contribute to the Lincolnshire Supporting People strategic direction.
- halve the use of temporary accommodation by 2010.

### **Priority 3, the provision of affordable housing**

For this priority we will:

- investigate need for county-wide resource to bring empty properties back in use.
- support the development of more affordable housing.
- support Rural Housing Enablers / Community Council of Lincolnshire.
- work in partnership with the Private Sector Housing Group to increase to a wider range of quality housing for homeless households.

### **Priority 5, prevention and mediation services**

For this priority we will:

- continue to support homelessness education through schools.
- improve early intervention by ensuring that information is widely available and accessible to partners and service users.
- enable provision of prevention training for front line staff in partner organisations.

## **Monitoring and review**

We will report on our progress against the strategic priorities in the following ways:

- Produce a half yearly newsletter update for our partners, stakeholders and service users.
- Report annually on performance to a formal meeting of partners and stakeholders.
- Local authorities will report to the local homelessness forums to inform and review progress. This is an essential forum to discuss progress on the ground – how services across sectors are performing, where there are gaps and actions needed to take this forward. These forum will form the basis of monitoring on a localised level.
- The performance of individual local authorities in relation to their homelessness services is reported quarterly and annually through the following:
  - Performance Indicators (as detailed at Homelessness in Lincolnshire and Needs Analysis, pages 13 & 14.)
  - Statistical returns to Government (P1E returns, as detailed at Homelessness in Lincolnshire and Needs Analysis, pages 13 & 14.)
  - Progress against 2010 temporary accommodation action plan.

## **Access to the Lincolnshire County Wide Homelessness Strategy 2008-12**

It is important to us that everyone is able to read and understand our strategy. To ensure this happens, we will :-

- Make it available on all of our local authority websites, and those of our partners, which will allow for it to be read out loud, or viewed in larger print.
- Translate the executive summary for those whose first language is not English, upon request.
- We will provide the executive summary on audio tape or CD upon request for those who do not have access to a computer or the internet and prefer to listen to our plans rather than read about them.
- Please contact us on 01427 675163 and we will arrange this for you.

## Consultees and stakeholders

Youth Offending Teams  
Lincolnshire Probation Service  
Social Services  
ACIS  
Addaction  
Advance Housing and Support  
Boston borough Council  
Boston Mayflower  
Children's Services  
Citizens advice Bureau  
City of Lincoln Council  
Community Lincs - Rural Housing Enabler  
Community Development - Health  
Community Mental Health Team  
Community Mental Health Team - Stamford Resource Centre  
Connexions  
County Domestic Violence Unit  
Lincolnshire Learning Disabilities Management Team  
CURS  
Drug Interventions Programme  
East Lindsey District council  
HMP Lincoln  
HMP Stocken  
HMPS  
Home-start  
Housing Corporation  
Lincoln Women's Aid  
Lincolnshire County council  
Lincolnshire YMCA  
Longhurst Homes  
Louth and District Help for the Homeless  
LPT

LPT Service Users  
Community Mental Health Team  
Assertive Outreach  
Skegness Community Mental Health Team  
Muir Group HA  
Nacro  
NCH  
New Linx Housing Trust  
North Kesteven District council  
North East Lincolnshire Council  
Physical Disabilities Team  
Places for People  
Rainer  
South Holland District Council  
Shelter  
Sleaford Foyer  
Social Services  
Supporting People  
Teenage Pregnancy - Healthy Communities  
The Lodge  
The Team Parish of Louth  
West Lindsey District Council  
Women's Centre  
Salvation Army - Witham Lodge  
Youth Offending Team  
Family Mediation  
CALL  
Age Concern  
Nomad  
Schoeffler House  
LEAP

## Appendix 1: Progress against Lincolnshire County Homelessness Strategy Action Plans

<b>Priority 1: Providing Housing Support</b>			
<b>Ref</b>	<b>Target</b>	<b>Description/timescales</b>	<b>Outcomes achieved</b>
1.1	County-wide housing support service	All authorities not providing support complete feasibility study by Jan 2005 and commence implementation of services by Jan 2006.	Partially achieved. Success dependent upon availability of Supporting People funding. Access to services in 5 districts. SHDC commences funding for tenancy support worker post in house in 2007.
1.2	Housing Support Service template	Map support activities	Achieved.
1.3	Provision of training	Circulate mapping and agree standard service features agreed by LCHSG April 2006.	Mapping and draft service standard reported to LCHSG by sub-group on target. Decision deferred and template not yet approved. However, SP funded services achieving SP standards.
1.4	Provision of training	Training provided by Jan 2006.	Not achieved. Service template not approved.
1.5	Commission needs research	Completion of research by Jan 2004.	Achieved Oct 2004.
<b>Priority 2: Providing Emergency and Temporary Accommodation</b>			
<b>Ref</b>	<b>Target</b>	<b>Description</b>	<b>Outcomes achieved</b>
2.1	Tackling Bed and Breakfast	Ending use of B&B as temporary accommodation for families except in emergencies and then for no more than 6 weeks by March 2004.	Achieved- some variations in date of achievement.
2.2	Rent Advance Schemes	Consider adopting scheme for homeless/potentially homeless households by March 2004.	Achieved. Schemes developed and/or improved in 7 districts. Additional funding secured from Regional Housing Board funds 2006-08.

<b>Priority 3: Preventing Homelessness</b>			
<b>Ref</b>	<b>Target</b>	<b>Description/timescales</b>	<b>Outcomes achieved</b>
3.1	Mediation Service	Explore funding options and models by Jan 2005.	Partially achieved. Pilot schemes in 3 areas (SHDC, CoLC, ELDC). Schemes operating in NKDC and WLDC.
3.2	Poster campaign	Poster campaign to raise awareness about homelessness across county by Nov 2003.	Achieved.
3.3	Training	Training for front line staff.	Achieved and ongoing.

<b>Priority 4: Housing for Young People</b>			
<b>Ref</b>	<b>Target</b>	<b>Description/timescales</b>	<b>Outcomes achieved</b>
4.1	Joint assessment	Ensure agreed assessment protocol understood and implemented	Formal protocol agreed Sept 2004. Training provided. Review summer 2006 in light of Lincolnshire County Council restructuring.
4.2	Housing Needs Assessment	Carry out robust assessment of needs of 16/17 year olds by July 2004	Achieved. Published Dec 2004.
4.3	Working in Lincolnshire schools	Seek commitment to raise awareness of homelessness among students aged 15 years and explore funding options to provide awareness raising	Tour of theatre in education project 'Think Twice' in 2005/06, 2007/08. Funded by district authorities.

<b>Priority 5: Joint Working</b>			
<b>Ref</b>	<b>Target</b>	<b>Description/timescales</b>	<b>Outcomes achieved</b>
5.1	Application forms	Introduce common application form across county.	Achieved.
5.2	Pathway plans	Agree pathway plans for people leaving institutional settings by July 2006.	Partially achieved. County wide prison leavers protocol. ELDC working on hospital discharge procedure.

## Appendix 2: Homelessness Strategy Action Plan

This action plan supports each local authorities Housing Strategy and Community Strategy.

<b>A. Cross cutting actions relating to all the priorities - These actions contribute to more than 1 priority</b>		
<b>National Priority? Yes</b>	<b>East Midlands Regional Priority? Yes</b>	<b>Eastern Sub-Regional Priority? Yes</b>
<p><b>Supporting:</b>  <b>Housing Corporation Strategy Tackling Homelessness 2006</b> – Better partnership working and sustainable and mixed communities.  <b>Supporting People Programme in Lincolnshire 2007</b> – Achieve economic wellbeing, enjoying and achieving, be healthy, stay safe, make a positive contribution.  <b>Lincolnshire Youth Housing Strategy 2005-2010</b> – Improve the integration of services to young people.  <b>Sustainable Community strategy for Lincolnshire 2006/21</b> – Safer, Stronger communities, children and Young People, Health and Social Wellbeing.  <b>Children and Young People’s Plan for Lincolnshire 2007-2010 and Every Child Matters Key Outcomes</b> – to help vulnerable people stay safe, be healthy, enjoy and achieve, make a positive contribution and achieve economic wellbeing.  <b>Local Area Agreement cross cutting themes, for example- under Safer Communities-</b> drug abuse affects Healthier Communities and Older People, Children and Young People, Diversionary and volunteering projects for Young People, Healthier Communities and Older People, new arrival and migrant worker communities (Children and Young People)</p>		

<b>Key Action</b>	<b>Who is responsible</b>	<b>Key Partners</b>	<b>Resource implications beyond time and staff</b> <i>*(Bold italics indicates requirement for additional resources)</i>	<b>Target and Timescale</b>	<b>Measurable Outcomes</b>
A.1 – Work in partnership to ensure customer needs are fully met	Local authorities, Adult Social Care and Childrens Services, Health, Supporting People, Voluntary agencies	Lincolnshire Youth Housing Strategy Group (Ref YHS 2005-10 Action I ), Social Care, Job Centre Plus, Connexions, Youth Offending Teams	Capital for event and consultation programme.	<ol style="list-style-type: none"> <li>1. Invite and support new partners to attend LCHSG.</li> <li>2. Publicise the local homelessness forums.</li> <li>3. Consult partners on role and activities of group Jan '08.</li> <li>4. Annual updates to partners on strategic progress- to</li> </ol>	<ol style="list-style-type: none"> <li>1. LCHSG is more representative of service providers and users.</li> <li>2. Forum meetings are used to monitor strategy progress.</li> <li>3. Clarity of roles and purpose of and within LCHSG.</li> </ol>

Key Action	Who is responsible	Key Partners	Resource implications beyond time and staff <i>*(Bold italics indicates requirement for additional resources)</i>	Target and Timescale	Measurable Outcomes
				<p>commence Jan '09.</p> <p>5. Work with Childrens Services to integrate the Common Assessment Framework with the Joint Homelessness Protocol for 16/17 year olds.</p> <p>6. Participate in SP partnership through attendance at focus groups.</p>	<p>4. Agreed approach with Childrens Services on CAF and Joint Assessment.</p>
A.2 – Attend Regional Homelessness Forum and inform strategy	Chair of LCHSG	Local authorities	Nil	<p>1. On-going attendance at meetings.</p> <p>2. On-going feedback to LCHSG.</p> <p>3. Contribute to regional strategy at sub regional level.</p>	<p>1. Raised LCHSG profile within the East Midlands.</p> <p>2. Delivery of sub regional action plan by 2012.</p>
A.3 – Engage with RSL Homelessness Champions to meet requirements of Housing Corporation Homelessness Strategy.	LCHSG and RSL homelessness champions	Registered Social Landlords / Housing Associations, Housing Corporation.	Nil	<p>1. Identify RSL champions by July 2008.</p> <p>2. Discuss RSL champion role in group 2008.</p> <p>3. Monitor access to RSL accommodation for</p>	<p>1. Achievement of Housing Corporation Homelessness Strategy.</p>

Key Action	Who is responsible	Key Partners	Resource implications beyond time and staff <i>*(Bold italics indicates requirement for additional resources)</i>	Target and Timescale	Measurable Outcomes
				homeless households in 2008.	
A.4 – Review lettings policies, prioritise move on and fair access to housing.	LCHSG	Supporting People partnership. District councils Registered Social Landlords /Housing Associations. Choice Based Lettings project board. Lincolnshire Youth Housing Strategy Group (Ref YHS 2005-10 Action III 2ci).	SP Move-on Strategy and support workers.	<ol style="list-style-type: none"> <li>1. Review LA/LSVT/RSL lettings policies to ensure move-on possible from supported housing.</li> <li>2. Ensure move on provision continued within CBL project, and invite project manager for periodic updates on project.</li> </ol>	<ol style="list-style-type: none"> <li>1. Lettings policies maximise move on possibilities and best use of SP funded supported accommodation.</li> </ol>
A.6 - To act upon outcomes of telephone survey 2006, service user consultation findings in year 1 and further develop user consultation activities	LCHSG	Service users, local homeless forum.	Consultation costs; training	<ol style="list-style-type: none"> <li>1. Work towards increasing service user feedback and involvement.</li> </ol>	<ol style="list-style-type: none"> <li>1. Significantly improved customer satisfaction survey results.</li> </ol>

**B. Priorities 1, 2 & 4: SUITABLE SUPPORTED HOUSING; EMERGENCY ACCOMMODATION AND FLOATING SUPPORT SERVICES**

**National Priority Yes      East Midlands Regional Priority Yes      Eastern Sub-Regional Priority Yes**

These 3 priorities for action have been combined for the purpose of this action plan, as the actions required, and strategic partnerships involved are inter related and common to each priority.

**Supporting:**

**Housing Corporation Strategy Tackling Homelessness 2006** - Sustainable and mixed communities, making better use of existing stock.

**Lincolnshire Youth Housing Strategy 2005-10 Action III** - Provide a range of good quality supported accommodation. Meet the accommodation needs of specific groups of young people.

**Children and Young People’s Plan for Lincolnshire 2007-2010 and Every Child Matters Key Outcomes** – to help vulnerable people stay safe, be healthy, enjoy and achieve, make a positive contribution and achieve economic wellbeing.

**Supporting People Programme in Lincolnshire 2007** – People will be supported through a range of high quality, value for money housing related support services to help them maintain, or regain, their independence.

**East Midlands Regional Homelessness Strategy-** Pathways out of homelessness; Meeting user needs.

Key Action	Who is responsible	Key Partners	Resource implications beyond time and staff <i>(bold italics indicates requirement for additional resources)</i>	Target and Timescale	Outcomes
<p>B.1 - Work in partnership with</p> <ul style="list-style-type: none"> <li>• Lincolnshire Supporting People</li> <li>• The Housing Corporation</li> <li>• Providers</li> </ul> <p>to develop suitable supported Housing / Housing Support for identified groups.</p>	<p>Local authorities Partnership members attending Supporting People Core Strategy Group and Commissioning Body.</p>	<p>Supporting People partnership. Housing Corporation. Lincolnshire Youth Housing Strategy Group (Ref YHS 2005-10 Action III 1c).</p>	<p><b><i>Capital and revenue required to fund gap in support services in South Kesteven, Coastal strip and South Holland. (identified in SP Needs Analysis)</i></b> <b><i>Capital and revenue required for possible match funding of bids to Housing Corp for new build of specialist supported housing</i></b></p>	<ol style="list-style-type: none"> <li>1. SP Partnership to consult LCHSG on commissioning and decommissioning of SP funded services for homeless clients</li> <li>2. Promote SP services directory to housing advisors and clients.</li> </ol>	<ol style="list-style-type: none"> <li>1. Evidence of consultation in SP consultation and decision making process-minutes, reports to Commissioning body etc</li> <li>2. Partners rely on directory and directory kept up to date.</li> <li>3. Attendance at SP focus groups</li> </ol>

Key Action	Who is responsible	Key Partners	Resource implications beyond time and staff <i>(bold italics indicates requirement for additional resources)</i>	Target and Timescale	Outcomes
					4. Specialist supported housing units identified and funding secured to procure.
B.2 - Promote development of alternative emergency accommodation such as <a href="#">as</a> Nightstop scheme provision.	LCHSG and partners such as faith organisations	District councils Supporting People. Lincolnshire Youth Housing Strategy Group (Ref YHS 2005-10 Action III 1b).	<b><i>Identify funding sources based on needs and proposed services.</i></b>	1. Support development of schemes.	1. Evidence of support provided for potential scheme developments.
B.3 - Contribute to SP strategic direction and influence emerging policies.	LCHSG partners and SP representative s.	Homelessness for <a href="#">umsa</a>	Nil	1. On-going Provide data and feedback on support needs and service provision.	1. Evidence of data and feedback   provided to SP partnership and strategy.
B.4 – Action plan to halve the use of temporary accommodation by 2010 in line with government target	Local authorities	District councils, Supporting People. Lincolnshire Youth Housing Strategy Group, Homelessness fora	District responsibility.	1. Local authorities achieve government target by 2010.	1. Target achieved. 2. Progress or exceptions reported back to homelessness fora.

**C. Priority 3: THE PROVISION OF AFFORDABLE HOUSING**

**National Priority Yes    East Midlands Regional Priority Yes    Eastern Sub-Regional Priority Yes**

**Supporting:**

**Housing Corporation Strategy Tackling Homelessness 2006** – Making better use of existing stock.

**Lincolnshire Youth Housing Strategy 2005-10 Action III** -Provide a range of good quality supported accommodation for emergency and move on use.

**Children and Young People’s Plan for Lincolnshire 2007-2010 and Every Child Matters Key Outcomes** – to help vulnerable people stay safe, be healthy, enjoy and achieve, make a positive contribution and achieve economic wellbeing.

**Local Area Agreement – 08/03/07** - encouraging and enabling people to preserve existing stock to good standards and providing a wide range of attractive and affordable places for people to live.

**Local Area Agreement Outcome 10 Safer Stronger Communities-** ensure all social housing is made decent by 2010, as agreed by CLG as part of the Decent Homes Programme.

**East Midlands Regional Homelessness Strategy-** New Affordable and Social Housing.

Key Action	Who is responsible	Key Partners	Resource implications <i>(Bold italics indicates requirement for additional resources)</i>	Target and Timescales	Outcomes
C.1 – Investigate need for county wide resource to bring empty properties back in use.	All local authorities, Homelessness and Private Sector Renewal teams	Local Empty Property forum members. Empty Homes Agency Private Landlords.	<b><i>Capital and revenue needs sourcing to fund a post and provide promotional material to market empty property opportunities</i></b>	1. Investigate needs for resource. 2. Investigate funding sources to meet needs if appropriate.	1. Need identified for county-wide resource. Increased number of empty properties brought back into use.
C.2 - Work in partnership with the Private Sector Housing Group to increase to a wider range of quality housing for	All Local authorities, Homelessness and Private Sector Renewal teams	Private landlords, other LA’s with successful landlord accreditation scheme, as per ANUK.	<b><i>Incentives</i></b>	1. Attend all private landlords forums to establish options for working together. 2. Explore funding for above options.	1. Identified options to increase access to private sector housing for homeless households.

Key Action	Who is responsible	Key Partners	Resource implications ( <i>Bold italics indicates requirement for additional resources</i> )	Target and Timescales	Outcomes
homeless households					
C.3 - Support the development of more affordable housing	All local authorities, Supporting People, Partner RSL's.	The Housing Corporation Registered Social Landlords/ Housing Associations, District councils, Lincolnshire Youth Housing Strategy Group (Ref YHS 2005-10 Action III 2b).	<b><i>Possible capital grants needed.</i></b>	<ol style="list-style-type: none"> <li>1. Housing strategy teams work with National Affordable Housing Programme.</li> <li>2. Identify an act upon opportunities to liaise and consult with the Housing Corporation.</li> </ol>	<ol style="list-style-type: none"> <li>1. Although we cannot directly provide affordable housing, the partnership will take every opportunity to inform and support new affordable housing.</li> </ol>
C.4 - Support Rural Housing Enablers / Community Council of Lincolnshire	All local authorities, Partner RSL's	All Local Authorities, Housing and Economic Development depts, Partner RSL's.	<b><i>Revenue to fund posts</i></b>	<ol style="list-style-type: none"> <li>1. Support bids for funding</li> <li>2. Respond to consultations on rural housing issues.</li> </ol>	<ol style="list-style-type: none"> <li>1. Village Housing needs assessments completed in each area, within 5 years.</li> </ol>

**D. Priority 5: PREVENTION / MEDIATION SERVICES**

**National Priority Yes      East Midlands Regional Priority Yes      Eastern Sub-Regional Priority Yes**

**Supporting:**

**Housing Corporation Strategy Tackling Homelessness 2006** – Preventing homelessness.

**East Midlands Regional Housing Strategy 2004-2010 Inclusion policy** – to prevent homelessness, promote independence, improve access to services and deliver equality and diversity.

**Local Area Agreement - Outcome 7 Safer, Stronger Communities** - Build respect in communities and reduce anti-social behaviour.

**Children and Young People’s Plan for Lincolnshire 2007-2010 and Every Child Matters Key Outcomes** – to help vulnerable people stay safe, be healthy enjoy and achieve, make a positive contribution and achieve economic wellbeing.

**Lincolnshire County Council Strengthening Families Strategy 2006**– a move to more focussed preventative work, which will be measured by how many fewer children are living in situations of vulnerability.

**East Midlands Regional Homelessness Strategy**- Pathways out of homelessness; User focused prevention services; Meeting user needs.

<b>Key Action</b>	<b>Who is responsible</b>	<b>Key Partners</b>	<b>Resource implications</b> <i>(Bold italics indicates requirement for additional resources)</i>	<b>Targets and Timescale</b>	<b>Outcomes</b>
D.1- Continue to support Homelessness Education through schools.	LCHSG, Youth Housing Strategy Group Nacro	LCC Local Schools	Performance and costs.	1. Maintain support and financial provision for Nacro Think Twice project-ongoing. 2. Establish feedback on performances 2006/07. Work with Nacro to devise programme 2008.	1. Provision of performance to each school year 11 maintained through strategy period.
D.2 - Early intervention to ensure that information is widely	LCHSG	Health, Adult Social Care and Childrens Services and other partners	Marketing funding	1. Produce information stand to promote LCHSG and prevention – by Jan	1. Media take up of issues. 2. Leaflets distributed.

Key Action	Who is responsible	Key Partners	Resource implications <i>(Bold italics indicates requirement for additional resources)</i>	Targets and Timescale	Outcomes
available and accessible to our partners and service users to support prevention				2008. 2. Plan calendar of events to attend Health, social care, benefits events 2008. 3. Make use of 'Homelessness Sunday' campaign to distribute new information in district papers and media and maintain regular information campaigns. 4. Make use of annual updates to partners to promote news on prevention.	
D.3 - Housing Options	LCHSG		Publicity costs.	1. Develop shared housing options advice literature to assist officers and the public. 2. Review clarity of advice literature.	1. Benchmarked leaflet produced and distributed.

Key Action	Who is responsible	Key Partners	Resource implications <i>(Bold italics indicates requirement for additional resources)</i>	Targets and Timescale	Outcomes
D.4 Training for other organisations	Each local authority	Lincolnshire Training forum	Training costs	1. Prevention training made available to Health, (Heath visitors) Social Services, Job Centre Plus and voluntary agency staff.	1. Prevention training events attended and evaluation carried out.

### Appendix 3: Homelessness Strategy Options Appraisal

Priority 1, 2 & 4: SUITABLE SUPPORTED HOUSING; EMERGENCY ACCOMMODATION AND FLOATING SUPPORT					
<b>Context:</b> Identified as a priority from consultation with partners					
<b>Do Nothing Option – Potential Consequences:</b>					<b>Pursue Option</b>
<ul style="list-style-type: none"> <li>Homelessness prevention opportunities and success of those will be lost if accommodation is not available with support systems in place.</li> <li>Planned moves into accommodation to help prevent homelessness for potentially homeless applicants is not available, therefore repeat cases will increase and the likelihood of the use of bed and breakfast and unsuitable temporary accommodation will increase.</li> <li>Lack of appropriate and suitable support to help sustain and maintain tenancies for this group will increase repeat cases. The cycle of homelessness and lack of life-skills reduces opportunities to achieve economic wellbeing. Clients will not achieve the 5 main outcomes:- achieve economic wellbeing, enjoy and achieve, be healthy, stay safe, make a positive contribution.</li> <li>Lack of access to supported housing and move-on opportunities will reduce the success of any support that has been delivered in the earlier stages and any positive contribution will be lost.</li> <li>Poor quality emergency and temporary accommodation can reduce the perception of safety, increase health problems and long term stays due to lack of move on accommodation results in a lack of ownership of the situation.</li> <li>More 16/17 year olds placed in bed and breakfast and at risk of becoming more vulnerable.</li> </ul>					<b>Yes/ No</b>
Options	Effect	Risk	Cost	Strategic Fit / Acceptability	Pursue Option
Training on Support Services- assessments, referral routes.	Clearer awareness of services and how to access. Assist SP partnership in promotion of website.	Duplicating of SP function	Medium.	SP partnership responsibility.	No
Identify funding options beyond SP for floating support services.	possible funding possibility of increasing service provision.	Duplication of LAA purpose and objectives. Need to focus on SP partnership.	Medium. Staff time.	LAA/SP duplication.	No
Agree benchmark standard for properties and	Consistent quality of accommodation.	All providers may not have resources/willingness to contribute.	Medium.	Priority should be increasing provision.	No

contents.		Varying types of accommodation. Throughout county Duplication of SP standards.		Duplication of SP standards.	
Access to accommodation- Travel voucher schemes to other areas.	Some clients may benefit from free travel to accommodation out of area.	Clients in rural area do not want to travel to rest of county. LA's already have provision to assist in travel if required.	Low.	LA's use homeless funds to pay for travel costs. Strategically insignificant.	No

**Priority 3: THE PROVISION OF AFFORDABLE HOUSING**

**Context:**

- **Identified as a priority within the local Community Strategies and the Local Area Agreement**

**Do Nothing Option – Potential Consequences:**

- Housing register numbers increase as those who could afford to access private housing with assistance (shared ownership) are denied the opportunity
- Demand rises for private rented sector opportunities and supply for preventing homelessness falls, thus increasing pressure on crisis and temporary accommodation.
- Relationships with private landlords are not fortified, therefore opportunities to re house within the private sector will be lost.
- Access to secure forms of accommodation become further limited as right to buy and right to acquire properties reduce the stock levels
- Housing choice is reduced

<b>Options</b>	<b>Effect</b>	<b>Risk</b>	<b>Cost</b>	<b>Strategic Fit / Acceptability</b>	<b>Pursue Option</b>
Assist in providing information to landlords and tenants on Housing Benefit	Some assistance in Housing Benefit awareness	Duplicating Housing Benefit work	Staff resources	Housing Benefit teams responsibility.	No
Working in partnership with	Private landlord liaison identified as one of the	Landlords may demand rents above local market	Revenue	Yes- meets aims of strategy.	Yes

private sector landlords- such as Landlords Accreditation Schemes, with incentives and Landlord Liaison Officer	main prevention tools, will ensure good working relationship within the private sector and maximise opportunities to access.	average and this will create potential poverty traps if tenants cannot afford the shortfall payments.			
Influence Choice Based Lettings sub regional project to ensure fair access to housing.	Ensure there is choice and equal opportunities for all in accessing decent, warm, safe suitable housing.	Not all local authorities agree to participate and fund at the same time.	Revenue	Yes- meets aims of strategy and national agenda.	Yes

<b>Priority 5: PREVENTION / MEDIATION SERVICES</b>					
<b>Context:</b>					
<ul style="list-style-type: none"> <li>• Identified in Local Housing Strategies</li> <li>• Identified in Social Services Children and Young Person's Plan</li> <li>• Identified in Supporting People Programme in Lincolnshire 2007</li> </ul>					
<b>Do Nothing Option – Potential Consequences:</b>					<b>Pursue Option</b>
<ul style="list-style-type: none"> <li>• Best value performance falls into lower quartile, affecting CPA scores.</li> <li>• Retrograde step in success of homeless preventions, thus placing pressure on crisis and temporary accommodation.</li> <li>• Opportunities to help 16/17 year olds at risk of homelessness are lost. This increases risk of repeat and cyclical cases in the future, with no chance of improving life-skills to maintain and sustain tenancies. Cost implications if people cannot be assisted to achieve economic wellbeing, enjoy and achieve, be healthy, stay safe and make a positive contribution.</li> </ul>					Yes/ No
<b>Options</b>	<b>Effect</b>	<b>Risk</b>	<b>Cost</b>	<b>Strategic Fit / Acceptability</b>	<b>Pursue Option</b>
Develop Homelessness Prevention Strategy	Prioritise prevention activities and needs for services	Duplication of strategy work Loss of focus for group	Medium	Yes but not good use of resources Loses cross cutting actions	No

#### Appendix 4: Homelessness funding

Local Authority	2005/06	2006/07	2007/08
<b>Boston Borough Council</b>	£20,000	£30,000	£40,000
<b>East Lindsey District Council</b>	£40,000	£50,000	£50,000
<b>City of Lincoln Council</b>	£57,000	£57,000	£57,000
<b>North Kesteven District Council</b>	£37,000	£37,000	£37,000
<b>South Holland District Council</b>	£25,000	£25,000	£30,000
<b>South Kesteven District Council</b>	£26,000	£35,000	£35,000
<b>West Lindsey District Council</b>	£30,000	£30,000	£30,000

Government homelessness grant funding to support each district council to reduce homelessness. This funding has been used by the district authorities on a range of services and initiatives since 2005 to achieve the above aims, and the aims of the Lincolnshire County Homelessness Strategy 2003-08.

The strategic partnership has also been successful in winning additional funding;

*Homelessness Innovation* funding for enhanced housing advice with the local Citizens Advice Bureaux in South Kesteven and East Lindsey

*Homelessness Innovation* funding for Rent Deposit Schemes across the county (excluding West Lindsey)

*Regional Housing Board* Funding 2006-08 to provide additional capacity to the CAB housing and debt advice provision in the county.

## Appendix 5: Consultation information and surveys

### Needs- the extent and causes of homelessness

#### Lincolnshire districts' historic P1E Homelessness return data (Source: P1E Returns)

Total number of homeless applications					Number of Intentionally homeless decisions					Number of applicants eligible but not homeless				
	2003/2004	2004/2005	2005/2006	2006/07		2003/2004	2004/2005	2005/2006	2006/07		2003/2004	2004/2005	2005/2006	2006/07
BBC	304	274	234	208	BBC	41	31	34	18	BBC	80	89	75	97
ELDC	1296	426	242	238	ELDC	100	51	56	49	ELDC	594	131	65	86
CoLC	151	520	351		CoLC	4	27	33		CoLC	35	120	108	
NKDC	224	228	133	80	NKDC	17	6	9	9	NKDC	21	18	21	6
SHDC	235	327	164	94	SHDC	29	33	13	8	SHDC	46	32	67	52
SKDC	-	408	298	308	SKDC	32	38	30	25	SKDC	-	-	-	40
WLDC	102	95	108	117	WLDC	3	4	6	3	WLDC	7	11	17	30

Number accepted as homeless (eligible and in priority need)					Those found not priority need given advice and assistance					Number not eligible for assistance				
	2003/2004	2004/2005	2005/2006	2006/07		2003/2004	2004/2005	2005/2006	2006/07		2003/2004	2004/2005	2005/2006	2006/07
BBC	89	86	68	59	BBC	68	18	16	27	BBC	4	4	5	7
ELDC	320	205	100	75	ELDC	275	31	18	26	ELDC	7	8	3	2
CoLC	87	279	163		CoLC	25	94	47		CoLC	0	144	0	
NKDC	112	104	61	52	NKDC	73	89	44	13	NKDC	1	1	0	0
SHDC	175	173	66	29	SHDC	86	88	18	3	SHDC	0	1	0	1
SKDC	290	295	199	233	SKDC	11-	39	19	10	SKDC	0	0	0	0
WLDC	68	74	78	77	WLDC	24	6	7	7	WLDC	0	0	0	0

### Causes of Homelessness

Causes of homelessness	BBC				ELDC				CoLC				NKDC				SHDC				SKDC				WLDC			
	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07
Parents no longer willing/ able to accommodate	12	13	14	12	47	40	17	11	13	40	28		21	11	13	9	37	57	14		/	56	78	62	10	10	17	14
Other relatives/ friends no longer willing/ able to accommodate	17	8	8	9	23	22	11	2	6	56	30		5	4	3	3	13	17	14		/	26	35	18	3	14	5	12
Non-violent breakdown of relationship with partner	12	8	7	5	28	15	3	7	10	22	14		20	20	11	6	32	25	5		/	30	35	34	10	7	12	14
Violent breakdown of relationship involving partner	18	22	11	8	44	20	19	8	14	53	27		20	14	11	6	26	23	8		/	18	30	16	20	20	14	8
Violent breakdown of relationship involving associated persons	0	2	1	1	2	0	2	0	0	0	0		1	4	1	0	/	/	/		/	4	3	1	0	0	0	4
Racially motivated violence	0	0	0	0	/	/	/	/	0	0	0		0	0	0	0	/	/	/		/	0	0	0	0	0	0	0

Other forms of violence	2	2	0	1	5	8	4	1	0	0	0		4	2	0	0	/	/	/		/	1	0	1	0	0	0	1
Racially motivated harassment	0	0	0	0	/	/	/	/	0	0	0		0	0	0	0	/	/	/		/	0	1	1	0	0	0	0
Other forms of harassment/ threats/ intimidation	2	0	0	0	9	6	4	1	0	0	0		2	4	1	0	/	/	/		/	0	1	2	4	0	0	1
Mortgage arrears (repossession or other loss of home)	1	1	3	0	4	0	3	7	5	8	4		1	3	4	6	3	4	4		/	3	11	20	2	4	6	8
Rent arrears: LA/ public sector dwelling	0	0	0	0	1	0	0	0	1	4	0		0	0	0	0	1	0	0		/	2	4	5	0	0	0	0
Rent arrears: RSL/ HA dwelling	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	1	0	0		/	0	0	0	0	0	0	1
Rent arrears: private sector dwelling	0	0	1	0	1	1	3	0	4	0	1		6	6	3	0	1	1	1		/	5	1	3	0	0	1	4
Loss of rented or tied accommodation due to termination of assured shorthold tenancy	16	19	14	13	88	36	18	22	6	46	54		20	30	8	16	41	30	9		/	23	69	46	10	19	11	9
Loss of rented or tied accommodation due to reason other than termination of assured shorthold tenancy	2	5	8	9	51	30	15	14	13	15	0		5	6	6	4	7	6	9		/	8	14	13	0	0	0	2
Required to leave NASS accommodation	0	0	0	0	/	/	/	0	0	6	0		0	0	0	0	/	/	/		/	0	0	0	0	0	0	0
Left prison/ on remand	/	/	1	0	/	/	/	0	/	/	1		0	0	0	0	0	1	0		/	0	0	1	0	0	0	0
Left hospital	/	/	0	0	/	/	/	0	/	/	1		0	0	0	2	/	/	/		/	0	0	1	0	0	0	0
In institution or care	2	2	0	1	8	7	1	1	5	2	0		4	0	0	0	3	5	0		/	9	8	3	2	2	2	0
Left HM forces	/	/	/	0	/	/	/	0	/	/	/		/	/	/	0	/	/	/		/	/	/	2	/	/	/	0
Other emergency, e.g., sleeping rough	5	3	0	0	9	20	0	1	10	27	3		0	0	0	0	6	2	3		/	0	0	4	0	0	0	0
Other reason	/	/	0	0	/	/	/	0	/	/	/		3	0	0	0	/	/	/		/	10	9	/	8	4	9	0

### Priority need acceptances

Reason for Vulnerability	BBC				ELDC				CoLC				NKDC				SHDC				SKDC				WLDC						
	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07	03/04	04/05	05/06
Dependent children	56	62	46	54	141	113	77	56	57	14	10		92	84	52	39	118	11	4	43		150	147	104	14	8	35	40	37	53	
Member of household pregnant, no other dependent children	8	1	12	4	37	9	2	6	16	45	40		9	4	6	6	10	20	7		38	48	33	38	4	12	12	10			
Aged 16/17	2	2	1	1	16	27	4	1	0	11	2		1	6	4	1	8	6	2		/	6	6	2	9	1	0	2			
Care Leaver	0	0	0	0	2	1	0	0	3	0	0		1	1	0	0	2	0	0		/	1	1	0	0	0	0	3	1		
Emergency/ disaster	1	0	0	0	6	10	0	0	1	8	0		2	0	0	0	0	0	0		/	0	0	0	7	1	5	1			
Vulnerable due to old age	3	1	1	0	12	9	4	3	1	7	1		2	0	1	0	15	8	3		/	9	10	0	2	5	4	2			
Physical Disability	2	7	3	0	20	16	1	4	0	1	1		2	3	1	2	3	7	3		/	18	9	26	2	4	2	2			
Learning Difficulties	/	/	/	/	/	/	/	0	/	/	/		0	0	0	0					/	0	0	0	0	0	0	0			
Mental Health	8	5	3	1	14	9	5	0	2	9	4		2	5	3	2	11	10	8		/	30	40	13	1	6	4	4			
Other special reason	8	0	/	/	/	/	0	0	1	/	/		0	0	0	0	2	0	0		/	2	2	0	0	0	0	0			

Vulnerable due to being ex-forces	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	/	0	0	0	0	0	0	0
Drug dependency	/	0	0	1	/	/	0	0	/	0	0	0	0	0	/	/	/	/	/	/	0	0	0	0	0	0	0
Alcohol dependency	/	0	0	0	/	/	0	0	/	0	0	0	0	0	/	/	/	/	/	/	0	0	1	0	0	0	0
Vulnerable due to being an ex-offender	0	0	0	0	2	1	0	0	0	0	0	4	0	0	0	0	1	0	/	0	0	0	1	0	0	0	
Having fled their home because of violence/ threat of violence	1	15	12	10	25	21	11	3	6	50	10	6	5	0	2	/	/	/	/	/	0	0	4	7	0	1	1
Of which domestic violence	1	14	8	8	22	13	9	1	6	11	10	5	1	0	2	5	7	2	/	0	0	0	7	0	1	1	
Former asylum seeker	/	0	0	0	/	/	0	0	0	1	0	0	0	0	0	/	/	/	/	/	0	0	0	0	0	0	0
Other	/	1	0	0	7	2	2	1	/	3	1	0	0	0	0	/	/	/	/	/	0	0	0	0	0	0	0

**Housing Register / Housing Stock / Lettings** (Source: Annual HIP Returns)

Number of applicants registered with the local authority for social housing				Number of RSL/ HA/ Council properties			Total social lettings within the Local Authority district			Number of lettings to homeless households					
	03/04	04/05	05/06		03/04	04/05	05/06		03/04	04/05	05/06		03/04	04/05	05/06
<b>BBC</b>	1456	1842	1882	<b>BBC</b>	5178	5130	5120	<b>BBC</b>	497	380	428	<b>BBC</b>	31	28	41
<b>ELDC</b>	4206	5056	5136	<b>ELDC</b>	6254	6228	6154	<b>ELDC</b>	508	400	354	<b>ELDC</b>	123	116	71
<b>CoLC</b>	5468	3910	3467	<b>CoLC</b>				<b>CoLC</b>				<b>CoLC</b>			
<b>NKDC</b>	2459	1955	2518	<b>NKDC</b>	4476	4453	4516	<b>NKDC</b>	318	305	320	<b>NKDC</b>	109	107	58
<b>SHDC</b>	1918	2360	1862	<b>SHDC</b>	4518	4529	4490	<b>SHDC</b>	392	535	383	<b>SHDC</b>	106	96	30
<b>SKDC</b>	5469	6509	2661	<b>SKDC</b>	7631	7522	7507	<b>SKDC</b>	680	517	915	<b>SKDC</b>	218	65	138
<b>WLDC</b>	1321	1715	1783	<b>WLDC</b>	4399	4198	4293	<b>WLDC</b>				<b>WLDC</b>	31	35	54

**Supply** (Source: Lincolnshire Supporting People)

Supply of Supporting People funded units in Lincolnshire

	<b>Boston Borough</b>	<b>East Lindsey</b>	<b>City of Lincoln</b>	<b>North Kesteven</b>	<b>South Holland</b>	<b>South Kesteven</b>	<b>West Lindsey</b>
<b>Homelessness</b>							
Accommodation Based Support	33 units	30 units	85 units	14 units	-	-	20 units
Floating Support	-	150 units	343 units	19 units	-	-	-
Accommodation Based Support and Floating Support	-	-	88 units	-	-	-	-
<b>Health</b>							
Accommodation Based Support	39 units	50 units	34 units	66 units	87 units	95 units	24 units

Floating Support	10 units	67 units	39 units	12 units	12 units	30 units	-
Accommodation Based Support and Floating Support	-	-	180 units	-	-	-	-
<b>Young People</b>							
Accommodation Based Support	6 units	1 unit	27 units	-	-	11 units	-
Floating Support	-	-	10 units	-	-	-	-
Accommodation Based Support and Floating Support	-	-	-	-	-	-	-
<b>Socially Excluded</b>							
Accommodation Based Support	29 units	23 units	165 units	-	46 units	-	48 units
Floating Support	-	-	-	-	80 units	-	18 units
Accommodation Based Support and Floating Support	-	-	-	-	-	-	-

Please note: there are 83 units countywide covering offenders, people with HIV/Aids and women at risk Of domestic violence

Homelessness classification includes homeless families with support needs and single homeless with support needs

Health classification includes people with mental health problems, and older people with mental health problems

Young people classification includes young people at risk

Socially excluded classification includes offenders or those at risk of offending, people with HIV/Aids, people with drug problems, women at risk of domestic violence and refugees.

**Results of homelessness service user Telephone Survey** (survey of 2 previously homelessness clients from each district conducted during summer 2006)

<b>Part A: Contact</b>						
Why did you contact the council's homelessness service in the first place?	Actual/threat homeless: 80.6%		Housing Register: 6.6%	Housing Advice: 6.6%	Other (Specify): 2.4%	
<b>Part B: Awareness</b>						
How did you find out about the homelessness/advice service?	Family/Friends: 32.2%	Website: 6%	Information Leaflets: 4%	Advice service: 8.2%	Housing Association: 7.2%	Other: 42.4%
<b>Part C: Access</b>						
How did you first get in touch?	Phone: 10%	E-mail: 2%	Visit to offices: 67.4%	Letter: 14.2%	Application form: 4.2%	Other: 2.2%
How adequate were the reception/waiting area and interview facilities?	Very Good: 16.6%	Good: 32.6%	Adequate: 40.8%	Poor: 0	Very Poor: 0	
If you had to visit the offices, how easy was it for you to get there?	Very easy: 20.6%	Easy: 35.2%	Neither difficult nor easy: 8.6%	Difficult: 29.2%	Very Difficult: 2.2%	
How do you prefer to contact housing services?	Phone: 49%	Text Message: 10.9%	Visit to Office: 29.2%	Letter: 10.9%	E-mail: 0	
How helpful did you find the reception staff?	Very Good: 31.4%	Good: 40.6%	Adequate: 28%	Poor: 0	Very Poor: 0	
Did you speak/ understand English?	Yes: 87.8%	No: 12.2%	If no, was translation offered to you?	Yes: 0	No: 0	
How did you find the translation service?	Very Good: 100%	Good: 0	Adequate: 0	Poor: 0	Very Poor: 0	
If it wasn't used, were you able to understand the housing officer?	Y: 100%			N: 0		
<b>Part D: Application</b>						
How quickly/ efficiently was your enquiry/application dealt with?	Very quick & efficient: 13.6%	Quick & efficient: 49%	Average: 15.8%	Not quickly, nor efficiently: 11%	Very poorly: 10.6%	
Were you given enough time and space to explain your problems fully?	Very much so: 14.2%	Yes: 62.8%	Adequate: 3%	Not really: 20%	Not at all: 0	
If you had to fill in forms, how easy were they to understand and complete?	Very easy: 11%	Easy: 23.2%	OK: 18.4%	Difficult: 41%	Very difficult: 6.4%	
Were you offered any assistance with completing forms?	Yes: 65.4%			No: 34.6%		

<i>What kind of help did you need: Many applicants needed explanation and guidance to complete questions.</i>						
<b>Part E: Assessment</b>						
Did the council solve/deal with your problem/application satisfactorily?	Very much so: 13.4%	Yes: 39.8%	OK: 4.4%	Not really: 37%	Not at all: 5.4%	
Did you think the council took everything into account when making a decision on your application?	Very much so: 9%	Yes: 41.4%	Adequate: 32.2%	Not really: 14%	Not at all: 3.4%	
Was the decision letter you received accurate, clear and easy to understand?	Very much so: 6%	Yes: 55.4%	OK: 6%	Not really: 7.2%	Not at all: 25.2%	
Did you understand the housing/ homelessness process in District?	Y: 66%?		N: 34%			
<i>If no, what didn't you understand? Applicants were unsure of the decision and why they were housed where they were</i>						
<b>Part F: Advice</b>						
How well did the council keep you informed about progress after your first approach?	Very well: 17.8%	Well: 14.8%	OK: 11.8%	Poorly: 48.6%	Very Poorly: 7%	
Was it easy to get more info/advice about your application if you phoned up?	Very easy: 16.6%	Easy: 53.6%	Neither difficult nor easy: 12.4%	Difficult: 7.2%	Very difficult: 0	
Was any advice given helpful, consistent and clear?	Very much so: 13%	Yes: 39.6%	OK: 20%	Not really: 27.4%	Not at all: 0	
Do you think you were given full info/advice on all options/choices/problems?	Very much so: 22%	Yes: 27%	OK: 15.4%	Not really: 30%	Not at all: 2.6%	
<b>Part G: Preventing Homelessness</b>						
Did the council help to prevent you from becoming homeless?	Yes: 39.8%		No: 60.2%			
If 'No' – why not?	<i>No responses were received to this question</i>					
If 'yes' – what did the council do?	Contact your landlord/mortgage lender: 5.4%	Offer a rent advance scheme: 6%	Respite provision: 16.6%	Offer debt advice: 0	Offer financial assistance: 0	Offer mediation services: 0
	Tenancy relations work: 0	Offer a Safe at home Scheme: 0	Professional welfare benefits advice service: 0	Fast-tracking Housing benefits: 0	Discretionary housing benefit payments: 0	
<b>Part H: Temporary accommodation</b>						
Were you placed in temporary accommodation by the Council? IF NO GO TO PART J:	Yes: 21.4%		No: 78.6%			
If you were placed in temporary accommodation by the council, how would	Very good: 26%	Good: 29.7%	Adequate: 18.5%	Poor: 0	Very Poor: 25.9%	

you rate the standard, suitability and quality of it?											
<b>Part J: Administration</b>											
How easy was it to get through on the phone to someone who could help you?		Very easy: 8%	Easy: 51.7%	OK: 29.4%		Difficult: 8%		Very difficult: 0			
If you had cause to visit the offices, how long did it take for someone who could help to see you?		Within 10 minutes: 83.9%	Within 20 minutes: 11%	Within ½ hour: 5.1%		Within 1 hour: 0		More than 1 hour: 0			
How would you rate the council in terms of promptly answering telephone calls, returning messages, responding to letters etc.			Very Good: 22.5%	Good: 55%		Adequate: 12.2%		Poor: 10.3%	Very Poor: 0		
To what extent do you feel the council staff were friendly and interested?		Very interested: 27.9%	Quite interested: 28.5%	Adequate: 12.9%	Uninterested: 30.7%		Very Uninterested: 0				
How would you prefer the Council to contact you?		Phone: 49.2%	Text Message: 2.7%	Letter: 39.7%	Personal Visit: 8.4%		E-Mail: 0				
If the officer you need to speak to is either away from the office or is engaged on the telephone, which would you prefer?		To leave a message on a central answer phone?: 0	To leave a message on the officer's personal answer phone (voicemail): 54.6%		To speak to another officer: 18.2%	For you to ring back later: 27.2%		Other suggestions? <i>None indicated</i>			
<b>Part K: Overall</b>											
Overall how would you rate the homelessness and advice service?			Very Good: 27.8%	Good: 44.1%		Adequate: 20.5%		Poor: 7.6%	Very Poor: 0		
If there was one thing that you could change about the service or how you were dealt	<ul style="list-style-type: none"> <li>• Takes too long, needs to move more quickly</li> <li>• Need a quicker appointment- had to wait 2 weeks</li> <li>• Being able to deal with just one officer and not several.</li> <li>• Privacy</li> <li>• Nothing, most satisfactory</li> <li>• Help with private rented</li> <li>• Nothing to change</li> <li>• Very complex, and moving twice was difficult</li> <li>• Shorter waiting time</li> </ul>										

with, what would it be?	<ul style="list-style-type: none"> <li>• Quicker at decisions</li> <li>• Being informed of progress without need to chase up.</li> <li>• Would like more choice of accommodation</li> <li>• Re-house quicker</li> <li>• Would like more of an instant response</li> <li>• Extend 28 day period to 2 months to be able to apply for housing – very scary with such a short amount of time.</li> <li>• For us (the council) to assist more</li> <li>• If there are no houses or flats why cant the council help pay some of the rent on mobile homes instead of saying there would be bedsits.</li> <li>• When facing the threat of being asked to vacate a property (for no reason) would like an assurance that housing is available in an emergency and not have to wait to be out by court. The stress of not knowing if I will get anywhere to live is terrible.</li> <li>• Although they could not give me the answer I wanted, I thought all of the staff were very helpful and couldn't do anymore.</li> <li>• More information should be forthcoming; applicant would have liked to be kept informed of progress.</li> </ul>
Any other general comments about the housing/homelessness service?	<ul style="list-style-type: none"> <li>• Generally good all round</li> <li>• Very good and helpful</li> <li>• I think there is an extreme shortage of accommodation</li> <li>• Got there in the end.</li> <li>• Generally very good</li> <li>• A lot of people abuse the system, which works well</li> <li>• It's no good sending people a long way from where they want to be- it makes everything seem worse and depressing</li> <li>• Could not wish for a better service.</li> <li>• When they did get the house it was not suitable to live in. e.g. decor etc. It took approx 8 weeks to get it habitable. Would have liked more help.</li> <li>• Everyone was non-intrusive and treated person fairly. Treated case very professionally and a huge help to a person in crisis.</li> </ul>

## **Supporting People Sectorial Review Summary: Homelessness Services**

### **Client Groups Included**

- Single Homeless with support needs.
- Homeless families with support needs.
- Women fleeing or at risk of domestic violence.
- Generic needs.

**Current Expenditure**     £3,381,051 - 15.82% of total grant

### **Service Profile**

- Gaps in service provision identified along eastern coastal strip South Holland and South Kesteven with high concentration of services within the City of Lincoln.
- Services achieving a higher number of positive outcomes for service users can demonstrate excellent multi-agency working.
- Staff within the sector appear to be well trained.
- Current provision provided by 20 providers delivering 633 units of support.
- All services currently meet minimum standards with the Quality Assessment Framework.
- The City of Lincoln receives the highest proportion of new service users.
- Considerable increase in numbers of users accessing domestic violence services. 37% in the last year.
- There has been an increase in all service user groups accessing provision within the sector.
- 05/06 has seen an increase of 19.4% of users accessing homeless family services.

### **Service User Profile**

- 20.6% of service users were sleeping rough prior to accessing the sector.
- 42.8% of males accessing the sector during 05/06 were in the 26 – 40 age range.
- 42.8% of females accessing the sector during 05/06 were in the 18 – 25 age range.

### **Departures/Outcomes**

- Floating support services have seen an increase in unplanned departures.
- Accommodation based services have seen an increase in planned departures.

### **Consultation**

- Service users are happy with the type of accommodation, most expressing their preference to share, due to their desire for social interaction and peer support.
- Those with a history of alcohol / substance misuse would prefer to move away from the City of Lincoln.

### **Further Action Required**

- Facilitate training for providers on the completion of workbooks.
- Feed into needs analysis the lack of provision along coastal strip.
- Consider the development of a floating support service in all district areas to focus on the preventative agenda.
- Consider current capacity with the domestic violence services to meet increasing demand.

## **Sectorial Review Summary: Health Services**

### **Client Groups Included**

- People with mental health problems & older people with mental health problems
- People with drug problems
- People with HIV/Aids

**Current Expenditure** £1,897,257 - 8.9% of total grant

### **Service Profile**

- Highest concentration of services in City of Lincoln 27.3%
- No specific health services in North Kesteven
- Current provision provides 38 services, delivering 644 units through accommodation based and floating support models.
- All services currently meet minimum standards of the Quality Assessment Framework.

### **Service User Profile**

- Considerable increase in clients accessing these services from 04/05 to 05/06 numbers have increased from 50 to 98.
- Decrease in number of teenage parents accessing these services from 7.7% in 04/05 to 3.2% in 05/06
- Decrease in number of single homeless users accessing services from 15.4% in 04/05 to 4.5% in 05/06.
- Considerable changes in the ethnic diversity of users accessing services between 04/05 to 05/06.
- Higher number of referrals from Community Mental Health Teams (CMHT).
- Decrease in number of users entering services who have a drug misuse problem over last two years.

- 12.7% of service users within the sector have a primary client group of HIV.

### **Departures/Outcomes**

- Low percentage of planned departures 61.96%

### **Consultation**

- Majority of service user comments were of a positive nature.

### **Further Action Required**

- Facilitate training for providers on the completion of workbooks.
- Feed into needs analysis geographical areas where no provision currently exists.
- Reclassification of one service in SKDC.

## **Sectorial Review Summary: Socially Excluded Groups**

### **Client Groups Included**

- Offenders and the at risk of offending
- Mentally disordered offenders
- Refugees
- Rough sleepers
- Gypsies and Travellers

**Current Expenditure** £1,387,948 - 6.5% of total grant

### **Service Profile**

- Current provision includes 14 services, delivering 165 units of support.
- Concentration of services with City of Lincoln, approximately 59%.
- 68% of sector providing 24-hour support, which is unlikely to comply with eligibility criteria.

- Predominately services delivered within shared accommodation.
- Lack of move-on accommodation causes difficulties within the sector.
- Demand for refugee services has decreased since 2004.
- Decline in number of users referred through Probation Service.

#### **Service User Profile**

- Less than 20% of service users within the sector returned to their previous home or moved to independent living within RSL or LA housing.
- 25% of new service users were referred by Prison or Probation service, a decline on previous years.
- Service users from BME Communities are not accessing services within the sector.
- Highest proportion of new service users are single homeless or young people at risk.

#### **Departures/Outcomes**

- Low figures for planned departures.

#### **Consultation**

- Service users expressed a desire to move onto greater independence.

#### **Further Action Required**

- Develop agreed protocols between support providers and National Probation Service.

### **Sectorial Review Summary: Young Peoples Services**

#### **Client Groups Included**

- Young people at risk
- Young people leaving care

- Teenage parents

**Current Expenditure** £1,019.101, 4.8% of total grant

#### **Service Profile**

- Highest concentration of services in City of Lincoln, accounting for 60% of budget.
- Current provision – provides 8 services providing 75 units of support through both accommodation based and floating support services.
- Current gaps in service provision exist in East Lindsey and South Holland District areas.
- Lack of move-on accommodation creates difficulties within this sector.
- All services have achieved minimum standards within Quality Assessment Framework.
- There are no services specifically designated for young people leaving care. Data shows that as at end of March 2006 249 service users left care.

#### **Service User Profile**

- 28.1% of service users moved onto 'other' supported housing services.
- There has been a decrease in young people at risk assessing services from 50 in 2004/2005 to 39 during 2005/06.
- For the period 2004 – 06 data shows that previously the majority of users were living with family.

#### **Departures/Outcomes**

- During 2005/06 25% of users moved on to alternative supported housing.
- 9.6% moved into the private rented sector.
- 9.6% moved into RSL or LA Housing.
- 22.8% of departures were unplanned.

### **Consultation**

- At the time of undertaking service reviews 87% of service users were satisfied with the support they received.

### **Further Action Required**

- Correctly define the Teenage Parent Unit within the city of Lincoln.

### **County Issues Day**

The Lincolnshire County Homelessness Strategy Group held an Issues Day on December 1<sup>st</sup> 2006 to review the Lincolnshire County Homelessness Strategy 2003-08. Consultation on sub-regional priorities for the East Midlands Homelessness Strategy was also included in this event. Each authority had undertaken a review of progress against the 2003/8 action plan (most in November 2006, some earlier). Some of the main achievements at county level were a Youth Housing Strategy, Rent Deposit Scheme, reduced B&B usage, continuing joint working and on-going research.

To take the strategy forward each authority had liaised with local organisations to identify gaps in services for homeless people. This process had involved local issues days, consultation through homelessness forums and mapping the issues raised at county level. Nine gaps in services were identified from this process to set the agenda for the Issues Day:

- Supported housing
- Floating support
- Mediation and prevention
- Joint assessments
- Debt & money advice
- Suitable temporary accommodation

- Explore options to increase availability of move-on accommodation.
- Explore options of making rent deposit schemes more widely available to 16 – 18 year olds.
- Develop links between provision within the sector and Children's Services with clearly identified referral routes.

- Emergency housing
- Hostels
- Affordable housing

Speakers at the Issues Day had been invited to cover the following seven priority areas related to the gaps analysis:

- Prevention
- Supported housing
- Affordable housing (rural housing enabling)
- Young people (and the Youth Housing Strategy)
- Complex needs (for example, DAATs)
- Mental Health
- Regional Homelessness Strategy

The Lincolnshire County Homelessness Strategy Group has made considerable progress in identifying needs and service gaps and this is summarised in the action plan review. The Issues Day was structured to enable delegates to further prioritise issues and gaps; each organisation present cast three votes at the end of the Day resulting in the following ranking of the nine identified issues:

The top five priorities were therefore:

1. Supported housing
2. Suitable emergency housing
3. Affordable housing
4. Floating support services
5. Mediation and Prevention services

The following were raised in a short question and answer session after the presentations:

- Where do ex-offenders figure in priorities? (overlap with supported housing, substance misuse and advice needs). No reference made to protocols with prisons
- Night shelter for Boston? (Lincoln model successful)
- Need for strategies to influence government, key stakeholders and budget holders rather than preaching to the converted

A suggestions box was used for other input that did not fit into the 9 gaps/priorities. The following further comments were received:

- ‘This is a poor way of absolving strategy of responsibility of missing 4. All nine are clearly important!’ (*Andrew Harrison, Mental Health Involvement and Development Project*)
- ‘This voting is to blunt need to involve current homeless and ex more fully! Groundswell event?’ (*Andrew Harrison, Mental Health Involvement and Development Project*)
- ‘All are priorities!’ (*Andrew Harrison, Mental Health Involvement and Development Project*)
- ‘Supported housing: a very huge need for one-person studios/ flats/ rooms with communal area (e.g. like the new University accommodation.’ (*Anon*)

Priority	Rank	First Vote	Second Vote	Third Vote	Total Votes
Supported Housing	1	16	12	10	38
Suitable Emergency Housing	2	15	10	9	34
Affordable Housing	3	11	7	7	25
Floating Support Services	4	6	10	6	22
Mediation/Prevention Services	5	8	2	7	17
Joint Assessment Agencies	6	-	6	8	14
Suitable Temporary Housing	7	1	8	5	14
Hostels	8	4	2	5	11
Debt/Money Advice Services	9	-	4	4	8

- ‘Prevention: family support in the first place to prevent possible issues (family is the basis, then it is schools) that could lead to substance abuse, which could lead to criminal offences etc.’ (*Anon*)

The Issues Day provided an effective means to build the profile of the strategy and to provide an opportunity for a wide range of stakeholders to learn more and help to shape future priorities. The ‘plenary, exhibition and voting’ format was appropriate to the large attendance and to maximise informal networking. Use of discussion groups might have provided for deeper discussion of the priority areas.

Other delegate comments received in relation the Issues:

- ‘Very informative and useful agency networking day. I work with surestart (managed by Women's Aid Lincoln) North and central projects as a Domestic Violence

worker. My role involves community floating support and I am concerned that if I support a woman and her children to leave an abusive situation I will not be able to offer her any housing at all. This has worrying effects on Child Protection Issues.'

- 'Today has been a good opportunity for people in a similar fields to receive and discuss their concerns and opinions. I certainly feel that they have been valued and will be taken on board and dealt with in an appropriate manner.'
- 'We need to use these events to lobby for government awareness and funding.'
- 'Now need more specific planning with action plans being put in place by councils more pro-active action - not just meetings-more pots of money to help prevention.'
- 'A very well organised and popular event, as was shown in number of attendees. Very interesting and informative and good opportunity for networking.'
- 'Could have had short workshop type groups to look at issues and feedback. We know the problems but how can we get solutions be that, funding/buildings/services/staffing/unmet needs'
- 'As a service user I found that the speakers spoke in jargon which was understandable for the professionals. However, the event as a whole was informative (may I commend the representative from shelter for her clarity of speech, which I could understand.)'
- 'A very useful and informative day. Encouraging that so many organisations are singing from the same hymn sheet. All the property areas deserve consideration.'
- 'I feel that service users' views on their difficulties in accessing housing needed to be more at the forefront. It's great to discuss strategies but are they working in practice? Let service users speak.'

- 'Would like to see more homeless people invited, including young people, substance mis-users etc. Also give them the opportunity to raise their issues (not necessarily forced to speak live).'
- 'It once again highlighted the need for night shelters to be provided.'
- 'Mainly good for networking - would be good to advertise a more 'network' related group meets at such discussions as I find it is signposting with knowledge that proves to have a successful impact on my floating support work.'

## Appendix 6: Best value performance indicators

District comparison of best value performance indicators – over 2004 to 2007

Indicator	BBC			ELDC			COLC			NKDC			SHDC			SKDC			WLDC		
	04/05	05/06	06/07	04/05	05/06	06/07	04/05	05/06	06/07	04/05	05/06	06/07	04/05	05/06	06/07	04/05	05/06	06/07	04/05	05/06	06/07
BVPI 213 no of homeless cases prevented per thousand households	new	0.26	1.04	new	268	4.75 %	-	-		New	226 = 5%	4.39	New	3.45	4.37	-	3.6 %	1.76	new	0	0.54
BVPI 214 Proportion of households accepted as statutorily homeless who were accepted as stat homeless by the same authority within the last two years	new	0%	0%	new	0%	1%	-	-		0	0	1.9 %	New	1.43 %	0%	-	3.0 %	6.32 %	new	1.28 %	0
BVPI 183a Avge length of stay – B+B (weeks)	0	3.04	2.62	4.3	2.9	2.17	2.41	2.5		0 wks	1 wk	1 wk	7	3	1	2	0.41	1.7	4.0	1.0	4
BVPI 183b Avge length of stay – hostel (weeks)	6.45	7.08	6.05	0	0	0	19.3	15		0	0	0	0	0	0	0	0	0	0	0	0
BVPI 202 Number of people sleeping rough	new	3	0-10	new	7	7	new	0		0	0	0	0	0	0-10	0	0	0	new	0	0
BVPI 203 Change in families with dependant children or a pregnant woman placed in temp acc	33.3 %	26 %	- 16.9 %	21%	- 12 %	- 37 %	4.34 %	0%		New	- 52 %	- 10 %	New	22 %	- 25 %	- 35 %	- 22 %	+94 2%*	0%	0%	50 %
BVPI 225 Actions against DV, the %age of questions to which the authority can answer yes	New	45.4 5%	45.4 5%	new	54.5 %	63.6 %	-	-		New	55 %	55 %	0	36 %		-	45.5 %	45.5 %	new	0	18.1 8%
BVPI 176 No of DV places per 10,000 pop, which are provided or supported by the council ( now an element within BV225)	New	0	0	0	0		?	?		0	0	0				0	0	0	0.72	-	-

\* This situation arose because of the use of non-secure tenancies for homelessness cases and will be resolved during 2007/08