

SHINE, LEEDS - 3RD OCTOBER 2018

HOMELESSNESS REDUCTION ACT 6 MONTHS ON HOW IS THE SECTOR RESPONDING?



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Chair's Welcome

*Mike Wright,
Strategic Lead for Homelessness,
Greater Manchester Combined Authority*



Policy Update and National Rough Sleeping Strategy

*Victoria Kell,
Homelessness Advisor – Homeless Advice and Support Team,
Ministry of Housing Communities Local Government*



Ministry of Housing,
Communities &
Local Government

Homelessness and Rough Sleeping Policy Update

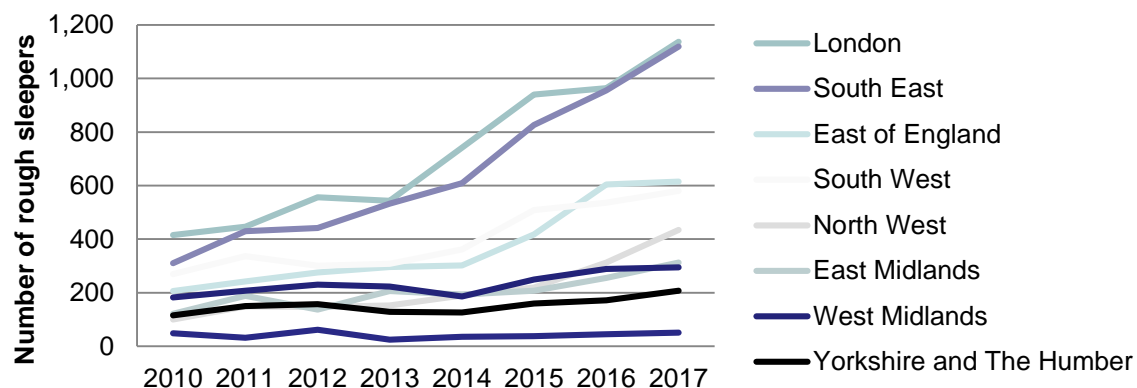
Northern Housing Consortium

3rd October 2018



Homelessness - the current position: Rough sleeping has more than doubled since 2010

**Number of rough sleepers by region
2010 - 2017**



| Local Authority | 2016 | 2017 |
|-------------------|------|------|
| Brighton and Hove | 144 | 178 |
| Manchester | 78 | 94 |
| Luton | 76 | 87 |
| Bristol, City of | 74 | 86 |
| Bedford | 59 | 76 |
| Southend-on-Sea | 44 | 72 |
| Cornwall | 99 | 68 |
| Oxford | 33 | 61 |
| Birmingham | 55 | 57 |
| Salford | 26 | 49 |

- 4, 751 people slept rough on a single night in Autumn 2017, up 15% from 2016.

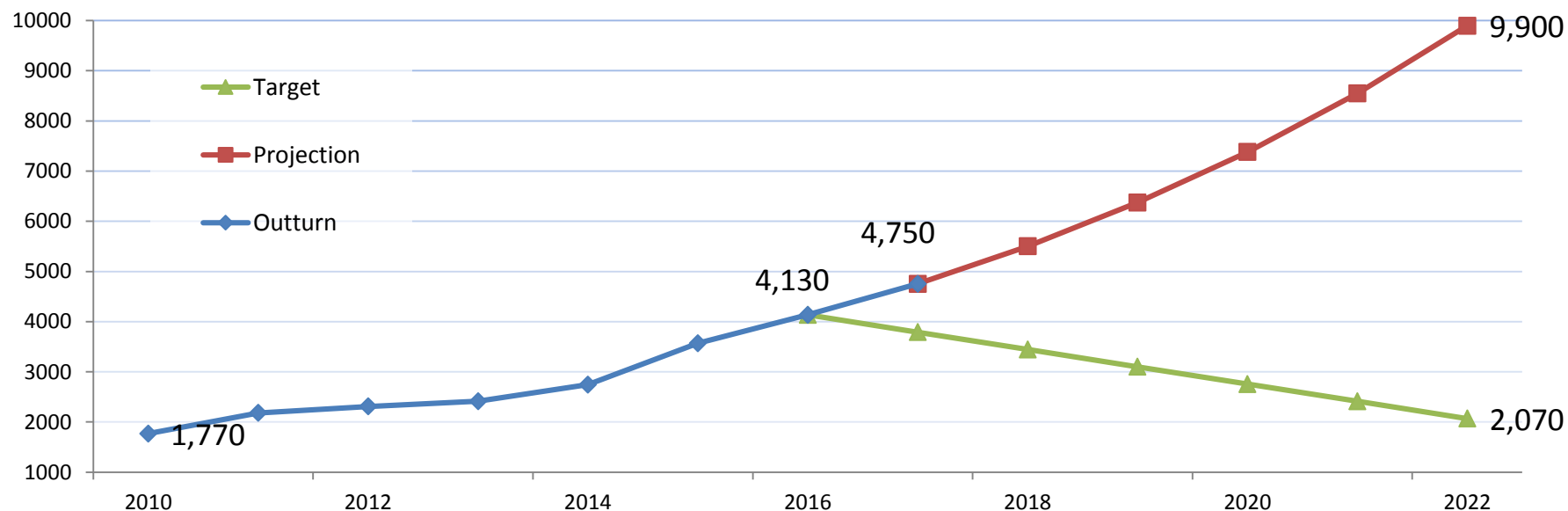


AN EFFECTIVE ROUGH SLEEPING STRATEGY

"We will continue to combat homelessness and rough sleeping including through full implementation of the Homelessness Reduction Act. Our aim will be to halve rough sleeping over the course of the parliament and eliminate it altogether by 2027."

- Conservative Party Manifesto

Rough sleepers in England on a single night in autumn

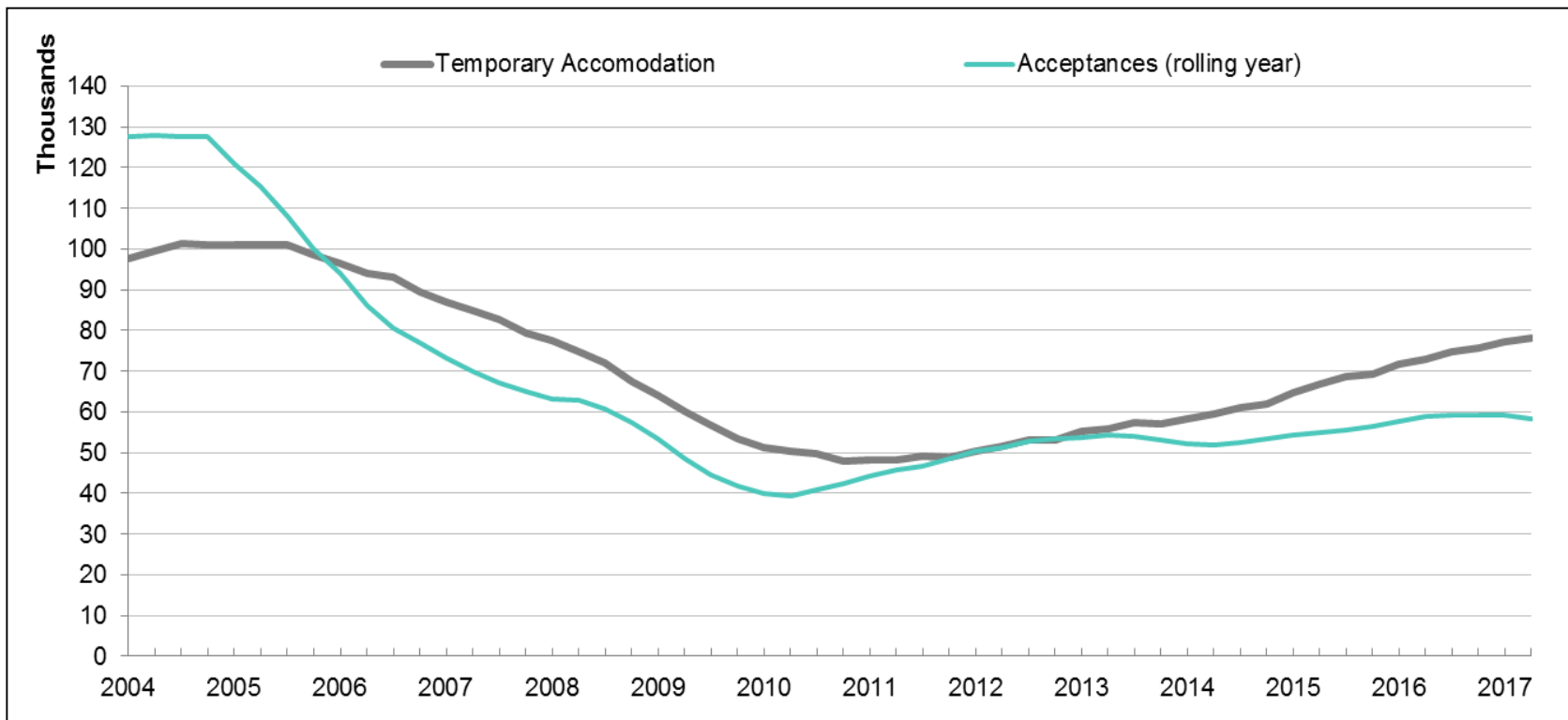


Red line= if trends were to continue at same rate



Homelessness –national trends

Acceptances and households in temporary accommodation



Statutory homelessness and numbers in temporary accommodation are rising. The number of households in TA is up 65% on the lowest point in 2010



As of 1st October 2018 certain public bodies have a new '**Duty to Refer**', with consent, their service users who are homeless or threatened with homelessness to a local authority of their choice.

Partners must be involved whether through 'Duty To Refer' or because 'homelessness is everybody's business'. Earlier identification and prevention means working better together. **Housing departments cannot deliver this alone.**

.



Public Bodies with Duty to Refer from October 1st 2018 are:

- (a) prisons;
- (b) youth offender institutions;
- (c) secure training centres;
- (d) secure colleges;
- (e) youth offending teams;
- (f) probation services (including community rehabilitation companies);
- (g) Jobcentre Plus;
- (h) social service authorities;
- (i) emergency departments;
- (j) urgent treatment centres; and,
- (k) hospitals in their function of providing inpatient care.
- (l) Secretary of State for defence in relation to members of the armed forces

Local authorities and partners are encouraged to build referral protocols and procedures with ALL service providers that can help identify and support people threatened with homelessness



Local arrangements under the Duty to Refer

Local authorities and the public sector partners locally which are subject to the Duty to Refer may wish to consider:

- Whether a cross-authority referral form could be developed
- How to enable agencies to gain easy access to the form
- Training and briefings with local agencies so there is shared understanding of the new legislation, the legal duty and importance of early referrals, the legal requirement for consent and how to address any issues/problems
- The revising of existing protocols or creation of new ones



For those agencies not subject to the duty to refer it is still possible and helpful to refer early to prevent homelessness.

- **National Housing Federation – a 'commitment to refer' for housing associations. See :**

[http://s3-eu-west-](http://s3-eu-west-1.amazonaws.com/doc.housing.org.uk/Commitment_to_refer_QA_final.pdf)

[1.amazonaws.com/doc.housing.org.uk/Commitment_to_refer_QA_final.pdf](http://s3-eu-west-1.amazonaws.com/doc.housing.org.uk/Commitment_to_refer_QA_final.pdf)

An example is West Midlands Housing Associations Partnership (WMHAP), with a commitment in principle given to:

- Support West Midlands to be an exemplar region in implementation of Homelessness Reduction Act
- Voluntary commitment to collaborate to prevent homelessness and relieve
- Ambition to work towards no-one being made homeless from social housing
- Task group set up within WMHAP to develop the above further



The new legislation: Challenges and Opportunities

- **Increase in duties and workload for local authorities** – more applications, decisions , case loads and case management requirements
- **Increase in review points** but aim is to increase consensus and reduce formal challenge
- **MHCLG data collection requirements** from April 3rd – the ‘H-Clic system – is gathering much more comprehensive data on homelessness, needs, outcomes and actions taken by LAs – these will inform local and national policies on causes and remedies
- **New focus on prevention is needed.** What can agencies do to provide support to keep people in their homes?



Rough Sleeping Strategy

- Conservative manifesto commitment to halve Rough Sleeping by 2022 and end it by 2027.
- Rough Sleeping Strategy 2018-2027 – Prevent, Intervene and Recover.
- Underpinned by the work and expertise of the Rough Sleeping Advisory Panel and the Rough Sleeping and Homelessness Reduction Taskforce.
- 61 point action plan with support and commitments from across Government departments.
- £30 million already targeted at 83 authorities across the country to have an impact in 2018/19
- RSI team to provide ongoing support and challenge to authorities



Key Measures: Rough Sleeping Strategy

- Somewhere Safe to Stay Pilots - backed by up to £17 million in new funding. We expect that by 2020, these will support up to 6000 people.
- 3 Housing First Pilots – Liverpool City Region. Greater Manchester Combined Authority and West Midlands Combined Authority
- £50 million non-London Move On Fund
- £20 million PRS access fund and a new fund to set up or launch Local Lettings Agencies
- £19 million Supported Lettings Fund



Key Measures: Rough Sleeping Strategy

- Rough Sleeping Navigators
- £45 million for 2019/20 for the Rough Sleeping Initiative to tackle rough sleeping,
- Young Futures Fund – SIB aimed at young people aged 18-24 who are at risk of homelessness and not in education, employment or training, with the ultimate goal of improving their life outcomes



BUT WE HAVE GONE MUCH FURTHER THROUGH THE STRATEGY

Responsibility for cohorts and drivers sits across a range of departments and therefore to tackle it requires a cross-government response

The strategy is based around 3 central pillars:

Prevent

Intervene

Recover

MHCLG
responsibilities

- A tangible offer for a rough sleeping housing pathway: Piloting Somewhere Safe to Stay, Move On funding outside of London, expanding the Clearing House model, funding Local Lettings support, introducing navigators.
- A bespoke fund to help non-UK nationals who sleep rough.
- Commitment to extend Social Impact Bond programmes by launching the Young Futures Fund.
- New measures on data and accountability, including role of homelessness and rough sleeping strategies, review of frameworks and legislation around homelessness and work to improve data collection.
- New funding for an improved Streetlink which will help mobilise public interest
- A focus on vulnerable groups, including new research on LGBT rough sleepers.
- A commitment to providing annual updates on the strategy.



BUT WE HAVE GONE MUCH FURTHER THROUGH THE STRATEGY

OGD responsibilities

Department of Health and Social Care

- Rapid audit of gaps in provision of substance abuse and mental health services [with aim to provide up to £30m from 19/20]
- Safeguarding Adult Reviews

Ministry of Justice

- Offender accommodation pilots
- Increased accountability for prison Governors and Community Rehabilitation Companies

Department of Work and Pensions

- Homelessness experts in every Jobcentre Plus
- Improving guidance and best practice sharing for work coaches and external stakeholders
- Exploring how welfare works for Housing First

Home Office

- Targeted immigration casework support
- A national point of contact for assistance with immigration status

Department for Education

- Additional support for care leavers at risk of rough sleeping

Department for Culture Media and Sport

- Expanding the social finance market including SIBs



Ministry of Housing,
Communities &
Local Government

ANY QUESTIONS?

Contact email for enquiries

Hast@communities.gsi.gov.uk

Housing Provider Perspective

Issy Taylor, Head of Strategy and Business Development, One Manchester
Sarah Cooke, GM Homes Partnership SIB Project, One Manchester

Presentation to: Northern Housing Consortium

Date: 3rd October 2018

Greater Manchester Homes Partnership

RP response to Homelessness & Rough Sleeping

A home is not a place it's a feeling...

<https://www.youtube.com/watch?v=TLcry0Evhxk&feature=youtu.be>

Rough Sleeping in Greater Manchester

Consistent increase in visibility & numbers of rough sleepers each year:

- 30% Nationally but 40% in Greater Manchester
- Increased prison releases NFA
- Universal Credit roll out
- LHA rates preventing access to PRS (£60 shortfall)
- Spice
- 50% cuts to NHS Mental Health Services

Too many individuals trapped in homelessness cycle and excluded from the services needed to enable a return to independence.

Time for system change & innovation through collaboration & partnership



RP Response: GM Homes Partnership

Investors



Delivery Partners



Housing Partners



Choice Control & a Real Home:

17 GMHP Partners have committed to providing 300 Homes so entrenched rough sleepers can have a choice where they live & access safe, secure, high quality homes.

Set of agreed principles:

- Understand needs of complex rough sleepers
- Do things differently
- Flexible availability & use of homes
- Allocation of named keyworker & SPOC internally
- Positive Risk Taking
- Support setting up tenancy (income, furniture choice)
- Open communication & discussion to overcome issues
- Acknowledgement things will go wrong!



125

Individuals now living in
their own homes

Innovation:

Testing the system:

- Diversion from custody pilot
- Dual Diagnosis NHS Partnership

Personalisation Fund:

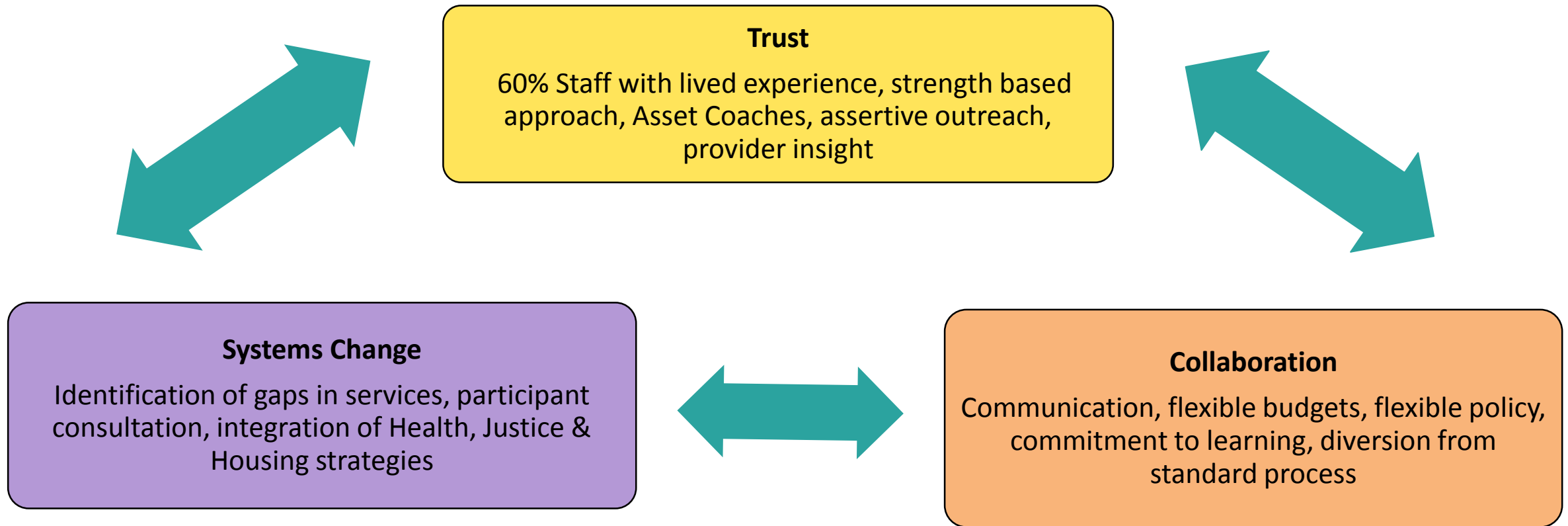
- Gone Fishing
- On your bike!

Flexible Fund

- RSL investment



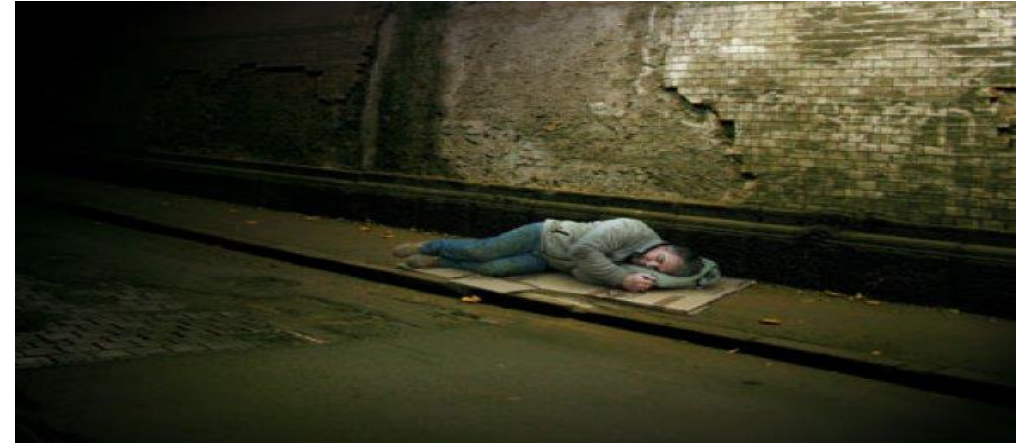
Why is this different?



Case Study:

Marks Story:

<https://www.youtube.com/watch?v=xbPYFhiKeis>



GMHP Outcome:

- Access to new home
- Starter Pack facilitated by Social Values vouchers (funded through One MCR private contracts)
- Registration with GP
- Registration with Alcohol services & sustainment of treatment
- Maximisation of income – New UC claim
- Intensive ongoing support
- Sustained first tenancy in 10 years for 4 months.

Monitoring Outcomes & Removing Obstacles:

Greater Manchester RP
Chief Exec Group

GM Homes
Board

GM Strategic
Sub Group

Participant Steering
Group

Evaluation

RP Accommodation
Steering group

400
participants
so far....

Bringing together key strategic partners to share learning, feedback, implement pilots & influence future Commissioning.

What Next:

- Ongoing development of strategic integration - Health, Housing and Justice
- Adapting RP policies to support prevention, inclusion & personalised support.
- Breaking down barriers to mental health services.
- Improving access to Employment, Training and Volunteering opportunities
- Enabling participants to influence future commissioning - GMHP Ambassadors
- Sharing learning from service delivery to achieve systemic change.



Contact Information:

- Project Manager Sarah.Cooke@onemanchester.co.uk
- Follow us on twitter:  @GMHPartnership
- Website: www.gmhomespartnership.org

Thank you and here's to ending rough sleeping!!

How Local Authorities are Evaluating the Impact of the ACT

*Colm O'Brien,
Greater Manchester Combined Authority*

6-Months' On – Reviewing the Impact of the Homelessness Reduction Act

03 October 2018

Colm O'Brien,
Greater Manchester Combined Authority

GMCA

BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

TRAFFORD
WIGAN

Reviewing the Impact of The HRA

- The GM Context
- Recent Data
- Reviewing The HRA in GM
- What Local Authorities Are Telling Us
- Preparing for the Future

Homelessness and Rough Sleeping – wider contexts in GM

- GM Mayoral commitment to end the need for rough sleeping by 2020
- Long history of working together
- Significant pressure on GM housing markets
- Continued shortage of affordable accommodation and move-on
- Differential impacts across GM, but increasingly shared
- Increasing out-of-borough issues – into and intra GM
- Some shared working and alignment

Recent Data – Change 2009/10-2017/18

| Local Authority | Acceptances | Prevention | Temp Accom | Rough Sleeping |
|-----------------------|-------------|--------------|-------------|----------------|
| Bolton | -26% | 319% | 72% | 750% |
| Bury | 234% | 668% | 700% | 233% |
| Manchester | 154% | 12% | 443% | 1243% |
| Oldham | 104% | 117% | 1000% | 100% |
| Rochdale | 208% | 88% | 194% | 60% |
| Salford | 115% | -47% | 600% | 1100% |
| Stockport | 53% | 315% | 161% | 900% |
| Tameside | 389% | 233% | 286% | 111% |
| Trafford | 19% | 2% | 93% | 67% |
| Wigan | -34% | 384% | 45% | 400% |
| GM | 85% | 138% | 347% | 578% |
| Total (number) | 3428 | 18270 | 2102 | 278 |

Reviewing the HRA in GM

Why?

- Critical to future funding and review of New Burdens
- Early identification of trends and potential for early intervention
- Highlighting market activity
- Important for Members (and the Mayor)
- Driving future homelessness strategies
- Ensure link with other programmes – SIB, Housing First

How?

- Fluid and ongoing process
- Initial questionnaire to LA's
- Ongoing conversations with individual LA's
- Further formal review in 6 months

What Have We Asked?

Picked up key areas of focus in 16 questions, mix of quantitative and qualitative:

- Impact of the process – how is prevention/relief and triage working and what impact is it having?
- Use of temporary accommodation?
- Impact on prevention?
- Issue of move-on?
- Embedding of culture?
- Emerging issues/trends?

Key is to look across GM, not at individual LA-level

And What have we Been Told so Far?

It's early days, but initially and anecdotally:

- Increase in presentations
- Increase in use of T/A
- Mixed picture in impact on prevention
- Interviews take longer
- Caseloads have increased > increase in staff resources
- Engagement with PHP is mixed
- No increase in solutions!
- New Burdens funding wasn't enough!

Next Steps:

- Complete data return by end of October
- GMCA to compile data across GM and identify trends
- Report to Mayor, Leaders and Lead Members
- Further review at end of the year – with H-Clic Data???
- Identification of good practice and opportunity to level-up service
- Monitoring impact of reviews
- Co-ordinate approach with GM-wide programmes
- Canvass partners after launch of Duty to Refer
- Lobbying government – particularly on funding continuation

Thank you for listening

Colm.Obrien@greatermanchester-ca.gov.uk

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Refreshment Break and Exhibition Viewing



Professional Practice Sessions



PPS1 Housing First – Basis Yorkshire Approach – History Room

Gemma Sciré, CEO Basis Yorkshire

PPS2 Duty to Refer Framework – Main Room (This Room)

Trish Connolly, Housing Services Development Manager, Crisis

PPS 3 Health and Homelessness – Staff Room

Jane Cook, Health & Homelessness Advisor, MHCLG



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Duty to Refer

Section 213b – Homelessness Reduction Act
Northern Housing Consortium

Homelessness Reduction Act - the journey

- 1977 Housing (Homeless Persons) Act was a landmark piece of legislation but.....
- It created a two—tired system where single people who were not considered priority and/or intentionally homeless were being turned away from LHA
- Crisis undertook mystery shopping exercise to demonstrate the inequality of responses from LHAs for single people
- Expert panel convened to review the legislation and establish proposals for new legislation
- Expert panel proposals taken forward in Bob Blackman MP's Homelessness Reduction Bill
- Passed May 2017 and implemented 3rd April 2018

In a nutshell: what will the Homelessness Reduction Act do?

1. Improve advice and information available about homelessness and the prevention of homelessness
2. Extend the period 'threatened with homelessness' from 28 days to 56 days
3. Introduce new duties to prevent and relieve homelessness for all eligible people, regardless of priority need, intentionality and local connection
4. Introduce assessments and personalised housing plans, setting out the actions housing authorities and individuals will take to secure accommodation
5. Encourage public bodies to work together to prevent and relieve homelessness through a 'duty to refer'

HRA came into effect 3 April 2018; Duty to Refer in October 2018 and final Code of Guidance was published in February

Oak Foundation Funding

Our work didn't stop once the Act went through: Crisis secured funding for 3 years from the Oak Foundation to support and monitor the successful implementation of HRA; this involves:

- Working alongside 5 Local Authorities to provide practical support to implement the HRA: Lewisham; Oxford; Middlesbrough; Durham; and Sheffield
- Working more broadly with LAs and stakeholders to share our learnings and expertise
- Challenging cases where legal duties are being flouted or wilfully misinterpreted
- Researching and monitoring the impact of the HRA on 6 LAs (Lewisham, Oxford, Sheffield, Croydon, Leeds, Bristol/North Somerset/South Gloucester)

Duty to refer: What the regulations say (from Oct 2018)

- Public authorities set out in the schedule will have a duty to refer people in England they consider may be homeless or threatened with becoming homeless within 56 days to local housing authorities (LHAs)
- The individual should identify which LHA they would like to be referred to (in England)
- A referral should include, at a minimum, the individual's contact details, consent (to refer and share contact details), and agreed reason for the referral (i.e. homeless or threatened with homelessness)
- Does not trigger an application under part VII (applicants must still make one) - see guidance
- Other public authorities may be added or removed in the future

Public authorities subject to referral duty

- Prisons
- Youth offender institutions
- Secure training centres
- Secure colleges
- Youth offending teams
- Probation services (including community rehabilitation companies)
- Jobcentre Plus
- Social service authorities
- Emergency departments
- Urgent treatment centres
- Hospitals in their function of providing inpatient care
- Regular forces (Royal Navy, the Royal Marines, the regular army and the Royal Air Force)

But not: GPs, police, social housing providers, schools or further education colleges

What constitutes a referral?

The referral to a housing authority **must** include the individual's name and contact details and the agreed reason for referral

Further referral information **may** include:

- primary/secondary reason for homelessness/risk of homelessness
- support needs
- risk assessment information, considering risks to the individual and to others
- any additional information

Duty to refer: What the code of guidance says

- Should be incorporated into wider joint working arrangements and homelessness strategy
- Local referral procedures should focus on identifying people at risk as early as possible
- LHA are responsible for setting up local procedures for managing referrals. They should be **tailored to each public authority (who have ultimate responsibility for discharging their duty)**
- Recommended LHAs set up a **single point of contact** for submitting referrals
- LHAs should include information about **how they will respond to referrals**
- Referring authorities should be mindful that for certain individuals, it might be more appropriate to assist them to approach a LHA directly rather than a referral
- Should consider issues of **multiple and repeat referrals** and agree protocols with service partners to mitigate these

What are the reasons behind the new DtR?

- To help people gain access to services as soon as possible so their homelessness can be prevented or relieved in a timely manner
- Public authorities often come into contact with people who are at risk of or experiencing homelessness before they approach a local authority for help or don't approach at all
- Public authorities are in a unique position to identify and refer people to a local authority for help before their situation becomes more serious
- Encourages local authorities and public authorities to work together to intervene earlier to prevent homelessness and respond to homelessness

North East Duty to Refer Implementation Group

- Durham
- Middlesbrough (Thirteen Group)
- South Tyneside
- Darlington
- Sunderland
- Northumberland
- Stockton
- Redcar & Cleveland
- Hartlepool
- Gateshead
- North Tyneside
- Newcastle (TBC)
- Ministry of Housing, Communities & Local Government

North East Duty to Refer Implementation Group

Group has been working to develop local DtR processes including:

- Developing **1** x referral form for all public bodies to use
- **1** x procedure for public bodies referring to North East LHAs
- Ensure work is aligned across the LHAs
- Develop and deliver consistent information for public bodies i.e. such as information sessions and any future training
- Prepare and support public bodies to meet their Duty to Refer responsibilities.

How do public authorities refer in North East?

1. Use the generic referral form and submit by email to the required LHA
2. Each LHA will host the generic referral form and the procedures which outline the correct process to undertake a DtR referral
3. Just search 'Duty to Refer' to locate the referral form and procedures under the homeless teams information pages

North East Referral Form

| DUTY TO REFER | | | |
|--|--|-----------------|----------------------------------|
| North-East Housing Referral Form (s213b) | | | |
| Please use this referral for any service users that may be homeless or threatened with homelessness within 56 days. If the referral is urgent, and/or the service user has no accommodation tonight, you may wish to make contact by telephone to the relevant authority. | | | |
| Referrer Details | | | |
| Name of person completing form | Click here to enter your name. | | |
| Public Body (name of organisation) | Click here to enter your organisation. | | |
| Section/department and location/base of referrer | Click here to enter your place of work | | |
| Referrer Telephone | Click here to enter your tel. | Referrer E-mail | Click here to enter your email. |
| Service User Details | | | |
| Name | Click here to enter service user's name. | | |
| D.O.B (dd/mm/yyyy) | Click here to enter date of birth. | NI Number | Click here to enter Nat Ins. |
| Current Address | Click here to enter their address. | | |
| Tenancy Type | Choose their tenancy type. | | |
| Contact Telephone | Click here to enter their tel. | Contact Email | Click here to enter their email. |
| Other person to call | Click here to add other contact. | Other Telephone | Click here to add other tel. |
| Household Type | Choose their household make-up. | | |
| Primary Reason for Homelessness/Threat of Homelessness | Choose primary reason. | | |
| Secondary Reason for Homelessness/Threat of Homelessness (if applicable) | Choose secondary reason (if applicable). | | |
| Support Needs 1 | Choose a support need. | | |
| Support Needs 2 | Choose a support need. | | |
| Support Needs 3 | Choose a support need. | | |
| Support Needs 4 | Choose a support need. | | |
| Support Needs 5 | Choose a support need. | | |
| Identified Risks | | | |
| Risk | Details | | |
| Risk to Service User | Type any risk to the service user here | | |
| Risk to Professionals | Type any risk to professionals here | | |
| Risk to Community | Type any risk to the community here | | |
| Additional Information | | | |
| (including any assistance the service user may require when contact is made eg if they have a preferred language or require any special arrangements to discuss this referral) | | | |
| Type any other relevant information to this referral here | | | |
| Reason for referral to the chosen local authority (eg. current home, family connection, fleeing DV) | | | |
| Please give details as to why the service user asked for the referral to be made to the chosen local authority. | | | |
| Consent to Refer | | | |
| I can confirm that I have discussed this referral with the service user. They have given their consent for this referral including sharing any risk they may pose to themselves. They understand that enquiries may occur in accordance with part 7 of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) but that their data will be used only in accordance with data protection law, including General Data Protection Regulations 2018. Any further information sharing will be discussed when the local authority contacts the service user. If they want more information about how we collect and retain their personal data, they can also look on the relevant Council's website. | | | |
| Signature of referrer (electronic is acceptable) | Add your signature here. | | |
| Date | Add today's date here. | | |
| This referral form is not a homelessness application – the local authority will complete this with the service user when they contact them. | | | |

| Please forward the fully completed Referral Form to the Local Authority that the service user has chosen or, if not known/uncertain, to which the service user is most likely to have a local connection. Further information is available via the local authority websites. | |
|--|---|
| Please attach any available supporting evidence (regarding the service user's current circumstances/need). | |
| Local Authority | Contact details |
| Darlington Borough Council | e-mail: website address: |
| Durham County Council | e-mail: dutytorefer@durham.gov.uk web: www.durham.gov.uk/housingsolutions |
| Gateshead Council | e-mail: website address: |
| Hartlepool Borough Council | e-mail: website address: |
| Middlesbrough Council | e-mail: website address: |
| North Tyneside Council | e-mail: housingadvicegcse@northynteside.gov.uk website address: www.northynteside.gov.uk |
| Northumberland County Council | e-mail: website address: |
| South Tyneside Council | e-mail: website address: |
| Redcar and Cleveland Council | e-mail: website address: |
| Stockton-on-Tees Borough Council | e-mail: website address: |
| Sunderland City Council | e-mail: dutytorefer@sunderland.gov.uk website address: |
|   | |

Guidance Notes

The Homelessness Reduction Act 2017 (section 213b) sets out a duty for public authorities to refer households they consider homeless or threatened with homelessness to a local housing authority. Public bodies should refer all those they consider homeless or threatened with homelessness.

If the public body is unsure whether there is a specific threat of homelessness within 56 days, they should still refer to the relevant local authority who can assess the circumstances and need, then determine whether a homeless application is required (to prevent or relieve homelessness). The service user may choose the local authority to be referred to but should be informed that there must be good reason as to why they want to be referred to that area.

When completing the risk details on the referral form, please consider the following:

- Has the person(s) been verbally abusive, threatened or been violent to professionals?
- Does the person(s) have a history of weapons, arson, offending or inappropriate sexual behaviour?
- Do you consider the person(s) to be a risk to themselves or have any of the following risk factors: history of suicide, mental health, self-harm, drug/alcohol issues or neglect?
- Describe recommended measures to control/minimise risk e.g. no lone visits, no female workers, visit with police, visits in a secure office environment etc.

Duty to refer: making it work in practice in Oxfordshire

| | |
|------------|---|
| Objectives | <ul style="list-style-type: none">• Develop a consistent approach to the implementation and operation of the 'duty to refer' within Oxfordshire• Support the trailblazer initiative in preparing public bodies and local housing authorities for the 1st October (when the duty comes into force)• Explore the appetite and mechanisms to extend the duty to a 'commitment to cooperate' from public bodies |
| Membership | Oxfordshire Trailblazer, Crisis, South & Vale, Cherwell, Oxford City, West Oxfordshire |

Work packages

- Strategic local agreement and 'commitment to cooperate'
- Referral mechanism
- 'Duty to refer' procedure
- Supporting Guidance & FAQs
- Data & Information Security
- Monitoring & Review
- Current State Diagnostic
- Training, Support & Awareness
- Test & Pilot

Duty to refer: food for thought

- Local vs. National approaches
- Mandatory vs. discretionary information
- Making contact after a referral
- Multiple and repeat referrals
- Impact on existing referral arrangements, pathways and relationships with public bodies

DtR activity

| Activity underway for Duty to Refer and Commitment to Cooperate | | | |
|---|--|---|--|
| | Crisis | Non-Government: NHAS; Local Government Association; National Housing Federation | Government bodies (local authorities, MHCLG, MoJ) |
| Policy | <p>Crisis Policy Team Influencing change to DWP, Health & MoJ policies to improve their responses clients experiencing or at risk of homelessness through:</p> <ul style="list-style-type: none"> Evidence learning from 3 Trailblazers to encourage prevention responses on basis of cost effectiveness & efficiencies Using lessons learnt from Newcastle TB to facilitate better practice in Birmingham JCPs | <p>LGA (Neil Morland Consultant) developing procedures, agreement & other for LAs</p> <p>LGA - Released procedures for Referrals of Homeless Applicants to another LA (includes Wales & Scotland)</p> <p>NHF - Developed Q&A and advised that final guidance document due for release September 18</p> | <p>MHCLG & MoJ (Jenny Jackman) - research underway to learn from LAs and other public bodies developing and implementing prison release protocols ahead of DTR. Aim to produce advice on protocol development</p> <p>East London Housing Partnership (ELHP) – hosting DtR workshops in September for public bodies. Encouraging attendance from key public bodies that are not legislated to refer</p> <p>MHCLG – Developed referral form and procedures for public bodies</p> <p>Various public bodies – developed their own procedures – for instance DWP and MoJ</p> |
| Practice | <p>Crisis Housing Team Support x 5 LAs to design regional operational frameworks for their DtR/ CtC through the Oak Foundation Contract i.e. HRA Implementation Project</p> <p>Oxfordshire & NE commenced. Sheffield to commence in near future</p> | <p>National Homelessness Advice Service (NHAS) – delivering training for statutory agencies who are under the duty to refer. Contact – nhaswebinars@shelter.org.uk</p> | <p>Local Criminal Justice Partnership - Offender Accommodation Group Middlesbrough - Shared vision to develop one referral form, awareness package for use/delivery across criminal justice agencies etc.</p> |

Going beyond DtR: What the code of guidance says

"Authorities are encouraged to establish arrangements with partners that go **beyond referral procedures**, aiming to maximize the impact of shared efforts on positive outcomes for service users who may have multiple needs. Such arrangements can advance the objectives of partner agencies and deliver efficiencies for the public purse“

Commitment to Cooperate

DtR resources

[Code of Guidance - Homelessness Reduction Act](#) - Provides guidance on how local authorities should exercise their functions relating to homelessness and threatened homelessness and apply the statutory duties in practice. See Chapter 4 which focusses on the DtR.

[NHAS Training Offer for Public Authorities DtR](#) – National Homelessness Advice Service (NHAS) is funded to provide housing and homelessness advice for housing and non-housing professionals. NHAS has developed a webinar for public authorities to understand their obligations under the DtR and also offer a range of relevant materials. They can also deliver face-to-face training to public authorities on request.

Thank you



crisis.org.uk

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Lunch and Exhibition Viewing



Professional Practice Sessions



PPS 4 Delivering H-CLIC – the experiences of a Housing System’s Provider and a Local Housing Authority – History Room

Andy Graves, Locata Client Relationship Manager

Corinne L. Copeland, Locata Project Manager

Nic Abbott, Cheshire East, Homechoice Team Leader

PPS 5 Homeless Rooms – Main Room (This Room)

Mark Peters, Co-Founder, HomelessRooms.co.uk

Lee Blake, Co-Founder, HomelessRooms.co.uk



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The logo for HomelessRooms.co.uk features a stylized orange house icon with a white outline, followed by the text "HomelessRooms.co.uk" in a bold, orange, sans-serif font.

Northern Housing Consortium
3rd October 2018

Mark Peters & Lee Blake

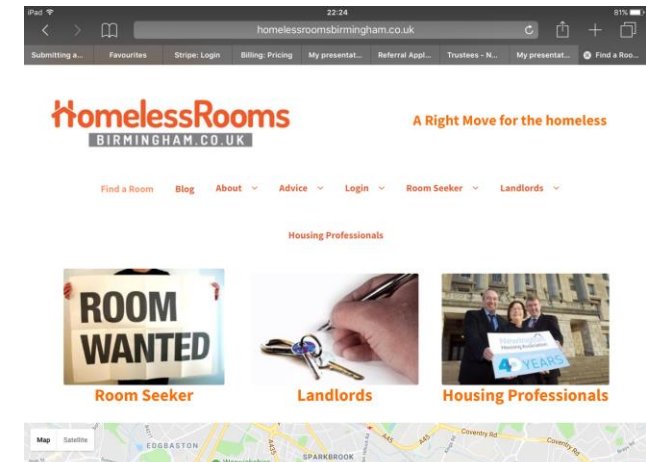
Why Start HomelessRooms.co.uk

- Frustrations of young people with PRS
- At least 5000 supported accommodation rooms in Birmingham
- 10% void rate, 500 empty rooms
- Save local councils money 2016 £4.4 on TA, Hotels £79 per night!
- Improve Standards in 'murky' supported accommodation sector
- More choice for vulnerable people
- Better outcomes for homeless people & sofa surfers



How Does it Work?

- Individuals, support workers, council staff browse site find rooms & apply for them
- We 'triage' referral. Get more info, liaise with RSL & or landlord. If appropriate introduce two parties and then track/measure outcomes
- About to start first pilot Birmingham City Council
- 'Minimum Viable Product' had 80 enquiries, 20 people housed.
- Expect to house 100-200 during first 3 months of pilot



Savings & Benefits

- £3000 each person not needing to register as homeless – BCC confirmed
- Rent saving: £100-£200 per week average of 7 months $£150 * 30 \text{ weeks} = £4500$
- $£7500 * 200 \text{ ppl} = £1.5\text{M}$ saved by council
- Less antisocial behaviour
- Fewer admissions to A & E
- Fewer interactions with criminal justice system
- Vulnerable people living in better conditions & getting good quality support
- Bad landlords punished, good landlords rewarded
- Better outcomes for all



Income Streams for HomelessRooms.co.uk

1. Savings to local authorities
2. Charge landlords to list each room and a commission when room is rented
3. Grant Funding
4. Crowdfunding
5. Directory Advertising
6. CSR opportunities



Costs

Buy Into Homeless Rooms Upfront £10k

Staged payments until agreed capped amount

Ongoing small % of money made each year

How We Plan to Scale

Employ staff? Do it ourselves? Licence? Franchise? Give it away? Sell idea?

Set Up www.HomelessRooms.co.uk – sub domains for other cities



www.birmingham.homelessrooms.co.uk etc

Bought lots of domains www.HomelessroomsYOURCITY.co.uk Point to relevant subdomains

Local Partners, Local Knowledge, Local Contacts, Track Record

Clone website, change Birmingham to YOUR TOWN or CITY,

Allow each Local Partner to run it in a way that responds to local needs. Partners decide Eg, Supported Housing, HF, Move On, Families, Couples

How Can You Help?

**WE'RE
HIRING!**

Introductions to:

Charities, Local Authorities, Social Enterprises, RSL's, Commissioners, Homelessness Teams, Housing Associations – Asset Disposal Team

Mark Peters



mark@homelessrooms.co.uk

07974 241194

Lee Blake



lee@homelessrooms.co.uk

07812 606886

Housing First – Why does it work?

*Professor Sarah Johnsen,
Research Fellow,
Heriot-Watt University*



Housing First: Why does it work?

Prof Sarah Johnsen

Trauma and Adverse Childhood Experience

- ACE includes:
 - Abuse
 - Neglect
 - Household dysfunction
- Disproportionate representation of ACE amongst people experiencing homelessness
- ACEs influence ability to regulate emotions, cope with challenge and sustain relationships

Prevalence and Nature of ACE

| Experience | Per cent |
|---|----------|
| Truanted from school a lot | 50 |
| Suspended, excluded or expelled from school at least once | 36 |
| Ran away from home and stayed away for at least one night | 34 |
| Violence between parent(s)/carer(s) | 27 |
| Parent(s)/carer(s) had a drug or alcohol problem | 24 |
| Sexually abused | 23 |
| Physically abused at home | 22 |
| Family was homeless | 16 |
| Spent time in local authority care | 16 |
| There was sometimes not enough to eat at home | 15 |
| Parent(s)/carer(s) had a mental health problem | 15 |

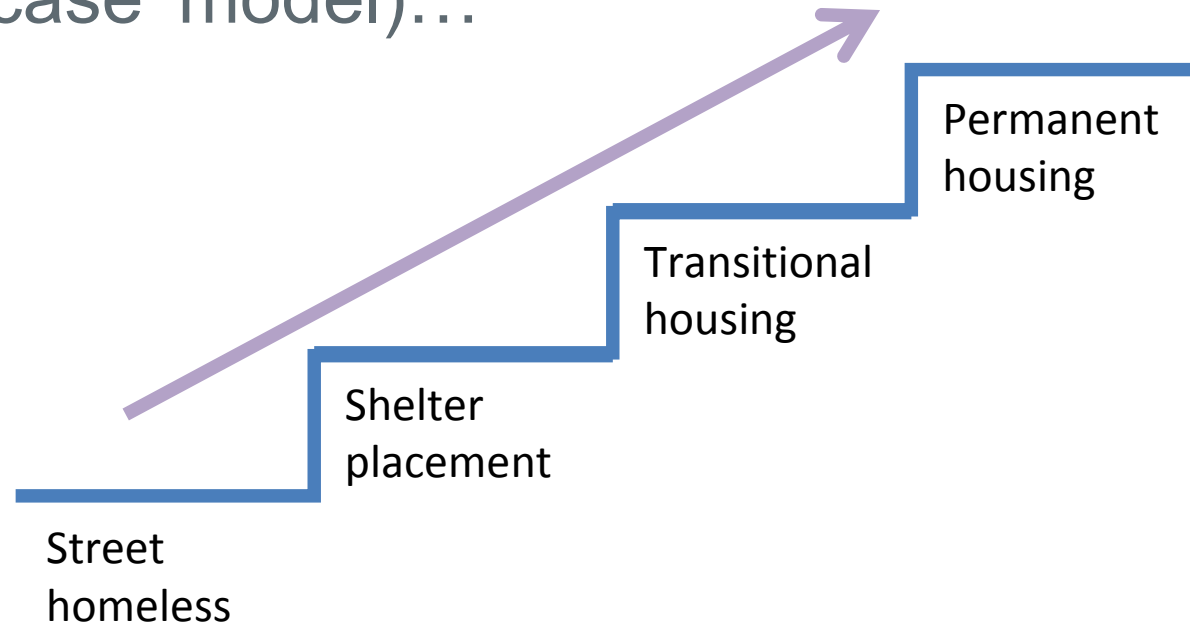
Source: MEH survey. Base 452

ACE and Relationships with Care

- Trauma often underpins ambivalence toward or dismissal of care
- ‘Non’ or ‘destructive’ forms of engagement often lead to exclusion (and repeat cycle of rejection)
- Need for psychologically-informed recognition of these complexities and dynamics

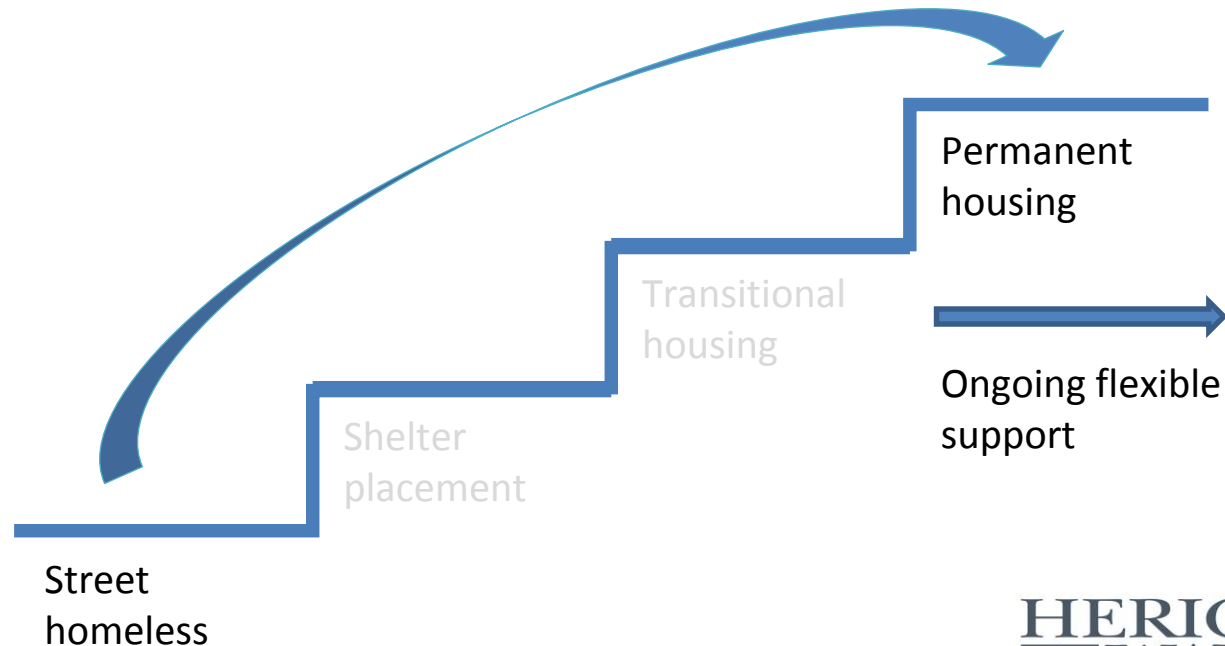
What HF is NOT

HF is NOT treatment first (traditional 'staircase' model)...



Basic Philosophy of HF

But rather, housing first (with ongoing flexible support)



Seven Key Principles

1. People have a **right to a home**
2. **Flexible support** is provided for as long as it is needed
3. Housing and support are **separated**
4. Individuals have **choice and control**
5. An **active engagement** approach is used
6. The service is based on people's **strengths, goals and aspirations**
7. A **harm reduction** approach is used

Source: Housing First in England: the principles
(Homeless Link, 2016)



I·SPHERE
Institute for Social Policy, Housing and Equalities Research

Evidence re Effectiveness

- Substantial international evidence base from US, Canada, Australia and Europe (incl. UK)
- Rigour, consistency and 'weight' of evidence highly compelling
- Excellent housing retention outcomes; other outcomes more mixed but positive on balance

Critical Ingredients of HF

1. Longevity
2. Flexibility
3. Stickability
4. Normality

Longevity

‘Ontological security’ offered by **long-term security of tenure** and **non time limited** support

“They’re there when I need them ... They don’t get you somewhere and then just leave you”

(HF user, Glasgow)

Flexibility

Support provision is truly flexible as regards: type, intensity, location, etc.

“When I’ve had a lapse and I am feeling quite low they can step up their visits, it depends if I want to see them more ... Basically, it’s up to me”

(HF user, Glasgow)

Stickability

Fosters trust and enables honesty

“They’ve stood by me. Even thought I’ve not turned up for appointments, they’ve still stuck behind me”
(HF user, Glasgow)

“Through any other agency to get somewhere you had to lie ... So, being able to just go ‘Oh...’ and tell the truth and say that you’ve been using and that you’ve had it ... that helped a lot”
(HF user, Glasgow)

Normality

Normal housing + support in normal ('non-homeless') settings



Mitigates stigma and facilitates integration

“When you’re stuck in the homeless scene in hostels and all that it’s just a vicious circle ... Once you’re taken out of that it’s up to you, but you’ve got all the support you need and ... your own little hideaway”

(HF user, Glasgow)

Conclusion

HF recognises the impact of adversity on individuals' (often ambivalent and/or dismissive) relationships with care ... and does not exclude them for behaving in ways that are entirely understandable and (to an extent) predictable

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Refreshment Break and Exhibition Viewing



The Duty to Refer; An Opportunity to Cooperate

*Neil Morland,
Managing Director,
Neil Morland & Co Housing Consultants*

Duty to Refer: An Opportunity to Co-operate



NEIL MORLAND CO
HOUSING CONSULTANTS

Duty to Refer guidance for local housing authorities

- Commissioned and published by the Local Government Association
- Formulated by Neil Morland & Co Housing Consultants
- Published October 2018
- Contents include:
 - How to administer the Duty to Refer
 - Good practice case studies of local authorities co-operating with public authorities to tackle homelessness
 - Templates to copy/download

Duty to Refer guidance for local housing authorities

- The Homelessness Reduction Act 2017 has a welcome focus on prevention, the Duty to Refer to acknowledges the role that other local services – such as health, employment, and justice - will have to play
- LGA guidance published to demonstrate convincing reasons for why the ‘Duty to Refer’ should be practised as an ‘Opportunity to Co-operate’ to prevent and relieve homelessness.
- Offers impartial and transparent advice, formulated using authoritative evidence.

Legislative context

- Homelessness Reduction Act 2017, effective from the 3rd April 2018, placed expanded duties on local housing authorities to intervene at earlier stages to prevent homelessness (irrespective of a persons' local connection), along with introducing a new duty to relieve homelessness, regardless of whether a person has a priority need for accommodation or is intentionally homeless.
- The Duty to Refer commenced from 03rd April 2018, however public authorities were not obliged to make referrals until 1st October 2018 onwards.
- A referral can only be made with a persons' consent, to both the referral and disclosure of their contact details to a local housing authority.

Who does the Duty to refer apply to?

- Persons employed by
 - Prisons
 - Youth offender institutions, secure training centres, secure colleges
 - Youth offending teams
 - Probation services
 - Jobcentre Plus
 - Social services authority
 - Children social service functions
 - NHS Trust emergency departments, urgent treatment centres, hospital inpatient care
 - Ministry of Defence
- Guidance and procedures have been published by UK Government ministerial departments

Who does the Duty to refer apply to?

- Some public authorities, such as general medical practitioners, schools and police services don't have a Duty to Refer
- All agencies can operate within the parameters of the Duty to Refer.
- Housing associations are encouraged by the National Housing Federation, to sign-up to a voluntary 'Commitment to Refer' cases of homelessness
- Some professional membership bodies such as the Royal College of Midwives have publish their own guidance

What should be included in a referral?

- All referrals must include
 - Facts that can help identify the person
 - Contact details
 - Reason for referral (e.g. homeless or threatened with homelessness)
- Additional information can be asked for about a persons causes of homelessness, plus housing and support needs
- It is at the discretion of person as to whether any additional information is provided

When should a referral be made?

- As soon as there is an awareness that a person is, or might be, homeless or threatened with homelessness, for example when a person might be
 - Sleeping rough in a place not intended for habitation
 - Asked to leave by parents, family, friends, or other persons
 - Served possession notice by a landlord or mortgage lender
 - Unable to enter their property due to a civil emergency or illegal eviction Or find an approved place to site their boat or caravan
 - Unable their accommodation
 - Living in accommodation that they are unable to afford, is of a poor condition, Overcrowded, or experiencing abuse or threats of abuse

Where should a referral be made to?

- Search for local authorities at the following weblink
<https://www.gov.uk/homelessness-help-from-council>.
- The following factors might help to determine which area a referral might be made to:
 - Location of accommodation needed
 - Type of accommodation needed
 - Number of bedrooms needed
 - The amount of housing costs that can be afforded
 - The tenure that is most suitable
- The question of whether a person has a local connection should never arise at the stage of a referral being made

With what method should a referral be made?

- Local housing authorities should have a number of channels to receive referrals.
 - In person
 - By post or fax
 - On the phone
 - By email – MHCLG encouraging local authorities to adopt a standard email address, dutytorefer@anywherecouncil.gsx.gov.uk
 - Website contact form
 - Online app
- Local authorities could consider having Duty to Refer button on the homepage of their website
- Ministry of Justice and DWP will only use secure email addresses to send a referral
- Proof of receipt of referral should be sent by local authority receiving a referral to a public authority that made a referral

How should a referral be handled?

- Action taken as a result of a referral will vary. Some common potential outcomes are
 - Provision of advisory services
 - Inquiries into case (e.g. homeless, eligible, assessment and personal plan, etc)
 - Offer of temporary accommodation
- Referral information could be kept as part of any case file opened about a person.
- Information provided on a referral can be transferred to any housing plans formulated by a local housing authority.
- Referrals information might be collected, recorded and monitored

Opportunities to Co-operate

- Homelessness Reduction Bill Clause 17 Co-operation between authorities and other, originally proposed, but later revised to Duty to Refer
- Co-operation already a requirement in homelessness law and other legislation, especially with adult and children social care services
 - Care Act 2014 – enable provision of housing for vulnerable adults with social care needs
 - Children Act 1989 – homeless 16/17 years old children
 - Mental Health Act 1983 – adults being discharged from hospital
- Co-operation between housing and children services in intentional homeless cases
- Co-operation with all agencies to formulate a homelessness strategy

Opportunities to Co-operate

- Co-operation with housing associations
 - Preventing evictions
 - Reducing under-occupation and overcrowding
 - Supplying and managing temporary accommodation
 - Shared lettings schemes
- Welsh Duty to Co-operate in force since 2015, 75% LAs reported stronger co-operation Key to co-operation:
 - Homelessness forums
 - homelessness champions
 - Homelessness training
 - homelessness strategy

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Chair's Closing Remarks

*Mike Wright,
Strategic Lead for Homelessness,
Greater Manchester Combined Authority*



THANK YOU

FOR ATTENDING THIS EVENT



@NHC



Northern Housing Consortium

www.northern-consortium.org.uk