

Ian Swift Head of Housing Solutions

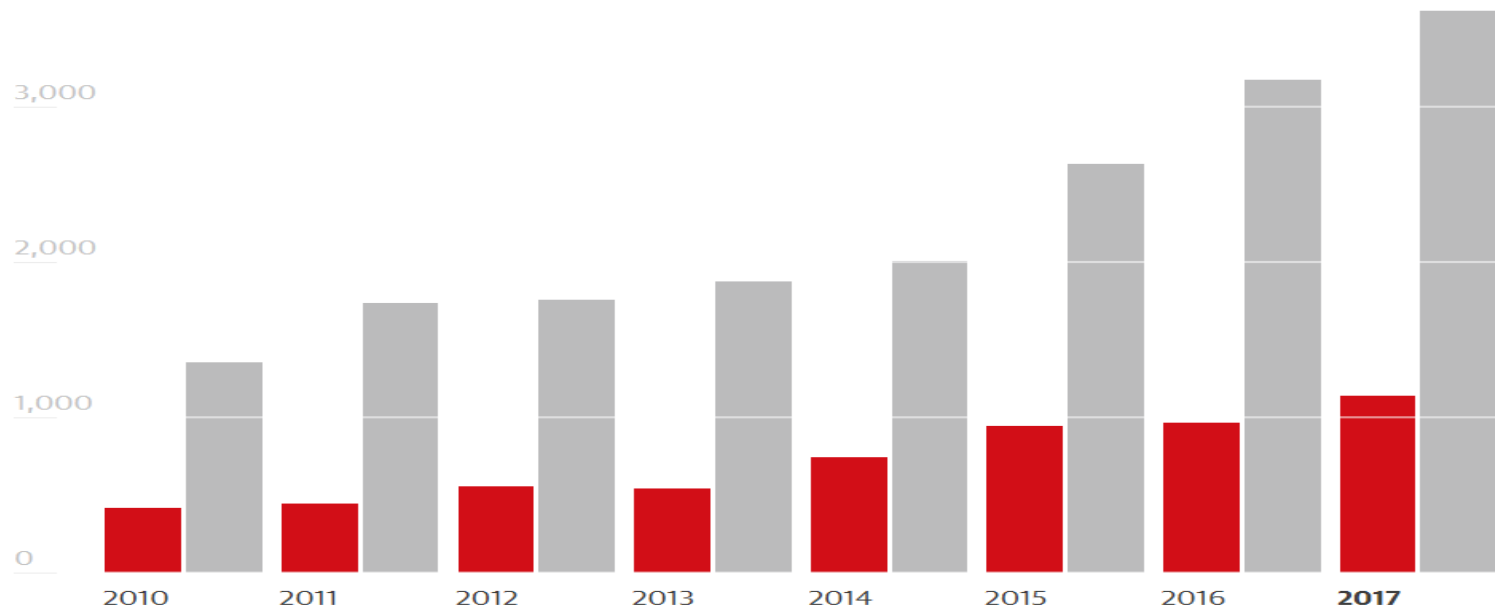
Southwark Council
Homelessness is everyone's responsibility

Rough Sleepers

There were **4,751 rough sleepers** in England in 2017, a 15% increase on the previous year

The number of rough sleepers has increased to 1,137 in London and 3,614 in the rest of England

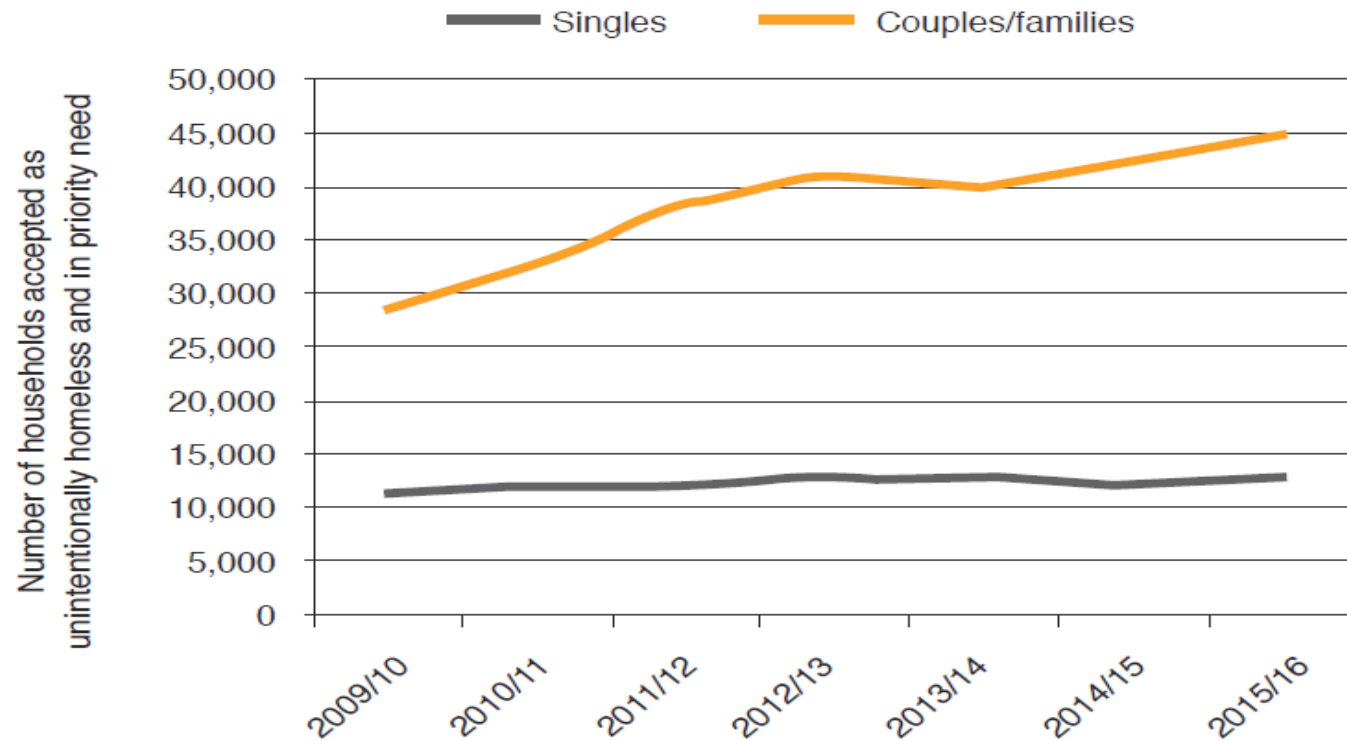
■ London ■ Rest of England



Guardian graphic | Source: Rough Sleeping Statistics Autumn 2017, England

Help for single homeless applicants

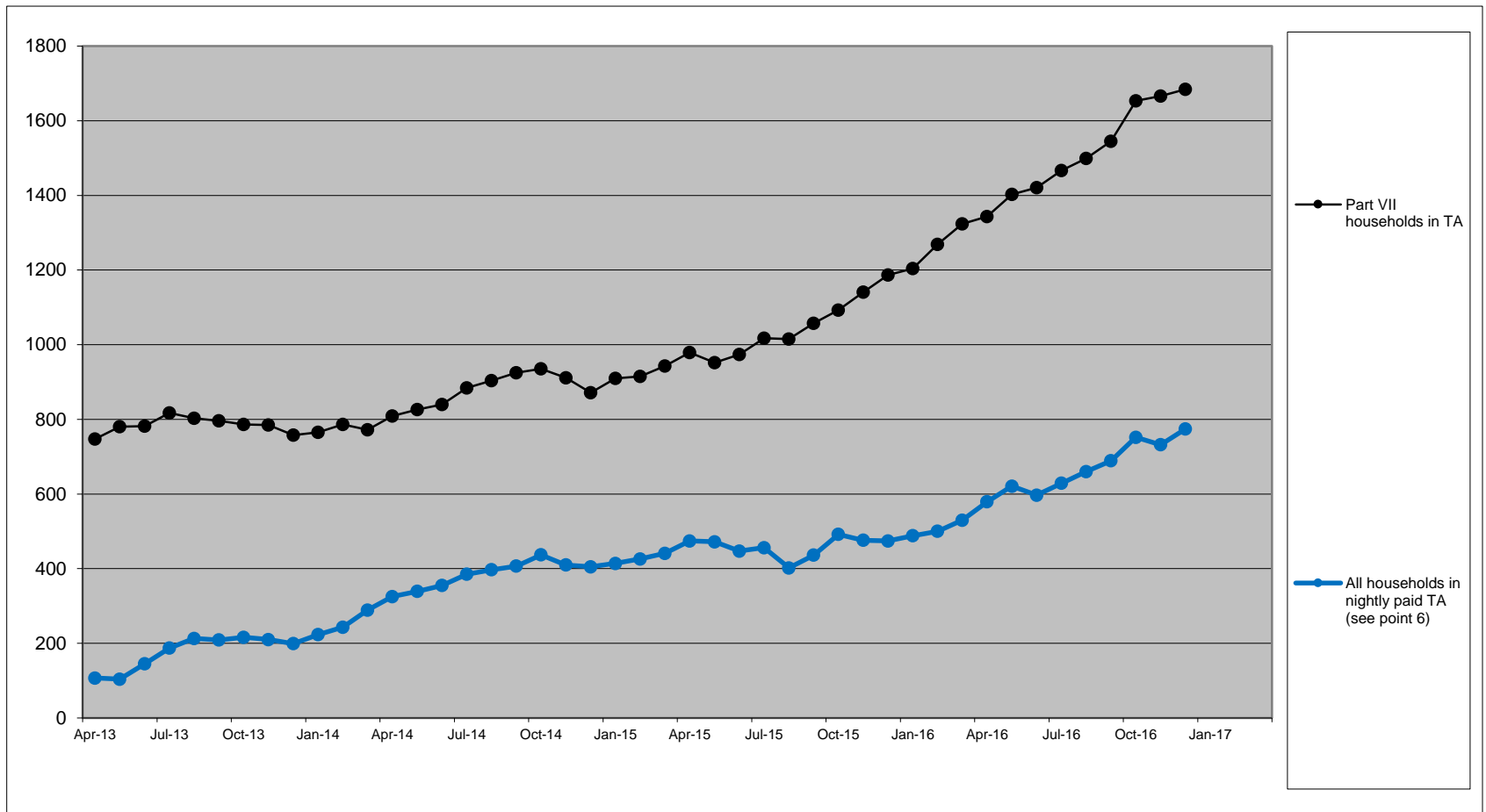
Figure 4.4 Trend in single person households accepted as unintentionally homeless and in priority need, 2009/10-2015/16



Source: DCLG statutory homelessness statistics

Increased demand for Temporary Accommodation (Homeless Households)

TA has increased nationally by approximately 60% between 2011 and 2017 – this trend is reflected in Southwark



Context

- ▶ Southwark historically had the 3rd highest number of homeless applications in England
- ▶ 28th best homeless preventions in England 2016/2017
- ▶ Central London location. Local Housing Allowance £95.18 for a 1 bedroom flat per week. Average market rent for a 1 Bedroom flat is £480.00 per week
- ▶ Universal Credit been in operation for over 2 years
- ▶ The Homelessness Reduction Act has been live since October 2016 for 100% of homeless cases

Context

- ▶ 22,670 customers have accessed the service within the last 12 months
- ▶ 100% of the DHP budget has been spent on homeless prevention
- ▶ 9,706 of these customers are very satisfied with the service provided, 707 satisfied with the service and 970 dissatisfied with the service provided (91% customer satisfaction)
- ▶ Average time a customer is waiting in the reception area before being interviewed is 6 minutes and 40 seconds
- ▶ Households placed within the private rented sector to prevent the customers from becoming homeless an increase of 96%
- ▶ Homelessness preventions increased by 50%
- ▶ We have trained all 326 council's on the Southwark model in order to implement the Homelessness Reduction Act

Context

- ▶ Homelessness acceptances reduced by 47% down from 943 2016/2017 to 505 in 2017/2018
- ▶ Percentage acceptance of homeless applications = 38% compared to 52% nationally and 58% in London
- ▶ 80% of the customers accessing the Housing Solutions service are now single homeless customers
- ▶ We have eliminated the use of Bed and Breakfast accommodation. On the 31st March 2017 we had 326 homeless households living in Bed and Breakfast accommodation since November 2017 we have had zero households living in Bed and Breakfast accommodation.

Context

- ▶ New housing pathway's and customer journey
- ▶ Accommodation Finding service (PRS)
- ▶ The importance of partnership work
- ▶ 100% of the officers across the service have become Domestic Abuse Champions by attending a three day training course provided by Solace Women's Aid
- ▶ Homeless Link organised and independently facilitated Customer Focus group meetings to help the council to re-deign its services around the customer's needs and expectations.

Context

- ▶ As of 31 March 2018 2,342 households were living in “emergency temporary accommodation”.
- ▶ On the 31st March 2018, there were 11,824 customers on our housing register.
- ▶ These are people who are eligible to apply for a council or housing association home
- ▶ During 2017/2018 only 1,324 lettings of Southwark Council and Housing Association accommodation was allocated to customers on the Housing Register, this includes the 2,342 homeless households living in emergency temporary accommodation.
- ▶ During 2016/2017 Southwark Council allocated 1,524 Southwark Council and Housing Association properties. Therefore in 2017/2018 there have been 218 less lettings than the year before.
- ▶ These figures mean we have roughly 25 available properties a week, but we have 11,824, people waiting. The result is that we simply can't house everyone

Context

- ▶ Government funding is inadequate
- ▶ The council is committed to making the Homelessness Reduction Act a success
- ▶ To have a successful Housing First model we need the housing
- ▶ The welfare reforms are increasing homelessness
- ▶ Southwark Council's homelessness numbers are bigger than Wales, but we receive £470,000 from central Government compared to £8 million in Wales.

Context

- ▶ Prevention and eviction protocol with Housing Associations working well
- ▶ The council provides the homelessness review service for 12 other council's (Newham, Lewisham, Hackney, Greenwich, Bexley, Watford, Three Rivers etc.
- ▶ The three main reasons for homelessness in Southwark remain as follows:
 - ▶ Evictions from Parents and Friends
 - ▶ Evictions from Private Landlord Accommodation
 - ▶ Domestic Abuse

Difficult issues you will face

- ▶ Recruiting the right people
- ▶ Designing the IT to match the day to day operation of the Act
- ▶ Culture change
- ▶ Accessing private rented accommodation to prevent homelessness
- ▶ Is the Government funding adequate to meet the requirements of the Act?
- ▶ Bureaucracy is enormous

What have we done?

- ▶ New JD's for everyone
- ▶ New job evaluations
- ▶ New IT framework
- ▶ New culture
- ▶ 14 New individual PHP's
- ▶ 100% change
- ▶ On line public referral in operation
- ▶ New leaflets
- ▶ Trained all partners
- ▶ New policies
- ▶ New web site
- ▶ New homeless strategy
- ▶ New support pathways
- ▶ Shelter Quality Audit
- ▶ New Shelter service
- ▶ Training, training, training
- ▶ Recruited 16 apprentice officers with lived experienced of homeless

Achievements

Achievements

What have we done?

- ▶ Customers helped to design the new service
- ▶ Partner agencies helped to design the new service
- ▶ Staff helped to design the new service
- ▶ Customers can present at the service 90 days in advance of being homeless
- ▶ Accommodation finding service
- ▶ Trained 100% of elected members and the 3 MP's on the Act
- ▶ Partner agencies can complete the PHP's
- ▶ New information packs for customers
- ▶ New self help packs for customers
- ▶ Changed the language of letters and leaflets etc.

Progress

Partnership Working



Conclusions

- ▶ It has taken us on a 4 year journey to get to this point.
- ▶ Change the culture
- ▶ 100% different way of working with new skills
- ▶ Partnership working is the key to your success. We call it a prevention hub.
- ▶ Bureaucracy is enormous
- ▶ Manage customer expectations
- ▶ Prevention of rough sleeping is important through a Housing First model

Please feel free to contact us



Contact details

- ▶ Ian Swift
- ▶ Telephone 020 7525 4089
- ▶ Mobile Telephone 07961935132
- ▶ e-mail ian.swift@southwark.gov.uk
- ▶ www.southwark.gov.uk
- ▶ Come and visit us if you wish?