

Tameside Housing Advice



Quarterly Analysis Report & Update

2011-2012 Quarter 2

(July – Sept 2011)

THA Key News



- New structure and working processes have been consolidated
- The new Prevention Officer (Complex Needs) has been appointed and started work on 1st Sept
- A new IT system (Abritas) has been implemented, leading to improved reporting
- THA is working with NCHT and TMBC to investigate feasibility of private sector leasing and other social lettings agency initiatives
- Trends identified in Q1 have continued, with a continuing increase in demand, and in the proportion of customers presenting in crisis

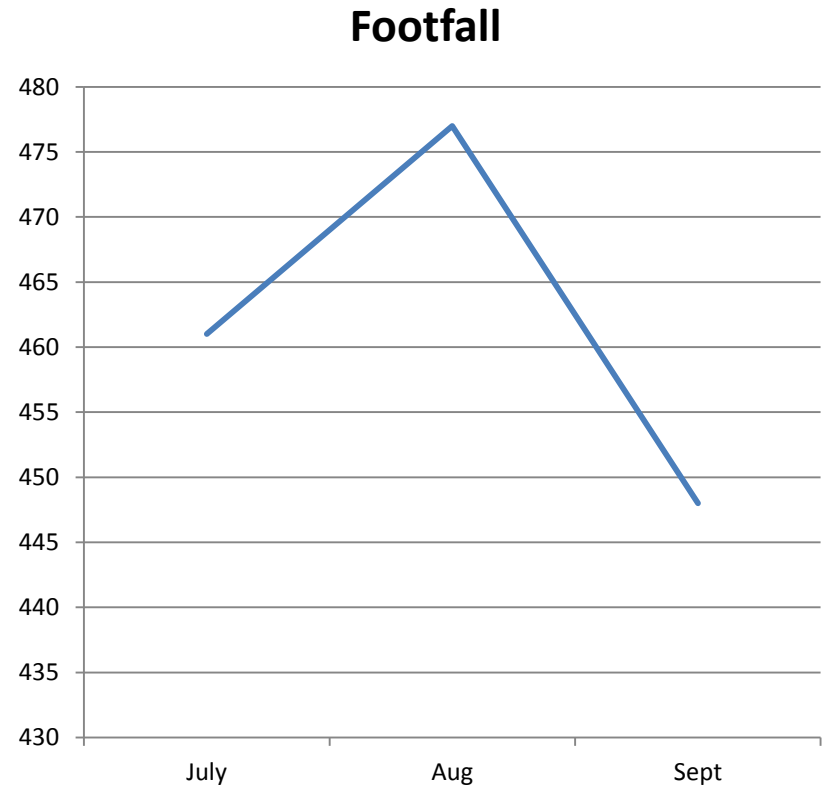
Service Demand



Q1 Demand on the service

- Footfall at THA has peaked in Aug before dropping, although remains higher than at the start of Q1
- 25% of current demand is new cases
- % of cases closed with advice & assistance ranged from 11% in July to 45% in Sept, with an average of 19%

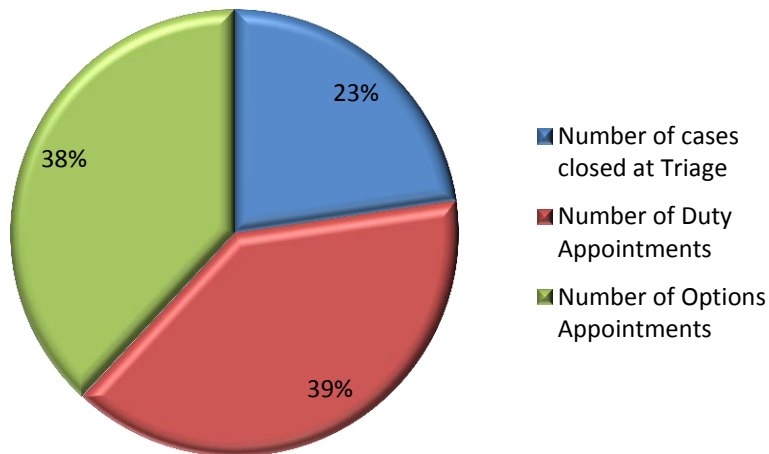
Increase in demand in Q1



Homeless Prevention



Triage



Preventions

- In Q2, 23% of Triage cases were closed with a decision, advice and assistance and/or a prevention at Triage stage, against a Q4 target of 40%
- In total, THA made 127 successful preventions in the quarter, an increase of 54%
- The proportion of customers referred to Prevention Officers who are in crisis (i.e. Homeless tonight) has increased from 24% in Q1 to 27% in Q2, continue the increase in crisis cases

Preventions – Strategy Update



- The Homelessness Strategy sets a target to increase number of preventions by 10% each year.
- The target for number of Preventions for 2011-2012 is 537
- In Q1, THA achieved 127 successful preventions, which is 24% of the target, cumulatively, THA has achieved 35% of this target
- Individual targets for Prevention Officers have put in place to help further increase this number
- The increase in crisis presentations, and the increase proportion of general demand of crisis makes successful preventions more challenging
- THA continues to pursue successful relief of homelessness for non priority homeless, however demand for accommodation means priority for supported accommodation must be given to those with statutory duty to reduce use of B&B, placing this prevention initiative at risk

Prevention of Homelessness for 16/17 year olds – Strategy Update

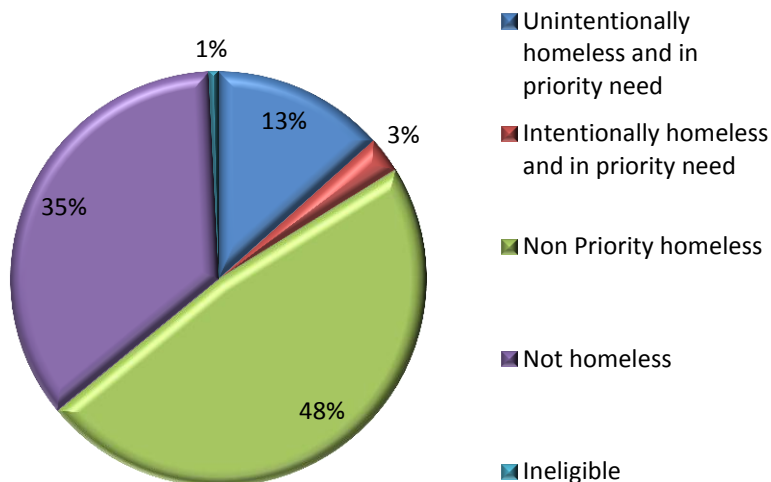


- The Homelessness Strategy aims to reduce the number of 16/17 year olds becoming through family exclusions
- This Quarter, 21 16/17 year olds presented to THA facing exclusion, a 44% increase from Q1
- 15 16/17 year olds were placed in B&B during the quarter
- It is essential that a joint protocol and effective assessment process is put in place to reduce the inappropriate housing of young people in B&B and under housing duty

Homelessness



Homelessness Decisions



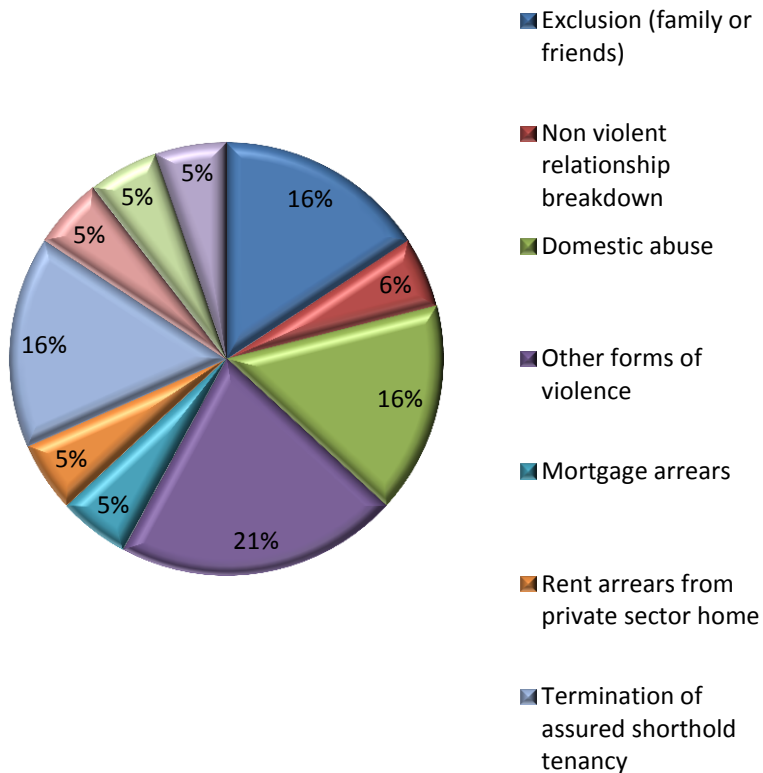
Homelessness

- 142 homeless decisions were made during the quarter
- The highest proportion of applicants were found to be homeless but not in priority need, although process are in place to relief homelessness where possible, current demand for accommodation means there is a risk an increase in rough sleeping
- 35% of cases were found to be not homeless, this includes cases where homelessness was successfully prevented

Homelessness (cont.)



Reason for Homelessness (acceptances)



Homelessness Facts

- The majority of those accepted as homeless were affected by domestic abuse or other forms of violence
- Exclusions by family or friends remains a significant factor in homelessness
- The low proportions and number of people accepted for other reasons shows success in avoiding preventable homelessness

Homelessness (cont.)



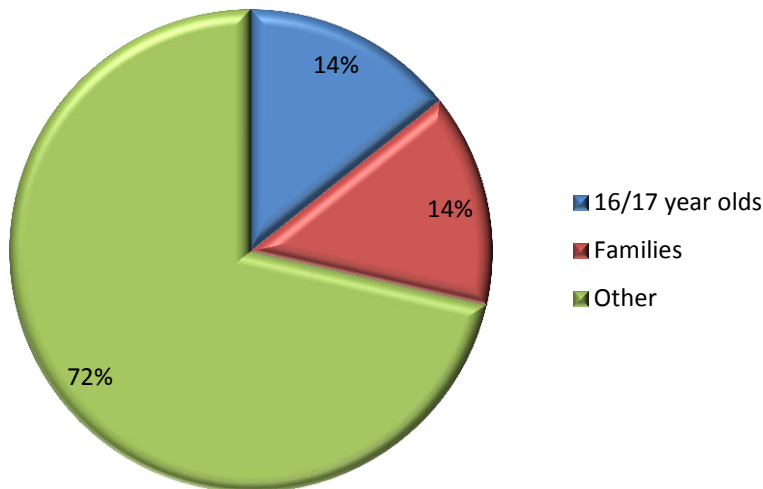
Homelessness Facts

- 53% of those accepted as homeless were aged 16-24
- 11 acceptances were for single people and 8 households included dependant children
- This shows the increased demand from single homeless people and evidences the increased support needs and vulnerability of single people presenting to THA
- 9 households were found to be in priority need due to domestic abuse or other violence
- 16% of acceptances were found to be in priority need due to mental health needs

Temporary Accommodation



Households placed in B&B



Temporary Accommodation

- In Q2, 57 households were accommodated under an interim (s188) duty
- 72% of those placed in B&B were single people
- This is due to the increase in crisis demand, lack of suitable temporary accommodation and higher support needs of customers presenting as homeless

Temporary accommodation – Homeless Strategy Update



- The Homelessness Strategy Action Plan sets a target for 90% of households in TA to be moved to settled accommodation within 6 months
- The increase in crisis demand had led to an increase in placements in order to meet the statutory duty to provide interim accommodation
- Lack of move-on from supported accommodation has led to decrease in available placements, leading to increased use of B&B
- Higher support needs of customers who are placed, and awaiting placement, has led to longer placements and lack of available spaces
- Targets have been set to reduce the average length of stay in B&B accommodation to less than 2 weeks by Q4 2011/12
- Plans are progressing to develop Private Sector Leasing schemes to place households in TA with effective management and support until appropriate settled accommodation can be found, without the need for B&B and/or unsupported hostel accommodation

Private Rented Sector Development



- In Q2, 36 new properties have been nominated to the Bond Scheme
- 17 PRS properties have been let to THA customers with a Bond
- THA has set a target of 100 BONDS for 2011/2012
- The total value of BOND commitment for 2011-12 at the end of the quarter was £17,245
- Claims against Bonds remain significantly lower than the 30% target, at £2,000 (12%)

Private Rented Sector Development – Strategy Update



- The Homelessness Strategy sets a target of 100 BONDS issued in 2011/12
- In Q2, 17 BONDS were issued, representing 17% of the total target for the year
- Cumulatively, 30 Bonds have been issued, 30% of the target
- Difficulties and delays in processing housing benefit payments direct to landlords are placing the scheme, and future initiatives in the PRS at risk
- Unless issues with HB can be resolved, it is recommended to consider suspending the Bond scheme until a suitable process is in place to avoid risk of losing partnerships with landlords

THA Development in Q3



- Implement new housing options online assessment tool for housing options interviews and online through the THA website for self assessment of housing need
- Continue working on multi agency working protocols, including:
 - Hospital Discharge Process
 - Co-located working for 16/17 year olds
 - Increased support and effective options for non priority homeless with support needs
 - Referral and support for RSL tenants facing eviction
 - Multi-agency referral process
- Deliver homelessness & housing options training programme for partner agencies and RSLs

THA Development – Strategy Update



- THA are committed to employing 4 service users volunteer interns within the service by March 2012
- Work is ongoing with the Volunteer Centre and NCHT HR to finalise arrangements
- Following discussions with the Volunteer Centre, a volunteer 'befriending' service is being considered for the service