

Appendix 1

Homelessness Review 2017

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1. Homeless Presentations and Acceptances - Totals

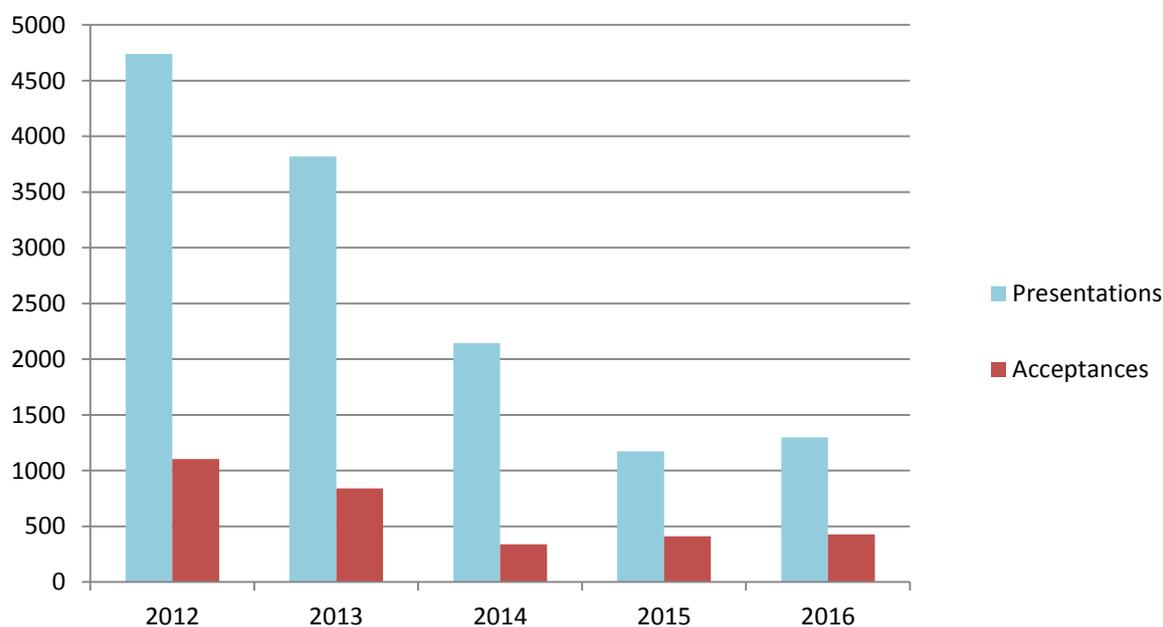
Definitions:-

Homeless Presentation - where a household makes a homeless application.

Homeless Acceptance – an application can result in a number of outcomes one of which is an acceptance that they are homeless and agree to rehouse them. This is an acceptance.

1.1 Presentations and acceptances

	2012	2013	2014	2015	2016
Presentations	4,740	3,819	2,145	1,173	1,297
Acceptances	1,103	839	337	409	428



Over 60% reduction in presentations and acceptances up until 2014 was positive achievement against backdrop of national increase from 2010. However in past 2 years the number of acceptances has risen and there is a risk that this will continue to increase. Number of presentations continued to fall until 2015, but rose by 10% between 2015 and 2016. Between 2015 and 2016 there was a 5% increase in

acceptances. Actual numbers of acceptances and presentations is still significantly lower than in 2012.

1.2 National and core city benchmarking for annual acceptances

	Annual Acceptances - Financial Years									
	2012/13		2013/14		2014/15		2015/16		2016/17	
	Total	per 1000	Total	per 1000	Total	per 1000	Total	per 1000	Total	per 1000
Birmingham	3,957	9.5	3,160	7.6	3,140	7.4	3,524	8.3	3,479	8.1
Bristol	324	1.8	491	2.6	872	4.7	1,006	5.4	979	5.1
Nottingham	481	3.8	449	3.5	532	4.1	584*	4.5	492	3.7
Manchester	533	2.6	548	2.6	792	3.7	888	4.1	1,242	5.6
Sheffield	1,218	5.3	797	3.4	363	1.5	421	1.8	438	1.9
Newcastle	220	1.9	165	1.4	161	1.4	178	1.5	182	1.5
Leeds	762	2.3	323	1.0	378	1.2	505	1.6	344	1.0
Liverpool	187	0.9	150	0.7	185	0.9	244	1.2	317	1.5
Core Cities	7,682	4.2	6,083	3.3	6,423	3.1	7,350	3.5	7,473	3.6
National	53,770	2.4	52,250	2.3	54,430	2.4	59,250	2.6	59,090	2.5

*estimated

Performance compared to other Core Cities has significantly improved for acceptances per thousand from being almost bottom (7/8th) in 2012, to being 3/8th in 2016. Our performance is now only slightly lower than the top performing Core Cities.

Our acceptances per thousand are now lower than the national average and the Core City average.

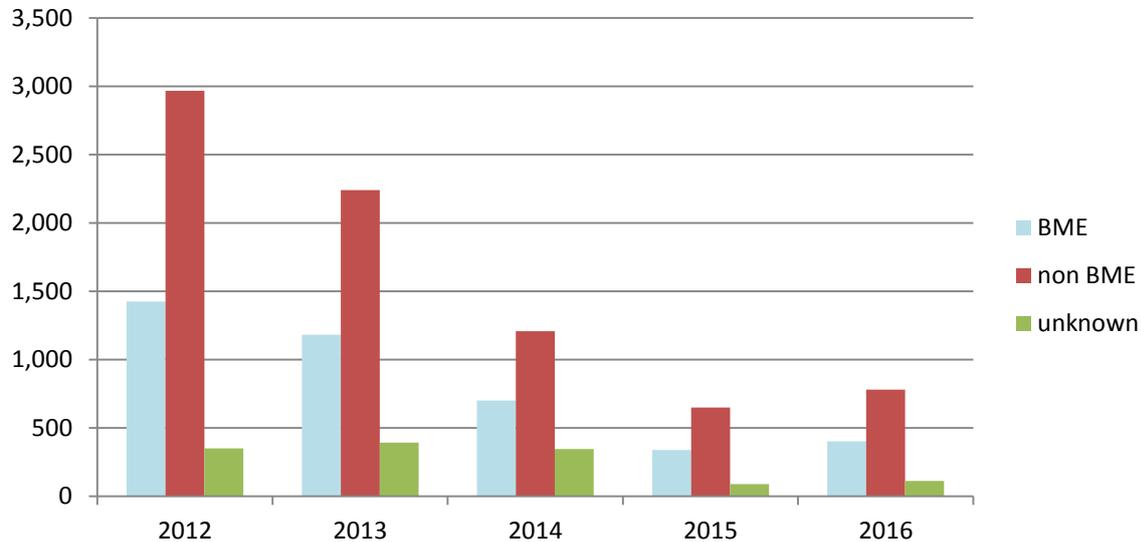
1.3 National benchmarking for presentations against acceptances

	Presentations		Acceptances		%	
	Sheffield	National	Sheffield	National	Sheffield	National
2012	4,740	112,880	1,103	53,480	23%	47%
2013	3,819	112,920	839	53,210	22%	47%
2014	2,145	111,990	337	53,410	16%	48%
2015	1,173	113,320	409	56,500	35%	50%
2016	1,297	119,810	428	59,259	33%	49%

Our percentage of acceptances against presentations has improved (which indicates we are opening fewer cases that do not result in an acceptance than we were

previously). However this is still significantly lower than the national figure so warrants further investigation.

1.4 Homeless presentations by ethnicity



1.5 Homeless presentations by household composition

	2012	2013	2014	2015	2016
Couple with Children	5%	4%	4%	7%	6%
Lone Parent Female	17%	14%	10%	17%	18%
Lone Parent Male	1%	1%	1%	2%	2%
Single Female	23%	24%	27%	19%	21%
Single Male	47%	50%	52%	49%	47%
Other	7%	7%	6%	6%	6%

1.6 Homeless acceptances by ethnicity

	2012		2013		2014		2015		2016	
BME	335	30%	286	34%	126	37%	129	33%	268	31%
Non-BME	744	68%	534	64%	202	60%	246	62%	135	63%
Unknown/Unavailable	23	2%	19	2%	9	3%	19	5%	25	6%

There is a disproportionately high percentage of homelessness acceptances from BME communities compared to the make-up of the local population. This reflects the national statistics and warrants specific actions to address the needs of these groups.

1.7 Homeless presentations by age

	16/24	25/44	45/59	60/64	65/75	75+
2012	42%	46%	10%	1%	1%	0%
2013	37%	50%	12%	1%	0%	0%
2014	30%	56%	12%	1%	1%	0%
2015	30%	53%	15%	1%	1%	0%
2016	26%	58%	14%	1%	1%	0%

1.8 Homeless acceptances by age

Sheffield

	16/24	25/44	45/59	60/64	65/75	75 +
2012	45%	43%	10%	1%	1%	0%
2013	41%	48%	11%	0%	0%	0%
2014	29%	56%	14%	1%	0%	0%
2015	31%	53%	12%	1%	1%	0%
2016	22%	60%	14%	2%	1%	1%

National

	16/24	25/44	45/59	60/64	65/75	75 +
2012	32%	53%	12%	1%	1%	1%
2013	28%	55%	13%	1%	2%	1%
2014	25%	57%	14%	1%	2%	1%
2015	23%	58%	14%	1%	2%	1%
2016	22%	59%	15%	2%	2%	1%

The age profile of homelessness acceptances is in line with the national statistics. The reduction in acceptances from people aged under 25 in the past 5 years has brought Sheffield in to line with the current national figures. 81% of all accepted homeless applications are made by people aged under 45.

1.9 Homeless acceptances by gender of lead applicant

	2012	2013	2014	2015	2016
Male	29%	36%	35%	40%	42%
Female	71%	64%	65%	60%	58%

The majority of households that are accepted as homeless have a female as the main applicant.

1.10 Homeless acceptances by household composition

	2012		2013		2014		2015		2016	
Couple with Children	118	11%	62	7%	39	12%	65	16%	60	14%
Lone Parent Female	379	34%	257	31%	77	23%	148	36%	141	33%
Lone Parent Male	30	3%	17	2%	9	3%	8	2%	22	5%
Other	95	9%	65	8%	22	7%	31	8%	29	7%
Single Female	281	25%	219	26%	108	32%	55	13%	68	16%
Single Male	200	18%	219	26%	81	24%	102	25%	108	25%

1.11 National benchmarking for household composition of applicants accepted

	Couple with children	Lone parent Male	Lone parent Female	Males	Females	Other
2012	20%	4%	47%	13%	10%	5%
2013	20%	3%	46%	13%	10%	6%
2014	21%	4%	46%	13%	10%	6%
2015	22%	4%	47%	13%	10%	5%
2016	22%	4%	47%	13%	10%	5%

Compared to the national statistics, Sheffield still has a disproportionately high percentage of single people/households without children accepted as homeless. The national figure is 28% and the Sheffield figure is 48%. The national figures have been static for the past 5 years with 73% of accepted applications being from families with children. For Sheffield only 52% of acceptances were from families with children which warrants further investigation to understand this difference.

1.12 Young people: 16-17 year old presentations and acceptances

Combined

	2012	2013	2014	2015	2016
Presentations	184	147	53	14	8
Acceptances	23	32	4	6	1
Preventions	129	87	152	207	169

Presentations

	2012	2013	2014	2015	2016
Male	78	62	23	5	1
Female	106	85	30	9	7
BME	38	38	11	3	2
Non-BME	51	60	24	11	6

Acceptances

	2012	2013	2014	2015	2016
Male	7	12	0	3	0
Female	16	20	4	3	1
BME	9	14	2	0	0
Non-BME	14	17	2	6	1

BME and Non-BME figures do not include not available and prefer not to say

The number of presentations and acceptances from people aged 16/17 has fallen significantly as a result in putting in place a joint protocol between Housing and CYPF. The majority of customers now return home with support. In line with case law and new national guidance, Children Act duties now take precedence over homelessness duties in assessing and meeting needs from this age group. However, the number of CIN section 20 duties accepted has been at a very low level .

1.13 Young people: 16-17 year old reasons for presentation

	2012	2013	2014	2015	2016
Emergency					
Family/Friends Eviction	29	16	10	4	
Harassment - Other	2	4			2
Hospital Leaver		1			
Hostel Resident	26	25	9		
Leaving NASS Accommodation		1			
Left LA Care or Institution	2	2			
Left Prison or on Remand	2				
Loss of Tied Accommodation	1		1		
Mortgage Arrears					
Non Violent Relationship Breakdown		3	1	1	
Other	2	5	1	3	
Overcrowding	1				
Parental Eviction	98	72	27	6	6
Rent Arrears - Local Authority					

Rent Arrears - Private Sector					
Returning from Abroad					
Sleeping Rough	3	4			
Split Family	1				
Termination AST	2	1			
Unfit for Habitation					
Violence - Associated Person	10	9	4		
Violence - Other	4	3			
Violence - Partner/Ex-Partner		1			
Violence - Racially Motivated	1				

1.14 Homeless decisions 16/17 financial year

	National %	Sheffield %
Homeless and PN	51%	34%
IH	9%	7%
Homeless and Not PN	17%	37%
Not Homeless	23%	21%
BME (accepted)	39%	41%
No per 1000 households	2.54	1.83
No per 1000 in TA	3.33	0.32

As previously stated, Sheffield accepts a lower % of households as homelessness from presentations than the national figures. It also finds a greater proportion to be homeless but not in priority need. The reasons for this needs to be investigated.

Sheffield has a relatively low number of households in Temporary Accommodation compared to the national figure which is a positive reflection on the reduction in cases overall, and more efficiency in helping people to remain where they are and minimise length of stay in TA. The numbers in Bed and Breakfast are very low at the end of March 2017 there was one household in B&B.

2. Homeless Presentations and Acceptances – Reasons

2.1 Main reason for homeless presentations

Reason for homelessness	2012	2013	2014	2015	2016
Ex Her Majesty's Forces	0%	0%	0%	0%	0%
Family/Friends Eviction	18%	17%	16%	20%	19%
Harassment - Other	3%	2%	2%	2%	3%
Harassment - Racial	0%	0%	0%	0%	0%
Hospital Leaver	0%	0%	1%	1%	1%
Leaving Home Office accommodation	3%	4%	5%	9%	8%
Left LA Care or Institution	0%	0%	0%	2%	2%
Left Prison or on Remand	2%	2%	3%	3%	3%
Loss of tied/rented, reasons other than terminated AST	7%	6%	5%	4%	6%
Mortgage Arrears	2%	1%	1%	1%	1%
Non Violent Relationship Breakdown	7%	6%	6%	6%	7%
Other	12%	16%	16%	13%	12%
Parental Eviction	18%	16%	13%	13%	13%
Rent Arrears - Housing Association	0%	1%	0%	1%	0%
Rent Arrears - Local Authority	1%	1%	2%	2%	1%
Rent Arrears - Private Sector	2%	1%	2%	1%	1%
Termination AST	8%	9%	7%	10%	10%
Violence - Associated Person	3%	3%	4%	2%	1%
Violence - Other	3%	2%	3%	3%	3%
Violence - Partner/Ex-Partner	11%	11%	12%	7%	9%
Violence - Racially Motivated	0%	0%	0%	0%	0%

2.2 Main reasons for homeless acceptances

Sheffield

	2012	2013	2014	2015	2016
Parental/Family/Friends Eviction	39%	37%	31%	37%	32%
Violence - Partner/Ex-Partner	14%	15%	9%	9%	11%
Asylum accommodation leaver	4%	6%	11%	11%	5%
Termination(Assured Shorthold Tenancy)	9%	12%	14%	12%	16%

National

	2012	2013	2014	2015	2016
Termination Assured Shorthold Tenancy	21%	25%	29%	30%	32%
Parental / Family/Friends Eviction	32%	30%	27%	33%	27%
Violence - Partner/Ex-Partner	12%	12%	12%	14%	11%
Loss of Rented/Tied Housing	6%	6%	6%	7%	7%

The 3 main reasons for acceptances in Sheffield are in line with the national statistics, although locally Termination of Assured Shorthold Tenancy is a less significant but growing reason. This is particularly relevant as Private Rented housing market share expands and there is a shortage of affordable social housing.

2.3 Main priority need category for acceptances

Priority need	2015		2016	
	Sheffield	National	Sheffield	National
Emergency (fire, flood, storms, disaster, etc)	0%	0%	0%	0%
Dependent children	48%	67%	52%	68%
Pregnant, no dependent children	10%	7%	8%	6%
Aged 16-17	0%	1%	0%	1%
Formerly in care, aged 18-20	1%	1%	1%	1%
Old age	0%	2%	0%	1%
Physical disability	11%	7%	10%	7%
Mental illness or disability	21%	8%	21%	9%
Drug dependency	0%	0%	0%	0%
Alcohol dependency	0%	0%	0%	0%
Former asylum seeker	1%	0%	1%	0%
Other	0%	1%	0%	1%
Has been in care	1%	0%	1%	0%
Has served in HM forces	0%	0%	0%	0%
Has been in custody/on remand	0%	0%	0%	0%
Fled home due to violence	1%	1%	1%	1%
Fled home due to domestic violence	5%	2%	5%	2%

The way that the national legislation works is that only one priority need reason is recorded. Therefore for families, pregnant women, care leavers under 21, 16/17 year olds which are automatic priority need these will be shown. For other people, the council will investigate and determine if household is in priority need for one of the discretionary reasons defined in legislation. The majority of single people will not fall in to one of the automatic priority need reasons of being a care leaver, having dependent children etc. Because of the relatively high number of single people accepted as homeless it follows that relatively high proportion of priority need recorded is for reasons of mental and physical health compared to the national figures. There is a marked discrepancy between the local and national figures

Further analysis of specific health conditions and current casework practice is required to inform the prevention measures that would be most effective for these customers who have been unable to retain housing and are considered vulnerable due to physical or mental health.

2.4 Reasons for presentations and acceptances by household type - 2016

Single males

Presentations	2016	Acceptances	2016
Family/Friends/ Parental Eviction	32%	Family/Friends/ Parental Eviction	43%
Required to leave HO accommodation	11%	Terminated AST	8%
Non Violent Relationship Breakdown	8%	Non violent relationship breakdown	7%
Terminated AST	7%	Loss of rented accom, not terminated AST	7%
Left prison on remand	4%	Left prison on remand	5%

Single females

Presentations	2016	Acceptances	2016
Family/Friends/parental Eviction	36%	Family/Friends/parental Eviction	39%
Violence – Partner / Ex-Partner / Associated Person	17%	Violence – Partner / Ex-Partner / Associated Person	20%
Terminated AST	8%	Terminated AST	11%
Loss of rented accom, not terminated AST	6%	Loss of rented accom, not terminated AST	5%
Non violent relationship breakdown	5%	Left hospital	5%

Being evicted by friends and family is the main reason for homelessness acceptances for both single males and females. Domestic Violence is a more significant reason for single females than for other groups.

Families

Presentations	2016	Acceptances	2016
Family/Friends/Parental Eviction	24%	Family/Friends/Parental Eviction	23%
Violence – Partner / Ex-Partner / Associated Person	17%	Terminated AST	21%
Termination AST	16%	Violence – Partner / Ex-Partner / Associated Person	14%
Non Violent Relationship Breakdown	9%	Required to leave HO accommodation	10%
Required to leave HO accommodation	7%	Non violent relationship breakdown	7%

For families with children, the main reason for homeless is also family, friends, parental eviction, but ending of an AST is more significant than for single people. Domestic abuse is less significant for families, than for single females.

2.5 Domestic abuse

Presentations

	2012	2013	2014	2015	2016
Male	354	267	37	21	32
Female	692	552	179	93	107
BME	203	171	96	45	42
Non-BME	368	282	127	69	97
<18	10	10	0	0	0
18-24	168	131	24	21	24
25-44	318	260	162	75	91
45-59	67	46	33	18	11
60-64	6	3	3	0	0
65-74	3	2	0	0	2
75+	1	1	0	0	0

Domestic abuse for a reason of presentation mainly affects those aged between 25-44, and households headed by a female.

Acceptances

	2012	2013	2014	2015	2016
Male	16	15	8	3	8
Female	158	130	37	31	36
BME	52	48	15	11	12
Non-BME	131	100	31	23	32
<18	0	0	0	0	0
18-24	64	48	11	9	6
25-44	106	85	26	20	31
45-59	13	16	9	5	6
60-64	2	1	0	0	0
65-74	0	0	0	0	1
75+	0	0	0	0	0

25% of males who apply due to Domestic Abuse are accepted as homeless, and 34% of females. 29% of BME applications for DA are accepted as homeless, and 33% of non-BME applications. 25% of applicants under 25 are accepted as

homeless, 34% of those between 25 and 44, and 55% between 45-59. The differences of outcome for different groups warrants further investigation.

2.6 Reasons for presentations in 2016, white and BME households

BME Households		White Households	
Family/Friends/Parental Eviction	30%	Family/Friends/Parental Eviction	31%
Leaving NASS Accommodation	19%	Other	12%
Termination AST	11%	Violence - Partner/Ex-Partner	11%
Other	9%	Termination AST	10%
Violence - Partner/Ex-Partner	7%	Non Violent Relationship Breakdown	8%
	76%		72%

Leaving NASS accommodation is a significant reason for presentations for BME groups and this tends to affect specific communities who have claimed asylum in the UK.

3. Homeless preventions and reliefs

Definition of homelessness prevention : an intervention that enables a person who is threatened with homelessness to either stay in their current home or make a planned move to alternative suitable housing that will be available for at least 6 months. This applies to all customers regardless of whether or not they are in “priority need” of housing. (P1E Guidance Notes Homelessness Prevention and Relief. DCLG April 2008).

The methodology used by different authorities varies greatly in capturing homelessness prevention activity and therefore is not reliable for comparative purposes. However, the data does show us where Sheffield is recording relatively more or less specific types of preventions that would warrant further investigation. Accepting that there are concerns about the consistency of recording, Sheffield has improved compared to Core Cities from having the lowest number of recorded preventions, to being in 5th position, with the actual number recorded more than doubling since 2012/13, and being just above the national average.

3.1 National benchmarking for preventions and reliefs achieved

	2012/13		2013/14		2014/15		2015/16		2016/17	
	Number	per 1000								
Newcastle	3,673	31.0	4,529	37.9	4,122	34.6	3,019	25.3	3,975	32.1
Nottingham	4,313	33.9	4,993	38.9	4,178	32.5	3,082*	24.0	686	5.2
Bristol	3,482	18.9	4,460	22.4	4,298	22.9	4,348	23.2	4,282	22.2
Birmingham	7,327	17.7	10,712	25.6	9,102	21.5	7,843	18.5	8,477	19.7
Leeds	3,041	9.4	4,174	12.7	6,532	19.9	8,368	25.5	6,601	19.9
Manchester	5,345	25.8	3,059	14.7	3,353	15.8	1,716	8.1	1,629	7.4
Liverpool	1,288	6.2	1,307	6.3	1,852	8.8	1,825	8.7	1,951	9.0
Sheffield	890	3.8	1,306	5.6	1,517	6.5	2,312	9.9	1,981	9.1
Core Cities Total	29,359	16.2	34,540	18.9	34,955	20.3	32,513	18.9	29,582	17.2
National	202,900	9.1	227,800	10.1	220,800	9.7	213,280	9.4	199,630	8.59

*estimated

3.2 Reasons for prevention

	2012	2013	2014	2015	2016
Mediation	8	58	48	3	9
Conciliation achieved via home visit	3	7	13	57	49
Financial Payment from Homeless Prevention Fund	6	6	13	7	13
Debt advice	5	4	5	8	2
Resolving HB problems	5	4	11	1	1
Resolving rent or service charge problems	5	5	10	12	4

Sanctuary Scheme for domestic violence	270	103	179	189	368
Crisis intervention - emergency support	4	5	7	5	3
Negotiation or legal advocacy to help sustain private tenancy	22	14	12	7	103
Other assistance to enable to remain in accommodation	246	130	119	29	47
Mortgage Arrears intervention or mortgage rescue	4	6	11	0	0
Hostel or HMO with or without support	122	114	221	233	77
PRS (incl payment made by Housing Solutions for bond	39	31	49	56	35
Securing accom. in PRS without financial assessment	45	55	107	75	58
Accommodation arranged with friends or relatives	101	89	109	60	51
Supported accommodation (including supported lodging	91	70	116	975	1,041
Social Housing management move of existing tenant	5	5	5	4	4
Social Housing part 6 offer of LA accom. or nomination	145	185	313	367	388
Social Housing - negotiation with RSL outside of part 6	8	4	20	43	37
Equipment and adaptations	0	1	0	0	0
other (please notebook)	64	40	37	0	0
Unsuccessful Prevention/Relief	206	135	116	N/A	N/A
Total	1,404	1,071	1,521	2,131	2,290

3.3 Reasons for prevention - national comparison

Reason	2015		2016	
	Sheffield	National	Sheffield	National
Mediation	0%	1%	0%	1%
Conciliation achieved via home visit	3%	2%	2%	2%
Financial Payment from Homeless Prevention Fund	0%	3%	1%	3%
Debt advice	0%	5%	0%	5%
Resolving HB problems	0%	11%	0%	11%
Resolving rent or service charge problems	1%	4%	0%	4%
Sanctuary Scheme for domestic violence	9%	2%	16%	2%
Crisis intervention - emergency support	0%	3%	0%	2%
Negotiation or legal advocacy to help sustain private tenancy	0%	4%	4%	3%
Other assistance to enable to remain in accommodation	1%	9%	2%	12%
Mortgage Arrears intervention or mortgage rescue	0%	1%	0%	0%
Hostel or HMO with or without support	11%	6%	3%	6%
PRS (incl payment made by Housing Solutions for bond	3%	9%	2%	7%
Securing accom. in PRS without financial assessment	4%	6%	3%	5%
Accommodation arranged with friends or relatives	3%	3%	2%	4%
Supported accommodation (including supported lodging	46%	9%	45%	9%
Social Housing management move of existing tenant	0%	1%	0%	1%
Social Housing part 6 offer of LA accom. or nomination	17%	14%	17%	14%
Social Housing - negotiation with RSL outside of part 6	2%	2%	2%	2%
other	0%	5%	0%	6%

4 Rough Sleeping

4.1 Recorded rough sleeper numbers

	2012		2013		2014		2015		2016	
	No	% increase from previous year								
Birmingham	8	14%	14	75%	20	43%	36	80%	55	53%
Bristol	9	13%	41	356%	41	0%	97	137%	74	-24%
Leeds	11	0%	13	18%	15	15%	13	-13%	20	54%
Liverpool	6	-33%	6	0%	8	33%	15	88%	21	40%
Manchester	27	80%	24	-11%	43	79%	70	63%	78	11%
Newcastle	9	50%	6	-33%	7	17%	8	14%	5	-38%
Nottingham	7	-30%	9	29%	9	0%	14	56%	35	150%
Sheffield	11	0	17	55%	10	-41%	11	10%	15	36%
Core Cities Total	88	14%	130	48%	153	18%	264	73%	303	15%
Core Cities Average	11		16		19		33		38	
National	2,309	6%	2,414	5%	2,744	14%	3,569	30%	4,134	16%

5 Temporary Accommodation and B&B

A separate review of TA has been completed and new provision will be developed to better meet customer needs. The number of units required for single people should reduce as they are currently over-represented compared to the national picture.

5.1 TA occupancy snapshot 31/12/2016

	Sheffield	National
Couple with dependent children	15%	27%
Lone parent male	4%	3%
lone parent female	25%	45%
single male	34%	11%
single female	16%	7%
other household	6%	7%

5.2 Reasons for leaving TA following acceptance – 2016

	Sheffield		National	
Offer of settled LA or HA accommodation (Accepted)	59	84%	18,160	65%
Offer of settled LA or HA accommodation (Refused)	6	9%	680	2%
Accepted Assured Tenancy	0	0%	390	1%
Accepted qualifying offer of assured shorthold tenancy	0	0%	700	2%
Offer of tenancy in private rented sector (Accepted)	0	0%	1,290	5%
Offer of tenancy in private rented sector (Refused)	2	3%	120	0%
Ceased to be eligible	0	0%	1,250	4%
Became intentionally homeless from TA	1	1%	1,650	6%
Voluntarily ceased to occupy	2	3%	3,890	14%
	70		28,070	

6 Repeat homelessness

6.1 Multiple presentations 2015-2016

	2	3	4	5	6
Times Presented	370	84	28	5	6

	Male		Female	
Repeat Homelessness by Gender	1,789	58%	1,289	42%

	<18	18-24	25-44	45-59	60-64	65-74	75+
Repeat homelessness by age	2	117	284	85	3	2	0

6.2 Reasons for multiple presentations 2015-2016

Where the reason for homelessness is the same for multiple presentations by the same household.

Reason for homelessness	Times presented	
	Count	Percentage
Left hospital	2	0.4%
Left other institution/LA care	4	0.8%
Left prison on remand	12	2.4%
Loss of rented/tied accom - terminated AST	18	3.7%
Loss rented/tied accom - reasons other than terminated AST	14	2.8%
Non violent breakdown of relationship with partner	4	0.8%
Other	34	6.9%
Other forms of harassment	4	0.8%
Other forms of violence	4	0.8%
Other relatives/friends no longer willing/able to accommodate	29	5.9%
Parents no longer willing/able to accommodate	20	4.1%
Required to leave accom provided by HO - asylum support	12	2.4%
Various*	312	63.3%
Violent breakdown of relationship with partner	24	4.9%

*Various denotes households with no repeating reason for presentation

15% of households that made multiple presentations in 2015 and 2016 went on to be found eligible, unintentionally homeless and in priority need.

7. Homelessness Services in Sheffield

7.1 Housing Options and Advice

The housing options and advice service offers advice, support and assessment to anyone who is homeless or at risk of homelessness. The service offers :-

- Telephone advice and support offering general housing and homelessness advice with an emphasis on homeless prevention
- Housing options and advice case team for those people that need ongoing advice to prevent homelessness occurring and carry out statutory assessment of need
- Housing Support Pathway – we assess needs and refer and match people to suitable supported accommodation that we commission.
- Provide temporary accommodation for anyone who may be in priority need
- Enhanced Housing options – outreach support offering extra intensive support for people who are struggling to prevent their homelessness or find alternative accommodation due to their complex and multiple needs.
- Joint assessments with a social worker for homeless 16 and 17 year olds.
- Home visits for those people where family and friends can no longer accommodate offering mediation and homeless prevention support.
- Severe weather provision when in operation offers roofless individuals somewhere to stay if they would otherwise sleep rough and no statutory duty is owed
- Out of hours service – people are offered accommodation overnight if there is a statutory duty

The Homeless reduction Act 2017 due to be implemented April 2018 places additional duties upon authorities nationally to prevent and reduce homelessness. The Act will place an emphasis on services preventing homelessness from occurring by strengthening the duties of local authorities to provide advice, practical solutions and to secure alternative accommodation for more people. Although Sheffield does relatively well on preventions achieved through sanctuary schemes, arranging hostel placements and making offers on social housing we have less resources to concentrate on other prevention activities and do less well on these. Once the act is implemented additional resources will be needed to enable us to :-

- Make better use of the homeless prevention fund
- Develop the Private rented solutions Service
- Give benefit and debt advice
- Negotiate so people can retain private rented tenancies
- Court Advocacy
- Employ a mental health worker
- Have greater capacity in the enhanced housing options team to offer more prevention advice in the community
- Increase the capacity to undertake reviews

7.2 Commissioned Housing Support Services

The Council commissions housing support services that help people to develop independent living skills in specialist accommodation schemes or in their own homes across all tenure. The majority of accommodation based schemes are designed to offer services for 6 to 12 months for people without settled housing. Some services aim to prevent homelessness or resettle after a period of homelessness. Some of the services support people with more bespoke need such as Mental Health, Substance Abuse Issues, Rough Sleeping and Multiple and Complex needs.

The budgets available locally for housing support have reduced by 50% in the last 5 years and the Government is reviewing other funding arrangements. The capping of Housing Benefit to the Local Housing Allowance and restrictions on benefits for most people under 21 poses challenges to the viability of schemes going forward. We will need to review our support model when Government proposals are clarified. Many of the service providers locally combine public funding with significant charitable funding and volunteer input.

Despite limited resources, the physical condition of some supported accommodation has been improved or new provision developed. The proportion of floating support compared to accommodation based services has increased and new services have been introduced including Nightstop and Supported Lodgings for Young People.

The provision in Sheffield includes;-

- Street outreach team for rough sleepers
- 5 hostels for young people including young parents
- 2 hostels for homeless men
- 3 supported accommodation services for people with mental health issues
- 2 accommodation based services for homeless families
- Accommodation based service for offenders and ex-offenders
- Female only provision
- Dispersed supported accommodation for young people including young parents
- Accommodation based service for people with complex needs
- Supported lodgings scheme for young homeless people
- Housing first pilot
- Refuge for women and children at risk of domestic abuse
- Transitional landlord service

There is also a number of floating support services providing support to individuals in their own home to help them settle and to prevent homelessness.

7.3 Other Homelessness Services

As well as commissioned services there are a number of services in the city who support homeless people:-

- NOMAD opening doors – arrange shared private rented accommodation for people aged 18-35
- St Wilfrids – 20 self contained flats for people who need support. Day centre offering practical support and advice
- Cathedral Archer project – day centre offering advice, support and practical solutions for homeless people
- Bens centre- day centre and outreach services for people who suffer from the negative impact of drugs and alcohol
- Roundabout – homeless prevention services for young people including mediation
- Assist – short term support for destitute asylum seekers
- EMMAUS – provides a home and meaningful work to homeless men and women
- Crisis – offers tenancy ready courses to homeless people
- A number of faith based projects offering food, support and clothing

7.4 Gaps in Provision

Undertaking this review and after consultation a number of gaps in service provision has been highlighted. These include:-

- The need for new temporary accommodation, The existing provision is not fit for purpose and has become out dated.
- Access to more private rented properties – to enable us to prevent homelessness in more cases there needs to be more access to the private sector for our customer group. This needs to include shared accommodation.
- More women only provision in the city
- Good quality out of hours advice for people who may be at risk of homelessness or are homeless
- A multi-agency response for people who have complex and multiple needs
- Smaller more bespoke accommodation for young people
- Access to mental health support and services for customers using housing solutions services.

8. Housing Support Pathway Key Data

Since 2014 our Housing Support Pathway has managed access and move on to schemes for homeless people. We have found in reviewing outcomes for 2016/17:

- Over 65% of customers have a positive outcome on leaving supported housing.
- Only 50% of referrals to the schemes were successful. 12% were referred in error or did not meet the eligibility criteria. 38% were not successful either because the customers decide not to take up a place or the service provider does not accept the referral.
- Main reasons for declining a referral are support needs are considered too high or risks to self or others.
- Move on can also be difficult for people with very complex needs. We need to address any gaps in service provision.

9. Consultation Findings

A number of different consultation events were undertaken to discuss the key priorities in the homeless prevention strategy these included :-

- A public consultation on citizen space
- Workshop with housing equalities board
- Consultation with over 20 providers of homeless services across the city
- Focus groups with a variety of internal and external stakeholders
- Workshop with council housing neighbourhood managers
- Consultation events with customers including young people, women fleeing domestic abuse, rough sleepers, people using temporary accommodation and people who are homeless at home.

There was overwhelming support for the draft priorities and some useful suggestions and feedback this included :-

Stakeholders

- Welcomed partnership working and felt it important that all stakeholders and partners signed up to the strategy
- Needed to be a link with welfare reforms and what the impact would be
- Need to look at long term supported living options for those people who will never be able to live without support
- Need suitable housing options for people leaving prison
- Look at types of accommodation available and recognise shared and communal living does not suit everyone
- Target people who are at a disadvantage when it comes to homelessness
- Separate provision for 16-17 year olds
- More women only provision
- Need to ensure health works alongside homelessness services and there are pathways into substance use services and mental health services.
- Need clear pathways for escalation of issues with health, mental health, adult social care, children's services and learning disability provision.
- ETE is a good priority; need to ensure it includes basic skills provision and links into financial inclusion.

Customers

- Customers need to be involved in how services are developed in the future
- Homeless prevention is the most important priority
- Advice needs to be available for longer hours not end at 5pm
- More outreach work out in the communities
- Don't assume all homeless people need a hostel
- Improve access to private rented properties
- Better accommodation for couples needed
- Better provision for those with brain injury

- Help with childcare so people can go back to work
- Have a fund to help people get into work such as enabling people to buy work clothes

There was general feedback from customers and stakeholders that the strategy should be easy to understand format and available in different languages.

10. Summary of Key required Improvement areas

- Develop a culture across organisations to work proactively to prevent homelessness and support people for longer who need help.
- Provide better information about homelessness including giving everyone at risk of homelessness an agreed written personal plan.
- Review casework management system.
- Develop a prevention toolkit, training and advice to organisations
- Put in clear pathways and referral routes in place including for public bodies that will have a duty to refer cases
- Use data to help target resources to prevent homelessness
- Improve debt/money advice
- Reflect developments in locality working ensuring housing support interventions for families are streamlined and integrated
- Work closely with safeguarding hub
- Increase education work in schools
- Further integrate housing services with other young peoples' services
- Build on existing protocol for homeless 16/17 year olds to include all vulnerable people under 25, including developing our existing support to care leavers
- Jointly commission cross sector responses to those people with complex and multiple needs
- Improve earlier identification of the risk of domestic abuse
- Review our housing options and advice services to make sure they are fully accessible and responsive to the needs of the whole community
- Improve prevention work for refugees leaving accommodation for asylum seekers
- Ensure all individuals presenting as homeless and citing substance misuse issues are referred straight to treatment using local pathways
- Work with other South Yorkshire Councils to improve the service offer and outcomes in the sub region
- Develop more targeted prevention activity to reduce the number of new rough sleepers
- Help people with entrenched patterns of rough sleeping more holistically through better collaborative working and support tailored to their individual needs
- Improve temporary accommodation provision and develop plans for a new scheme to replace existing provision that will be fit for purpose
- Increase the use of dispersed properties
- Review our approaches to providing shared housing
- Improve access to good quality private rented housing
- Commission services aligned to support homeless prevention at an early stage
- Review effectiveness of housing support pathway
- Improve access to primary care and treatment programmes to reduce hospital admissions and use of Accident and Emergency services
- Improve the understanding within health and housing services of homelessness and ensure appropriate referral routes are in place
- Develop targeted opportunities to assist people into work, education and training