



# **Homelessness and Rough Sleeping Strategy 2020-2025**

**FINAL**  
December 2019

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## 1. HOMELESSNESS LEGISLATION

There is a legal requirement for Local Authorities to have a five year homelessness and rough sleeping strategy that sets out information about:

- The scale and causes of homelessness and rough sleeping in the borough
- How we will prevent and tackle homelessness and rough sleeping
- National and Local context

A household is considered homeless if the local authority deems that they do not have a legal right to occupy accommodation that is accessible, physically available, which it would be reasonable for the household to continue to live in. **The Housing (Homeless persons) Act 1977, Housing Act 1996 and the Homelessness Act 2002** gave local authorities a statutory duty to provide advice and assistance to households who are homeless or threatened with homelessness. For households which are unintentionally homeless and in a **priority need** category (such as having dependent children) the local authority has a **main duty** to secure settled accommodation under Part 7 of the Homeless Act 1996. The local authority has a duty to ensure suitable temporary accommodation is provided until settled accommodation is available. These households are referred to as **statutorily homeless acceptances**.

**The Homeless Reduction Act 2018** fundamentally changed the way local authorities support homeless people in their areas. From April 2018 **prevention and relief statutory duties** are available to any household vulnerable to homelessness in 56 rather than 28 days. This broader definition of homelessness beyond priority need groups means that local authorities are able to support households that are currently considered the hidden homeless and will provide greater assistance to single person households not in a priority need category.

**Localism Act 2011** gave local authorities the ability to better manage housing demand and access to housing within the context of local circumstances. The key changes were that Local Authorities were given the power to end their homelessness duty with an offer of accommodation in the private rented sector, social landlords were given the ability to grant fixed term tenancies with the requirement for local authorities to set out their approach within a tenancy strategy and social housing allocations reform which allows local authorities to set allocation policies appropriate to the local area. The three local authorities of Blackpool, Fylde and Wyre set out in a single document the Fylde Coast Tenancy Strategy to make it simpler for affordable housing providers and the public to understand the approach across the whole area.

**Vision to end rough sleeping: No Second Night Out nationwide 2011.** Government has called on every local authority to adopt a No Second Night Out standard in order to identify new rough sleepers and helped off the streets immediately, the public can alert services if they see anyone rough sleeping and rough sleepers can go to a place of safety and have their needs assessed and can get help. Fylde Council have a No Second Night Out policy in operation for all new and entrenched rough sleepers.

**Making Every Contact Count – Gold Standard.** As a follow up report to, 'Vision to end rough sleeping' the Government's Ministerial working group for homelessness introduced a range of challenges as set out in the report, 'Making Every Contact Count: A joint approach to preventing homelessness', published in August 2012. The report aims to ensure that every contact local

authorities make with vulnerable people and families really counts and details the ten local challenges set by central Government. Fylde Council's Homelessness strategy 2013-18 was focussed on meeting the 10 Local Authority Challenges and this approach has been adopted for the Homelessness and Rough Sleeping Strategy 2020-2025.

### **The 10 Local Authority Gold Standard challenges**

1. Adopt a corporate commitment to prevent homelessness which has buy in across all local authority services
2. Actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs
3. Offer a Housing Options prevention service, including written advice, to all clients
4. Adopt a *No Second Night Out* model or an effective local alternative
5. Have housing pathways agreed or in development with each key partner and client group that includes appropriate accommodation and support
6. Develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords
7. Actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
8. Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs
9. Not place any young person aged 16 or 17 in Bed and Breakfast accommodation
10. Not place any families in Bed and Breakfast accommodation unless in an emergency and then for no longer than 6 weeks

**The National Rough Sleeper Strategy 2018** was published in August 2018 and sets out the government's vision for halving rough sleeping by 2022 and ending it by 2027. It lays out the government's plans to help people who are sleeping rough now and to put in place the structures to end rough sleeping for good. The 2027 vision sets out a new 'rapid re-housing' response to rough sleeping and has three key elements: Prevent, Intervene and Recover.

**Welfare Reform Act 2012** introduced a new Universal Credit which replaces most existing benefits. The transition from Live Service to Full Service was rolled out in the Fylde Coast on the 5<sup>th</sup> December 2018. From this date, all new claimants for means tested working age benefits administered by DWP need to claim UC. In UC full service, 18-21 year olds will have no automatic entitlement to the housing element of UC. In addition, those who are 22-24 are only entitled to the shared accommodation rate of the Local Housing Allowance (LHA) in the private sector. The Act also introduced a benefit cap on the total amount of benefits a household is entitled to, spare room subsidy that reduces benefit entitlement to social housing tenants under occupying their home, disability benefit changes and the replacement of council tax benefit with local council tax support.

## 2. THE NATIONAL AND LOCAL PICTURE

Following implementation of the **Homelessness Reduction Act 2017**, on **3rd April 2018**, the Ministry of Housing, Communities and Local Government (MHCLG) changed the way of collecting data from local authorities on statutory homelessness. New Homelessness Case Level Information Collection (H-CLIC) replaced the P1E aggregated data return. H-CLIC is a household level data collection.

It includes more information on the people in a homeless household, more detailed information on their support needs, reasons for becoming homeless, length of time in temporary accommodation (whilst still living there) and the outcomes of each prevention case whether successful or not. This data has been used to establish the context of homelessness in Fylde from 1<sup>st</sup> April 2018 to 30<sup>th</sup> June 2019.

Nationally between 1 January 2018 and March 2019 local authorities accepted 13,320 households as being statutorily homeless, down 2% from 13,640 from 14,610 on the same quarter of 2017. These are households that are owed a main homelessness duty to secure accommodation as a result of being unintentionally homeless and in priority need<sup>1</sup>.

In Fylde 2017/ 2018, 89 households presented to Fylde Council as homeless and we accepted a statutory homeless duty to 27 households (30%). In 2018/19 following the introduction of the Homeless Reduction Act and the new prevention and relief duties, 227 households approached the local authority as homeless and of these we accepted a main housing duty to 30 households (13%).

Nationally on the 31<sup>st</sup> March 2018 the number of households in **temporary accommodation** was 80,720, up 5% from 77,220 on 31 March 2017, and up 68% on the low of 48,010 on 31 December 2010. In Fylde the number of households in temporary accommodation on the 31<sup>st</sup> March 2018 was 14 and at the same date in 2017 it was 8, a rise of 57%. In 2010 at year end 31 March 2010 it was 4, a rise to 31<sup>st</sup> March 2018 of 28%.

According to Shelter<sup>2</sup> nationally homelessness is on the increase with 320,000 being recorded as homeless across all UK local authorities in 2018. Within Fylde homeless presentations has increased by 155% from 89 in 2017/18, to 227 in 2018/19. However, the number of households to whom a statutory main duty has increased only slightly from 27 in 2018 from 89 presentations, to 30 in 2019 with 227 presentations. This is higher than previous years, but an explanation would be the introduction of the Homeless Reduction Act and customers facing homelessness being encouraged to approach local authorities for advice and assistance under prevention and relief duties.

Nationally local authorities took action to **prevent** and **relieve** homelessness for 56,660 households between 1 January and 31 March 2018, down less than 1% on 56,880 in the same quarter of 2017. In Fylde the local authority accepted a prevention duty to 104 households and a relief duty to 89 households.

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<sup>1</sup> MHCLG Statutory homelessness and prevention and relief, January to March (Q1) 2018: England (Revised)

<sup>2</sup> [Homelessness in Great Britain](#) – Shelter, Nov 2018

## PART 1 – FYLDE HOUSING SERVICE 2018/19

Table 1 details the number of households to whom the local authority has accepted a prevention or relief duty, main housing duty and the number of households whose homeless situation has been prevented and relieved either by assistance to remain in their own home or move into alternative accommodation.

**Table 1**

**Fylde Council Housing Services prevention and relief activity 2015/16 to 2018/19**

	2014/15	2015/16	2016/17	2017/18	2018/19
Housing Service Requests	Not recorded			326	802
Homeless presentations	102	92	84	89	227
Households under Prevention duty	Not recorded				104 (P)
Households under Relief duty					89 (R)
Prevented able to remain in own home	18	18	31	28	31 (P)
Prevented assisted into alternative accomm	26	38	31	26	73 (P)
Homelessness relieved assisted into alternative accomm	5	7	4	15	83 (R)
Main housing duty accepted	10	6	11	27	30 (M)

Note: Under the HRA 2018 households are awarded a prevention duty for 56 days (P), followed by a relief duty for 56 days (R) then a Main Housing duty (M) for households in a priority need.

The following data reflecting the work of Fylde housing service relates to 2018/19 following the introduction of the Homeless Reduction Act 2018. Data collected under the H-Click reporting requirements is more comprehensive and collects information around reasons for approach and support required.

Overall the service has seen a 170% increase in requests for housing assistance from 2017/18. This has resulted in an overall increase in homeless presentations to the authority to whom either a prevention, relief duty or main housing duty is owed. Numbers of households assisted to remain in their own home has remained fairly static since 2016/17, but we have seen an increase in households being assisted into alternative accommodation during both prevention and relief duty stages. The number of households to whom the main housing duty is owed has increased by 30% from 2016/17.

The age profile of households approaching the service is illustrated in Chart 1. 46% of households are between 19 and 35. Under the Welfare Reform Act 2012 households under 35 are only entitled to the shared room rate under the Local Housing Allowance. This is the maximum amount or housing benefit or universal credit housing costs households can claim if renting from a private landlord. The LHA rates in Fylde are detailed below and this is the age group we currently struggle

to source permanent accommodation for. Households over 35 we are usually able to source settled accommodation for within both the private and social rented sectors.

#### Number of bedrooms Fylde Coast weekly amount

Shared room rate	61.50
One bedroom	85.00
Two bedroom	113.92
Three bedroom	130.00

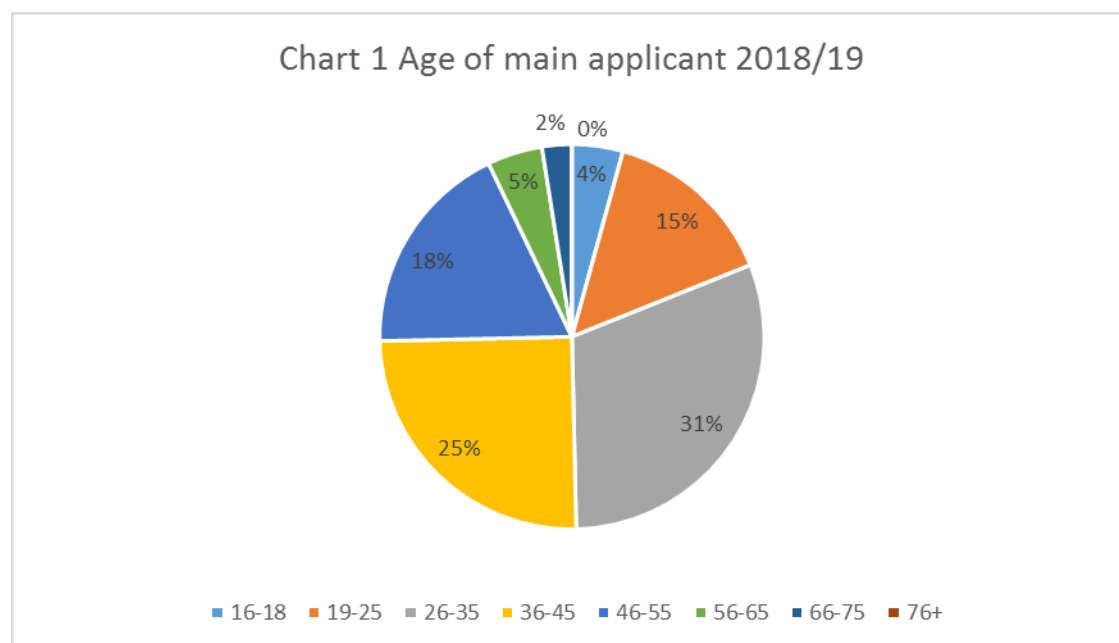
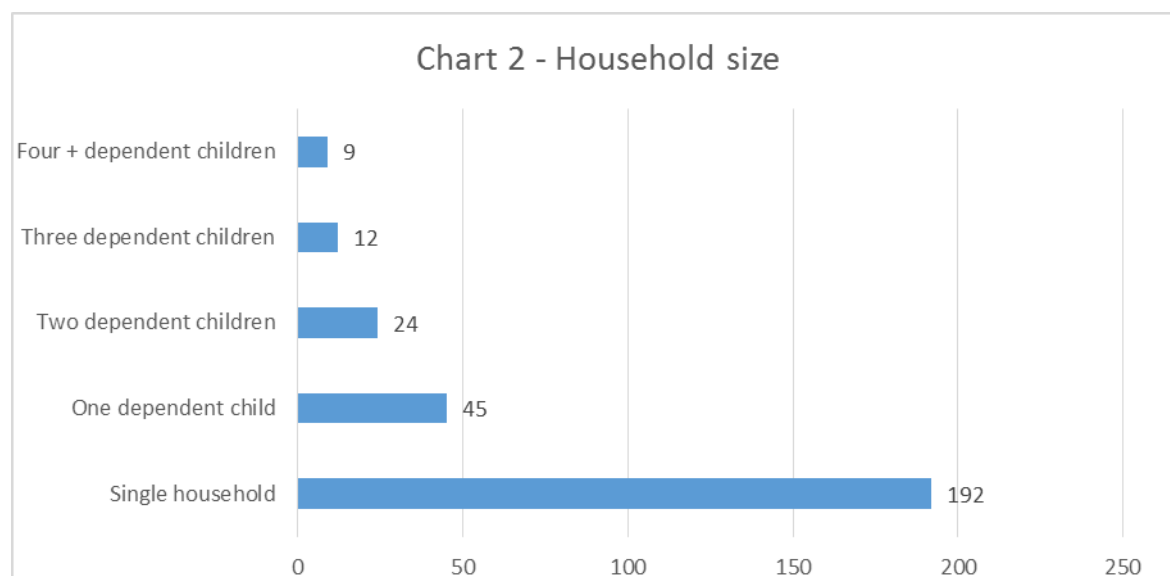


Chart 2 illustrates of the 282 households during 2018/19 who we directly assisted to resolve their housing situation the majority are single households. 45 households had one dependent child, 24 two dependent children and 12 households had three dependent children. 9 households have 4 dependent children.



The housing service has access to 10 units of temporary accommodation in Fylde leased from Progress Housing under a Homeless Partnership agreement. This consist of 1, three bed unit, 4 two bed units and 5 one bed units. If this accommodation is occupied we would provide B&B

accommodation out of area, until a unit becomes available. All households are provided with dedicated floating support service operated by Key.

To address supported housing needs in the borough for complex needs, single person households we have access to supported accommodation at Warrenhurst Court, Fleetwood managed by Creative Support and Oak Tree House, Lancaster managed by Adactus, part of Jigsaw Homes. These schemes and the support delivered are funded under Lancashire County Council complex needs service. We also have access to supported accommodation for young people at Harbour House, Lytham and Fleetwood Foyer, Fleetwood both schemes managed by the YMCA and provided under Lancashire County Council young person's accommodation service.

Chart 3 looks at the main reasons for loss of settled home. The main reasons is loss of an Assured Shorthold Tenancy (AST). Other reasons can include households needing to move for affordability reasons, prior to formal legal action taking place. 39 households approached us where friend or family has formally asked them to leave and 30 households due to a relationship ending, with 25 households approaching the service due to domestic violence. Only 3 households approached the service with mortgage arrears.

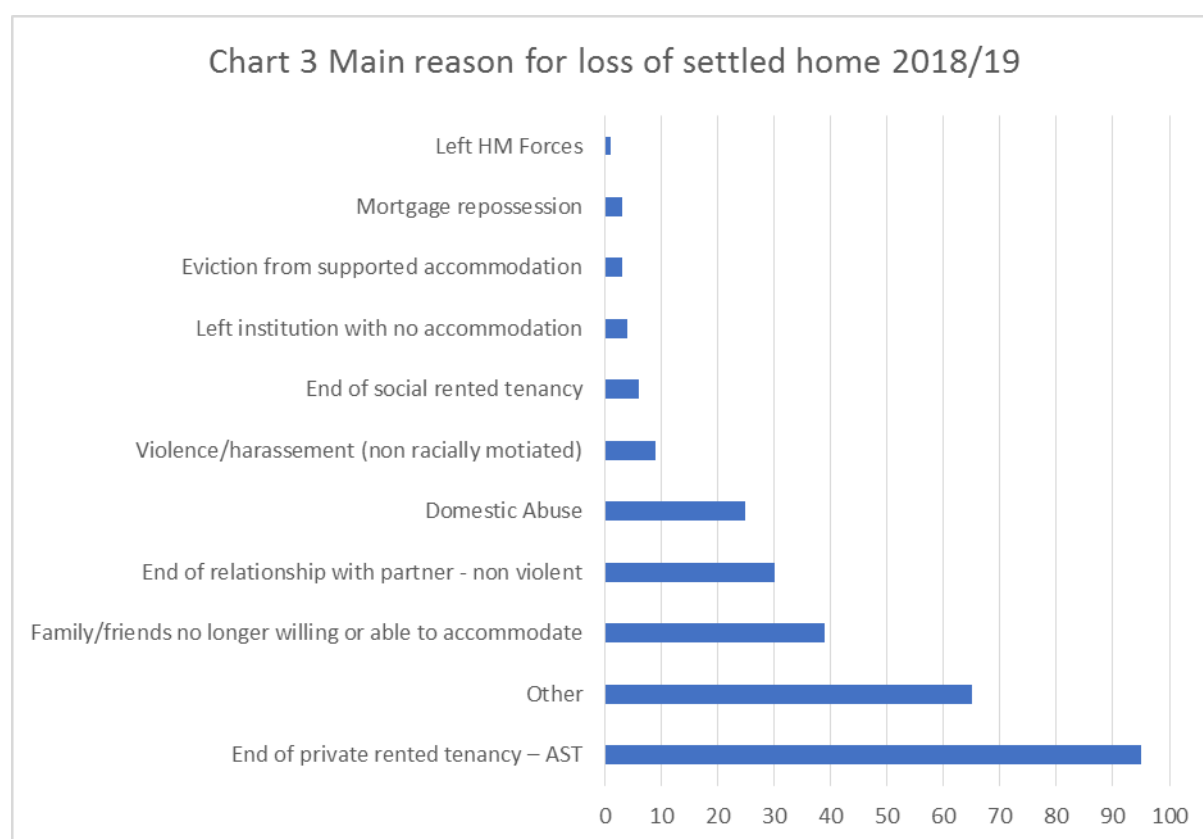


Table 2 notes the main reasons for loss of tenancy from private rented, social rented or supported accommodation for households approaching the housing services. Within the private sector the predominant reasons are rent arrears or landlord selling or re-letting the accommodation, with 7 households losing their accommodation due to a breach in the tenancy agreement which will include anti-social behaviour. Within social rented accommodation the main reason is rent arrears, but this only equates to 3 households. Illustrating the settled nature of social rented accommodation provided by housing associations in Fylde, as opposed to the private rented sector. The main reason for loss of supported accommodation is clients breaching the license/tenancy conditions.



**Table 2 – Main reasons for loss of private, social and supported accommodation**

	Breach of tenancy not rent arrears	Landlord selling or reletting tenancy	Rent arrears	Disrepair
Main reason for loss of private sector tenancy	7	12	47	4
Main reason for loss of social rented tenancy	0	0	3	0
Main reason for loss of supported accommodation	2	0	0	0

Chart 4 details the accommodation of households prior to approaching the housing service. Reflecting the data in Chart 1, the main accommodation was private rented accommodation or living with family or friends. We had 53 households approach us who had no fixed abode in addition to 16 households leaving institutional care, either custody, hospital or supported accommodation. During 2018/19 one household has approached us who we have formally identified as rough sleeping.

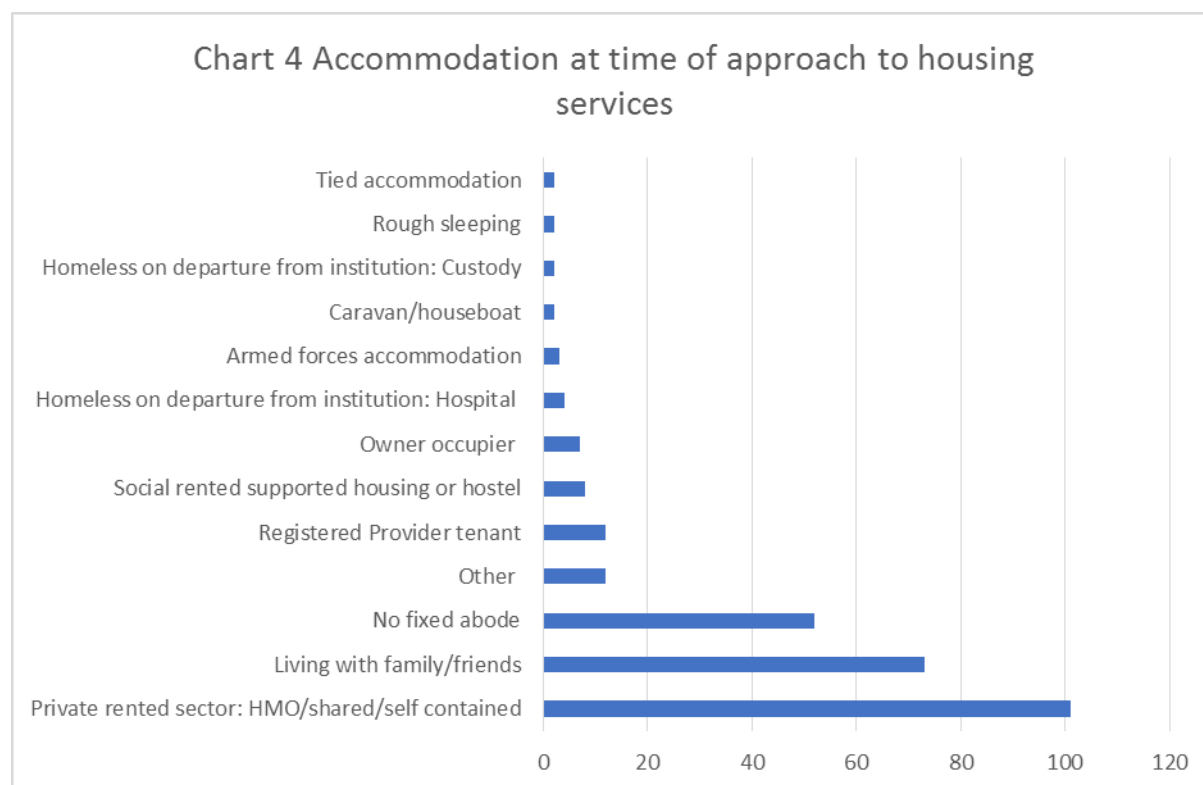
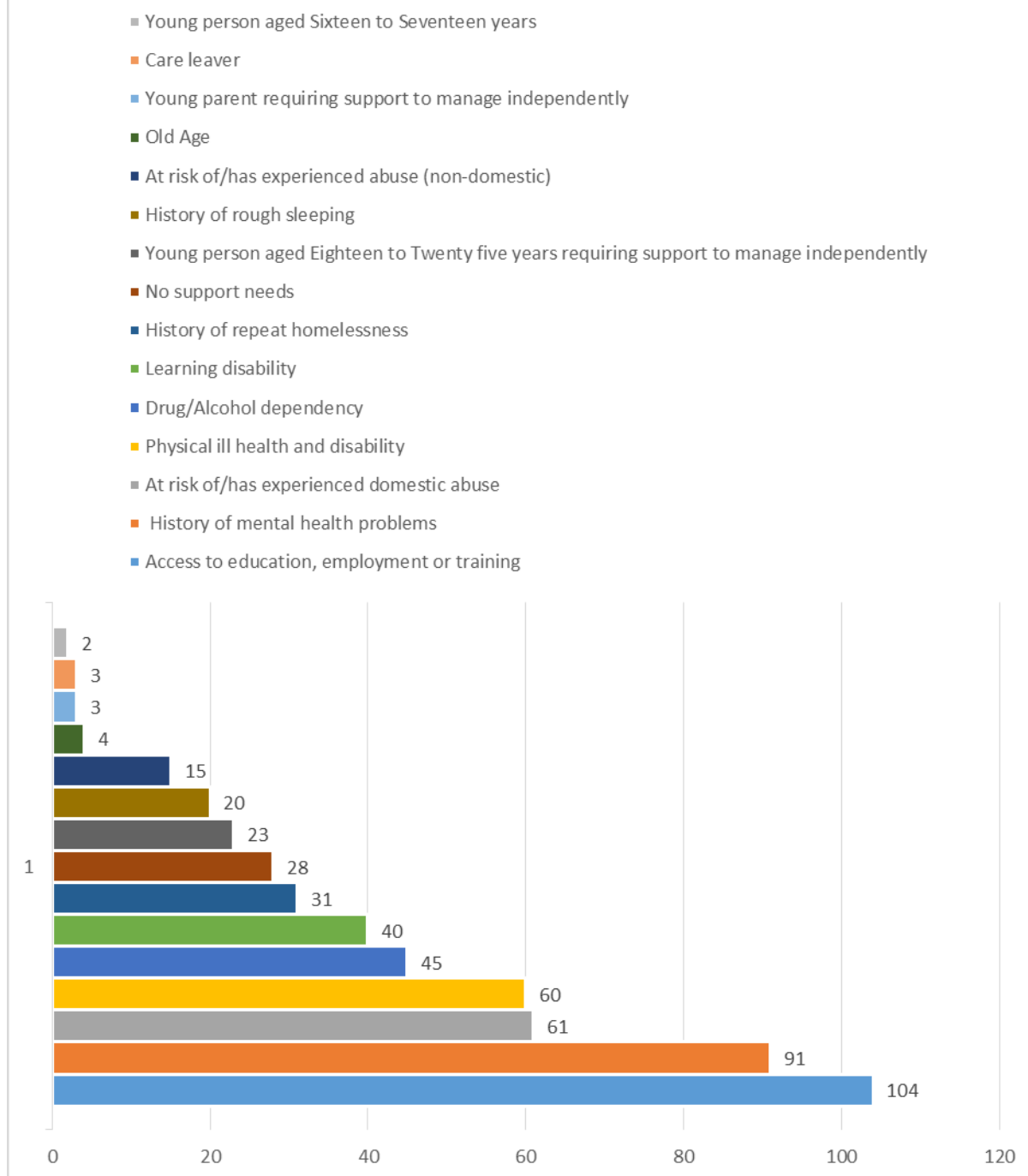


Chart 5 takes the information around housing circumstances to consider support required. Many applicants have multiple support needs and the data is set out to illustrate the main types of support required.

**Chart 5 Identified support need 2018/19**



The majority of households are identified as needing access to education, employment and training. As part of the offer to clients accessing the service, there is a requirement for a tenancy training course to be completed which includes either a classroom setting or e-learning course we have developed with the Charity Human Kind. We have also developed with the YMCA a training course specifically for 16-25 year olds which can be accessed from mobile devices. A history of mental health problems and drug/alcohol dependency are major support needs for clients accessing the service and we have strong partnership working with the Community Mental Health Team and Drug and Alcohol services in Fylde. Support due to Domestic violence reflects in Chart 2 the number of households approaching us where the main reason for the loss of their settled home in Domestic Violence. For 16/17 year olds and care leavers there is a protocol in place with Children's Social Care, where joint assessments are undertaken within 5 days of a young person

approaching either service to jointly deal with their housing and care needs. There is an undertaking across Lancashire where no 16/17 year old or care leaver will be placed in B&B accommodation.

## **PART 2 – FUNDING INITIATIVES TO SUPPORT SERVICE PROVISION WITHIN FYLDE**

Part 2 illustrates the challenges facing the housing services in Fylde and the presenting issues and support needs of customers we are assisting. In order to undertake this work and manage the increase in requests for housing assistance the local authority has been fortunate to access funding from a number of initiatives implemented by MHCLG. This funding has enabled the service to improve and develop in order to meet the challenges placed. The following is a brief summary of funding accessed and the changes brought about to the service as a result of accessing the funding.

### **Lancashire Single Homeless Initiative 2012**

Where from and who with:

MHCLG awarded a total sum of £504,000 across all Lancashire authorities in respect of the Lancashire Single Homeless Project. Chorley BC acted as the Lead Authority for the project. Local authorities were arranged in Clusters to take responsibility for delivery of the programme – East, Central and North. Fylde council is part of the North Cluster of authorities which also includes Lancaster and Wyre Councils. The North Cluster had a total initially of £102,517 to take forward the projects under the Lancashire Single Homelessness Initiative. The funding was to pilot approaches to support single households across Lancashire for a period of 12 months.

The three initiatives were:

- Project 1 - Shared housing for under 35 year olds
- Project 2 - Accommodation finding service including an enhanced rent bond scheme for under 35 year olds in Lancaster and Wyre
- Project 3 - Pre-tenancy training to single people who are seeking accommodation or are at risk of losing their existing accommodation

Changes to the service:

Project 1 the **shared housing initiative** had limited success in Fylde with one shared tenancy being set up. The majority of clients who were advised of the service, choose not to consider shared accommodation.

Project 2 the **accommodation finding service** was not undertaken in Fylde due to an existing arrangement with Face 2 Face Rent Bond Scheme.

Project 3, **Pre-tenancy training** has had a major impact in Fylde. The courses have been running on a monthly basis since 2012 and are available for all clients accessing the service. A certificate is awarded on completion which can act as a guarantee to future landlords that the clients has undertaken training which is focussed on accessing and managing accommodation. This course has developed into an e-learning module for clients who will struggle with child care, or are in training or employment and cannot attend the classroom settings. A separate course for 16-25 year olds has been developed in 2018/19 in partnership with the YMCA which is focussed on prevention and can be accessed using a mobile device.

## Trailblazer funding 2016

Where from and who with:

In December 2016 Fylde BC, working jointly with Blackpool Council and Wyre Council were awarded two year Homeless Trailblazer funding from MHCLG. The aim of the funding was to develop innovative approaches to preventing homelessness by carrying out prevention activity earlier and work with a wider group of people and reduce the number of people who face a homelessness crisis in the first place. Fylde were awarded £120,000 (£60,000 2017/18 and £60,000 2018/19).

Changes to the service:

- **A Tenancy Support Worker** was appointed to support a case load of vulnerable tenants across all client groups who are at high risk of tenancy failure to maximise their independence and minimise the risk of tenancy breakdown within both the social and rented sectors and the homeless. The role continues within the team and provides a support service and coordinating packages of support for customers with complex needs such as mental health, drug or alcohol misuse issues, offenders and rough sleepers.
- A post was established within the **Customer Services Team** to provide a first point of contact, information and advice on Housing Options in respect of Fylde BC Homelessness, Housing Advice and Private Sector services, in a professional and courteous manner. The post has had a dramatic effect and had meant that every contact counts and all enquiries for housing advice and assistance are picked up at every opportunity. This approach has now spread across the Customer Services Team and the need for a dedicated post has decreased.
- A **Pre-Tenancy Training Service** was already established within Fylde and the Trailblazer funding was used to continue this service and develop an e-learning module for working households facing homelessness.
- A 12 month trial of **Mediation Services with Smile Mediation** was undertaken across Community Safety, Environmental Health Services and Housing Services with a purpose to prevent the causes of homelessness, for example landlord disputes and anti-social behaviour and provide individual mediation where individuals or households are struggling to engage with support services available to understand the barriers preventing engagement. The Community Safety Partnership provided a contribution of £3,000 towards the total costs of providing 100 units of mediation support. Training was provided for staff using the service to develop their skills in recognising when mediation could provide a solution and referring into the service. Take up was fairly limited due to a need for both parties to engage, however Fylde Housing Services still use Smile mediation services on an ad-hoc basis where it is felt their involvement would be worthwhile.

## Rapid re-housing funding 2018

Where from and who with:

In December 2018 Fylde BC, working jointly with Lancaster City and Wyre Council were awarded one year Rapid Re-housing funding from MHCLG. The funding was launched as part of MHCLG Rough Sleeping Strategy in August 2018 and the commitment under the Rough Sleeping Strategy August 2018, to half rough sleeping in the UK by 2022 and to end it by 2027. The pathway brings together 4 policy elements – somewhere safe to stay, supported lettings, navigators and local

lettings agencies. The authorities were successful in the supported lettings and navigator policy elements. Fylde Council were awarded £30,000.

#### Changes to the service:

In the Autumn of 2019 Navigator and Supported Lettings Officers are to be employed, within each authority, to work to support rough sleepers and people facing homelessness. Within Lancaster there will be 2 Supported Lettings Officer and 2 Navigator Officer posts. Within Fylde and Wyre there will be one post within each authority, where the two roles are merged into one full time position.

The roles will support rough sleepers and those at risk of rough sleeping, for example clients with a history of failed tenancies and leaving institutional care, throughout the process of locating and obtaining accommodation, support them in the transition from being susceptible of rough sleeping into managing and/or maintaining a tenancy.

Both roles will have similar responsibilities and duties, however the focus of each post is different depending on the stage the applicant is at in accessing housing:

- Navigator role– rough sleeping, at risk of becoming a rough sleeper, sourcing and access to health and substance misuse services and sourcing support accommodation;
- Supported letting role - establishing intensive support to manage and maintain a tenancy for those with a history of rough sleeping and failing tenancies, including continuation of support interventions from other agencies.

## **PART 3 – ACHIEVEMENTS UNDER THE HOMELESSNESS STRATEGY 2013-18**

Fylde Homelessness Strategy 2013-18 had three main priorities focussed on improving homelessness services within Fylde based on the **Making Every Contact Count – Gold Standard 10** ‘local challenges’ set out by the National Practitioner Support Services (NPSS). The NPSS was established to support local authorities to meet the 10 local challenges set out in the ‘Making every contact count’ report, published in 2012 by a Ministerial Working Group on homelessness<sup>3</sup>. **The strategy had three main priorities:**

**Priority one – maximise existing partnerships to effectively use current resources (both internally and externally).**

- Achievements include developing a corporate commitment to prevent homelessness. There is corporate commitment within Fylde to reduce homelessness with regular updates to Environmental, Health and Housing Committee on the Homelessness Strategy, implementation of the Homeless Reduction Act and approval for grant funding awarded to improve homelessness services.
- We work actively in partnership with the voluntary and other local partners to address support, education, employment and training needs. Homeless Trailblazer funding was awarded in 2016 to improve homeless prevention services in partnership between Blackpool, Wyre and Fylde authorities and as a result a Fylde Homeless Forum was established that operated across the three authorities bringing all agencies together. The Trailblazer funding enabled cross boundary working across Fylde, Blackpool and Wyre authorities for vulnerable clients with complex needs.
- Fylde Council has had in operation a Homeless Partnership group where agencies within Fylde provide homeless services meet regularly to review homelessness services and case load within Fylde, agencies include Key Floating Support Services (dedicated floating support service for households in temporary accommodation in Fylde), Progress Housing (providers of 10 units of interim accommodation, YMCA Face 2 Face (operated on behalf of Fylde Council a paperless rent bond scheme and an e-learning tenancy training course for 16-24 year olds) and Human Kind (run a tenancy training programme for 18+ as an e-learning course and classroom setting).

**Priority two – Developing a service that is focussed on preventing homelessness**

- The introduction of the Homeless Reduction Act 2017 (HRA) that came into force on 3 April 2018 and made significant changes to Part 7 of the Housing Act 1996. As a result we have developed a housing options service that responds to the new duty to prevent and relieve homelessness for a period of 56 days.
- Under the Homeless Reduction Act a Duty to Refer process has been implemented for partner statutory and non- statutory agencies. The HRA introduced a duty on specified public authorities to refer service users who they think may be homeless or threatened

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<sup>3</sup> <https://npsservice.org.uk/>

with homelessness. The majority of referrals are from DWP and housing service staff regularly attend training sessions for DWP staff on the services available.

- A range of information leaflets are available to customers facing homelessness detailing support available that informs Personal Housing Plans.
- Working with the wide Fylde Coast Housing Providers Partnership a review has been undertaken of the choice based lettings scheme, MyHomeChoiceFylde Coast to bring in flexibility in the allocation of social landlord accommodation and alleviate delays.
- We have actively worked with partner agencies and client groups to have clear housing pathways in place.
  - Fylde Council operates No Second Night Out provision for new rough sleepers and entrenched rough sleepers to encourage engagement with support and services available.
  - In partnership with Lancashire Local Authorities via the Lancashire Homeless Forum and the Lancashire Reducing Reoffending Board<sup>4</sup> a protocol has been developed for prison discharges.
  - Lancashire Local Authorities working with Children's Social Services have developed a 16/17 year old and care leavers protocol across Lancashire that ensures all young people are supported immediately and a joint assessment is completed within 5 days of a young person being placed into supported accommodation<sup>5</sup>. As a result no young person is placed in Bed and Breakfast accommodation.
  - The Homeless Trailblazer project has established a Hospital Link Worker that assesses applicants in hospital due to be discharged and facing homelessness, referrals are made direct to either Blackpool, Wyre or Fylde Housing Services.
  - Regular meetings are held between Fylde Council and Community Health and Drug and Alcohol Services to discuss vulnerable clients and housing with support services are in place.
- A debt advice service has been introduced by Fylde Council where debt issues are directly affecting a customer's ability to access secure and affordable accommodation. Initially the service had an in-house arrangement with Fylde CAB, but this has now evolved into a bespoke budgeting advice and specialist debt advice service provided by Blackpool Council, where staff attend Fylde Offices on a weekly basis.
- Fylde Council have supported Fylde CAB to run via the Trussel Trust the Fylde Foodbank that provides emergency food parcels to households in crisis<sup>6</sup>.

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<sup>4</sup> <https://www.lancashire-pcc.gov.uk/the-police-and-crime-plan/tackling-crime-and-reoffending/lancashire-reducing-reoffending-boards/>

<sup>5</sup> <https://www.lancashire.gov.uk/youthzone/need-to-know/leaving-home/help-if-you-are-16-or-17-and-homeless-or-at-risk-of-becoming-homeless/>

<sup>6</sup> <https://fylde.foodbank.org.uk/about/>

### **Priority three – Increasing the supply of settled accommodation including access into the private rented sector**

- Fylde Council work in partnership with Face to Face YMCA to deliver a Bond Guarantee Scheme. The Bond replaces the cash bond normally required by a private landlord before he/she will grant a tenancy<sup>7</sup>.
- To support access into the private and social rented sectors we have worked with Human Kind to run classroom and an e-learning Tenancy Ready Training on behalf of Fylde Council<sup>8</sup>. The course provides information on the different housing options available and assists clients to consider the most appropriate and affordable option. The course over covers types of tenancy, moving in and how to effectively manage a tenancy.
- We have also worked with Fylde Coast YMCA to develop a Tenancy Ready Training Course specifically for young people 16-25<sup>9</sup>. The course is accessible via computer or portable device. The focus is on preventing homelessness, however if a young person does find themselves in that situation it enables customers to consider their housing options and suitability and affordability of accommodation.
- We have developed a tenancy support service within Fylde, predominately for clients with complex needs. Support includes access welfare benefits, support to access tenancy set up funding (Bond, Rent in Advance, Furniture and white goods) and on-going support at a 1 month, 3 month and 6 month basis to ensure the tenancy is sustaining and flag up emerging issues that could result in repeat homelessness for clients.

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<sup>7</sup> <https://ymcahousing.org.uk/our-services/rented-accommodation/>

<sup>8</sup> <https://humankindcharity.org.uk/area-of-work/housing-related-support>

<sup>9</sup> <https://ymcahousing.org.uk/tenancy-ready-training/>



## PART 4 – FYLDE HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2020-2025

### Our vision and values

**Our vision** is to work to prevent and relieve homelessness in Fylde and provide homelessness services with our partners that are accessible, professional and make a difference.

We will work to ensure all our clients facing homelessness have:

1. Access to expertise needed to enable clients to engage with a range services that will support them to resolve their housing situation and improve their health and well-being.
2. The confidence to access and maintain a tenancy with the skills required to ensure their home is affordable, settled and if they are facing difficulties know who to approach for help.

To support **this vision** we have the following **6 values** in the way we manage the housing service within Fylde Borough Council

**We believe that everyone who is homeless should have a right to:**

1. A **safe, secure** home, and if needed, an appropriate level of support to create a good quality of life
2. The **full protection of the law**, and not be subjected to violence, abuse, theft and discrimination
3. **Communication methods** website, leaflets and personal housing plans that give clients an understanding of the service they will receive and actions they need to take as they move between support services into accommodation
4. Be treated in a **courteous and respectful** manner
5. **All opportunities for contact are captured** and maximised to ensure engagement
6. People with **experience of homelessness have a voice**, their opinions matter and they are involved in determining the solutions to their own issues.

## FYLDE HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2020-2025 ACTION PLAN

**Priority One – Developing a service that is focussed on preventing homelessness**

**Priority two – Developing a service that is focussed on relieving homelessness**

**Priority three – Partnership working to achieve our vision and values**

**Priority One – Developing a service that is focussed on preventing homelessness**

WHAT WILL WE DO?	HOW WILL WE DO IT?
<ul style="list-style-type: none"> <li>Continue to ensure every contact with Fylde Council and partner agencies counts. Update at every Fylde Homeless Forum meeting to make sure contact details are correct.</li> </ul>	<ul style="list-style-type: none"> <li>Attend regular briefing sessions with Fylde Council Customer Services Staff, DWP, CMHT.</li> </ul>
<ul style="list-style-type: none"> <li>Duty to Refer implemented with all statutory agencies including DWP, NHS, other Local Authorities, Police and Adult and Children Social Care</li> <li>Commitment to refer implemented with all providers of social housing operating within Fylde</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all partner agencies are fully aware of the duty to refer and commitment to refer process into the housing service in order to prevent homelessness where possible. Regular training sessions provided to staff within partner agencies of the support available.</li> </ul>
<ul style="list-style-type: none"> <li>Self-help housing services pages developed on Fylde Council website with customer Portal developed and embedded on Jigsaw for self-referrals and personal housing plan updates.</li> </ul>	<ul style="list-style-type: none"> <li>Develop self-help housing services on Fylde Council website with access to partner agencies websites.</li> <li>Jigsaw is the portal Fylde Housing Service to capture customer journeys through the housing service, personal housing plans and HClick returns.</li> </ul>
<ul style="list-style-type: none"> <li>Self-help advice developed on the website for private landlords with links to websites that give advice on managing accommodation, for example service Section 21 and Section 8 notices</li> </ul>	<ul style="list-style-type: none"> <li>The authority cannot provide landlord advice direct on managing accommodation, however we can provide signposting to relevant website to assist private landlords</li> </ul>
<ul style="list-style-type: none"> <li>Support clients to follow Personal Housing Plans that are meaningful and achievable</li> </ul>	<ul style="list-style-type: none"> <li>Introduced under the HRA 2018, all clients under either a prevention or relief duty are provided with Personal Housing Plan that describes tasks the client and the local authority need to undertake. Work with clients to ensure the potential of this tool</li> </ul>

	<b>is maximised in all cases.</b>
<ul style="list-style-type: none"> <li>Support applicants to join the local Choice Based Letting Scheme (MyHomeChoiceFyldeCoast) and prioritise banding where applicable in homelessness cases in accordance with the Common Assessment Policy (CAP)</li> </ul>	<ul style="list-style-type: none"> <li><b>Support applicants to ensure registered and advice on placing bids for accommodation.</b></li> <li><b>Continue to work with processing partner in Fylde, Progress Housing to fast track applicants in priority need</b></li> </ul>
<ul style="list-style-type: none"> <li>Early Notification Protocol written and embedded with Partner Agencies and Registered Social Landlords.</li> </ul>	<ul style="list-style-type: none"> <li><b>For households at risk of losing their home due to rent arrears or other tenancy breaches, ensure early notification of support available is given to households.</b></li> </ul>
<ul style="list-style-type: none"> <li>Improved access to quality Private Rented Sector accommodation using Housing Health and Safety Rating System (HHSRS) checks for all tenancies enabled in the Private Rented Sector.</li> </ul>	<ul style="list-style-type: none"> <li><b>Where tenancies being established in the private rented sector ensure properties meet HHSRS standards.</b></li> </ul>
<ul style="list-style-type: none"> <li>Work to deliver Fylde Council's private sector enforcement policy that provides a framework for private sector housing enforcement activity by the Council; to guide investigating officers and decision makers in carrying out their work; and helps residents and property owners understand the powers and duties of the Council in relation to private sector housing and how they will be implemented.</li> </ul>	<ul style="list-style-type: none"> <li><b>Ensure clients approaching the service highlighting disrepair issues are referred into the Private Sector Team for further investigation.</b></li> </ul>
<ul style="list-style-type: none"> <li>Referrals into Supported Accommodation provided under the Complex Needs accommodation programme run by Lancashire County Council</li> </ul>	<ul style="list-style-type: none"> <li><b>Where appropriate refer clients presenting with complex needs into any vacancies at Warren Hurst, Fleetwood or Oak Tree House, Lancaster and provide move on support when clients due to exit supported accommodation.</b></li> </ul>
<ul style="list-style-type: none"> <li>Collaborative Multi-Agency Working including referrals to Mental Health Services, Substance Misuse Services, Adult Social Care</li> </ul>	<ul style="list-style-type: none"> <li><b>Continue to meet regularly with Mental Health Services, Substance misuse and Adult Social Care in Fylde to ensure the most vulnerable of households with complex lifestyles can be supported into and sustain secure accommodation.</b></li> </ul>
<ul style="list-style-type: none"> <li>Promote Pre-Tenancy Ready Training to all clients in need of advice and assistance provided through Human Kind for classroom and e-learning modules and 16-25 year olds through YMCA Fylde Coast via mobile devices.</li> </ul>	<ul style="list-style-type: none"> <li><b>Secure funding for the life time of the strategy to ensure pre-tenancy training programmes remain in place.</b></li> <li><b>Evaluate Human Kind programme to ensure is meeting the training needs of households facing homelessness within both the</b></li> </ul>

	<b>classroom and e-learning programmes.</b>
<ul style="list-style-type: none"> <li>Continue to work with Children's social care (CSC) and YMCA towards the 16/17 year old homeless protocol</li> </ul>	<ul style="list-style-type: none"> <li><b>All 16/17 year olds approaching either Fylde Council, CSC and YMCA as homeless are sourced immediate temporary accommodation in Fylde or Wyre and a joint assessment undertaken within 5 working days.</b></li> </ul>
<ul style="list-style-type: none"> <li>Continue as a service to provide tenancy support as reassurance for private landlords</li> </ul>	<ul style="list-style-type: none"> <li><b>Where Fylde Council has assisted clients into accommodation and provided internal or external funding to set the tenancy up continue to provide support for the landlord and the tenant at 1 month, 3 months and 6 monthly periods to identify any issues arising.</b></li> </ul>
<ul style="list-style-type: none"> <li>Continue to offer Mediation as a method to prevent homelessness</li> </ul>	<ul style="list-style-type: none"> <li><b>Appropriate referrals to Smile Mediation where both parties are looking to resolve a dispute and prevent homelessness</b></li> </ul>
<ul style="list-style-type: none"> <li>Support clients to access financial support that may be available to resolve their current housing situations</li> </ul>	<ul style="list-style-type: none"> <li><b>Support will include; DHP applications, Invest to Save applications, repossession prevention applications, charitable applications and benefit entitlement.</b></li> </ul>
<ul style="list-style-type: none"> <li>In partnership with Blackpool Council continue to operate personal budgeting and debt advice support for clients that present in financial difficulties</li> </ul>	<ul style="list-style-type: none"> <li><b>Budgeting support is available weekly within Fylde Council offices for clients in need of budgeting advice. Where client's debts are directly impacting on their ability to access to secure accommodation referrals made into debt advice service.</b></li> </ul>

Priority Two – Developing a service that is focussed on relieving homelessness	
WHAT WILL WE DO?	HOW WILL WE DO IT?
<ul style="list-style-type: none"> <li>Continue to ensure every contact with Fylde Council and partner agencies counts.</li> </ul>	<ul style="list-style-type: none"> <li><b>Attend regular briefing sessions with Fylde Council Customer Services Staff, DWP, CMHT.</b></li> </ul>
<ul style="list-style-type: none"> <li>Duty to Refer implemented with all statutory agencies including DWP, NHS, other Local Authorities, Police and Adult and Children Social Care through Jigsaw.</li> <li>Commitment to refer implemented with all providers of social housing operating within Fylde.</li> <li>Fylde to monitor duty to refers received and report back at Fylde Homeless Forum</li> </ul>	<ul style="list-style-type: none"> <li><b>Ensure all partner agencies are fully aware of the duty to refer and commitment to refer process into the housing service in order to prevent homelessness where possible. Regular training sessions provided to staff within partner agencies of the support available.</b></li> </ul>
<ul style="list-style-type: none"> <li>Continue to provide No Second Night Out (NSNO) provision for new and entrenched rough sleepers and Severe Weather Emergency Protocol (SWEP)</li> </ul>	<ul style="list-style-type: none"> <li><b>NSNO and in severe weather SWEP enables the local authority to quickly support clients facing homelessness in an emergency situation. Current provision is within B&amp;B accommodation out of borough and there is a need to establish what options for such provision would be available within Fylde, for example access to a Crisis Bed through supported housing providers.</b></li> </ul>
<ul style="list-style-type: none"> <li>Self-help housing services pages developed on Fylde Council website with customer Portal developed and embedded on Jigsaw for self- referrals and personal housing plan updates.</li> <li>Customer portal on Jigsaw promoted to ensure clients use it to update themselves following appointments with third sector partners.</li> </ul>	<ul style="list-style-type: none"> <li><b>Develop self-help housing services on Fylde Council website with access to partner agencies websites.</b></li> <li><b>Jigsaw is the portal Fylde Housing Service to capture customer journeys through the housing service, personal housing plans and HClick returns.</b></li> </ul>
<ul style="list-style-type: none"> <li>Support applicants to join the local Choice Based Letting Scheme (MyHomeChoiceFyldeCoast) and prioritise banding where applicable in homelessness cases in accordance with the Common Assessment Policy (CAP)</li> </ul>	<ul style="list-style-type: none"> <li><b>Support applicants to ensure registered and advice on placing bids for accommodation.</b></li> <li><b>Continue to work with processing partner in Fylde, Progress Housing to fast track applicants in priority need</b></li> </ul>

<ul style="list-style-type: none"> <li>Support clients to follow Personal Housing Plans that are meaningful and achievable</li> </ul>	<ul style="list-style-type: none"> <li><b>Introduced under the HRA 2018, all clients under either a prevention or relief duty are provided with Personal Housing Plan that describes tasks the client and the local authority need to undertake. Work with clients to ensure the potential of this tool is maximised in all cases.</b></li> </ul>
<ul style="list-style-type: none"> <li>Improved access to quality Private Rented Sector accommodation using Housing Health and Safety Rating System (HHSRS) checks for all tenancies enabled in the Private Rented Sector.</li> </ul>	<ul style="list-style-type: none"> <li><b>Where tenancies being established in the private rented sector ensure properties meet HHSRS standards.</b></li> </ul>
<ul style="list-style-type: none"> <li>Referrals into Supported Accommodation provided under the Complex Needs accommodation programme run by Lancashire County Council</li> </ul>	<ul style="list-style-type: none"> <li><b>Where appropriate refer clients presenting with complex needs into any vacancies at Warren Hurst, Fleetwood or Oak Tree House, Lancaster and provide move on support when clients due to exit supported accommodation.</b></li> </ul>
<ul style="list-style-type: none"> <li>Collaborative Multi-Agency Working including referrals to Mental Health Services, Substance Misuse Services, Adult Social Care</li> </ul>	<ul style="list-style-type: none"> <li><b>Continue to meet regularly with Mental Health Services, Substance misuse and Adult Social Care in Fylde to ensure the most vulnerable of households with complex lifestyles can be supported into and sustain secure accommodation.</b></li> </ul>
<ul style="list-style-type: none"> <li>Promote Pre-Tenancy Ready Training to all clients in need of advice and assistance provided through Human Kind for classroom and e-learning modules and 16-25 year olds through YMCA Fylde Coast via mobile devices.</li> </ul>	<ul style="list-style-type: none"> <li><b>Secure funding for the life time of the strategy to ensure pre-tenancy training programmes remain in place.</b></li> <li><b>Evaluate Human Kind programme to ensure is meeting the training needs of households facing homelessness within both the classroom and e-learning programmes.</b></li> </ul>
<ul style="list-style-type: none"> <li>Continue to work with Children's social care (CSC) and YMCA towards the 16/17 year old homeless protocol</li> </ul>	<ul style="list-style-type: none"> <li><b>All 16/17 year olds approaching either Fylde Council, CSC and YMCA as homeless are sourced immediate temporary accommodation in Fylde or Wyre and a joint assessment undertaken within 5 working days.</b></li> </ul>
<ul style="list-style-type: none"> <li>Continue as a service to provide tenancy support as reassurance for private landlords</li> </ul>	<ul style="list-style-type: none"> <li><b>Where Fylde Council has assisted clients into accommodation and provided internal or external funding to set the tenancy up continue to provide support for the landlord and the tenant at 1 month, 3 months and 6 monthly periods to identify any issues arising.</b></li> </ul>

<ul style="list-style-type: none"> <li>Support clients to access financial support that may be available to resolve their current housing situations</li> </ul>	<ul style="list-style-type: none"> <li><b>Support will include; DHP applications, Invest to Save applications, repossession prevention applications, charitable applications and benefit entitlement.</b></li> </ul>
<ul style="list-style-type: none"> <li>In partnership with Blackpool Council continue to operate personal budgeting and debt advice support for clients that present in financial difficulties</li> </ul>	<ul style="list-style-type: none"> <li><b>Budgeting support is available weekly within Fylde Council offices for clients in need of budgeting advice. Where client's debts are directly impacting on their ability to access to secure accommodation referrals made into debt advice service.</b></li> </ul>

<b>Priority Three – Partnership working to achieve our vision and values</b>	
<b>WHAT WILL WE DO?</b>	<b>HOW WILL WE DO IT?</b>
<ul style="list-style-type: none"> <li>Explore ways to receive feedback from clients who have accessed the housing service at Fylde</li> <li>Develop customer satisfaction exit survey</li> </ul>	<ul style="list-style-type: none"> <li><b>Clients do not generally complete survey forms giving feedback on service provision. There is a need to genuinely engage with clients to establish how they service worked for them and recommendations they would make to improve support. This could be via coffee morning with housed clients or e-survey on the website.</b></li> </ul>
<ul style="list-style-type: none"> <li>Explore opportunities for a shared apprenticeship scheme with Progress Housing</li> <li>Explore opportunities with Lancashire Volunteering Partnership – Mark Trent</li> <li>Liaise with DWP to enable clients to take up the Movement to Work</li> <li>Consider employment initiatives with M&amp;S, Aldi</li> <li>Hold service user forums to establish the support required to enter employment</li> </ul>	<ul style="list-style-type: none"> <li><b>Following LCC announced cuts to the Health and Wellbeing service in Lancashire, the withdrawal of the service will impact on support available for clients in both the social and rented sectors.</b></li> </ul>
<ul style="list-style-type: none"> <li>Explore incentives for clients to encourage engagement with the service and self-help. To avoid clients leaving the support and presenting when their situation is more critical we need to consider approaches to ensure continued engagement with the service.</li> </ul>	<ul style="list-style-type: none"> <li><b>This could include Housing Coach – dedicated support with cooking, accessing benefits, utility bills - YMCA gymn membership to promote health and well-being, starter packs, nominal vouchers for successful completion of a 6 month tenancy or mentoring scheme with clients who have already resolved their</b></li> </ul>

<ul style="list-style-type: none"> <li>Fylde to explore funding for personal development courses for client and identify the course as a support need</li> </ul>	<p><b>housing situation.</b></p>
<ul style="list-style-type: none"> <li>Facilitate Fylde Homeless Forum on a 6 monthly basis that brings all agencies that provide homeless support services in Fylde together.</li> </ul>	<ul style="list-style-type: none"> <li><b>Under the Homeless Trailblazer project the Forum ran across three local authorities, however many organisations did not attend when held in neighbouring authorities. The Forum will be re-established with a focus for Fylde to update on work within organisations, discuss barriers to provision, funding and opportunities for joint working.</b></li> </ul>
<ul style="list-style-type: none"> <li>Continue to work with partners under the Homeless Partnership Agreement and facilitate regular quarterly meetings</li> </ul>	<ul style="list-style-type: none"> <li><b>Agencies that work with Fylde to provide support for households facing homelessness include Progress Housing, Human Kind, Key Floating Support and Key. All partners meet regularly to discuss service provision and address issues as clients access support.</b></li> </ul>
<ul style="list-style-type: none"> <li>Undertake Equality Impact Assessment (EIA) of temporary accommodation provided in Fylde and identify gaps in service provision for household types and evaluate if provision is meeting client needs.</li> </ul>	<ul style="list-style-type: none"> <li><b>EIA will provide reassurance that temporary accommodation available meets the numbers and make-up of clients presenting to the local authority or not under homeless legislation. An emerging need over the past 12 months has been a requirement for crisis bed accommodation for 5 nights to avoid B&amp;B use out of borough.</b></li> </ul>
<ul style="list-style-type: none"> <li>Identify gaps in provision of temporary accommodation develop an approach to address the gaps to meet the needs of households facing homelessness</li> </ul>	<ul style="list-style-type: none"> <li><b>Visits to local authorities and charities operating in a similar way as Fylde Council to see how they have developed their housing service following the introduction of the HRA 2018 and addressing their temporary accommodation needs.</b></li> </ul>
<ul style="list-style-type: none"> <li>Consider the future of Face to Face, YMCA rent bond scheme in light of the changes with local authority housing services as a result of the HRA 2018</li> </ul>	<ul style="list-style-type: none"> <li><b>The number of clients sourcing accommodation through the Rent Bond Scheme run in partnership with YMCA has fallen since the introduction of the HRA 2018. The benefit of the scheme was more prominent prior to the HRA where they worked with clients to access tenancies enabled by a paper bond. The new prevention and relief duties placed on local authorities has resulted in these clients now being supported directly by the local authority into the private rented sector.</b></li> </ul>



