

# Housing Scrutiny Commission

Commission Meeting 8<sup>th</sup> September 2015

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## Monitoring the Homelessness Strategy (12 months)

Assistant Mayor for Housing: Cllr Andy Connelly

Lead director: Ann Branson

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**City Mayor**

## Useful information

- Ward(s) affected: ALL
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- Report version number: V1.9

## Purpose of Report

- 1.1 Executive seeks the comments of the Housing Scrutiny Commission on the first 12 months of the Homelessness Strategy being fully implemented.

## Summary

- 2.1 The Homelessness Strategy was fully implemented by 1<sup>st</sup> April 2014. It focuses on moving from dealing with crisis to the prevention of homelessness, a reduction in the use of hostels and an increase in floating support. Overall the numbers of hostel bed spaces that the Council funds were reduced by 36%.
- 2.2 The Spending Review gave a planning guideline to achieve savings of £1.5m from £4.5m General Fund budget.
- 2.3 £700k of efficiency savings were agreed in September 2014 and have been implemented without the need to change the Strategy. These savings will be effective from the dates agreed. In addition, under a separate Spending Review, Council hostels were transferred to the Housing Revenue Account. The current General Fund budget for the Strategy is therefore £3.542m. In addition, the HRA spends £1.489m on services that support the Strategy.
- 2.4 In March the Executive considered a report on the impact of the Strategy after 9 months. The report described progress with prevention work, a reduction in rough sleeping and some reduction in repeat homelessness. It confirmed that the closure of bed spaces did not mean that current demand could not be met. Executive asked for a further report when 12 months data was available.
- 2.5 This report considers
  - a) Operational data for the full 12 months of 2014/15
  - b) Advice from internal and externally commissioned research on the nature of entrenched homelessness and the next steps to further reducing repeat homelessness amongst single people.
  - c) Lessons learnt from first year of opening the Single Access and Referral Service.
- 2.6 Not all data is directly comparable with previous years because prior to the Single Access and Referral Service we could not capture all data relating to VCS hostels and some government definitions for prevention data have changed. Officers are considering how prevention figures should be presented.

## Conclusions

- 2.7 The overall conclusion is that the progress reported in March has been sustained and the closure of bed spaces does not mean that current demand cannot be met and it may be possible to further reduce provision for single people, but this is not advised at this point.
- 2.8 The Summer Budget proposals for changes to Housing Benefit and other Welfare payments are very worrying and likely to be a major challenge to the Strategy. A green paper with details is awaited.
- 2.9 The demand for basic housing advice that is now provided by the Customer Services Centre has risen. Calls handled from 13<sup>th</sup> April 2015 – 22<sup>nd</sup> June 2015 showed that Customer Services had handled 11199 calls for the Housing Options Service compared with the same period last year when there were 9038 calls handled. This is a 19% increase.
- 2.10 The number of people who come to Housing Options saying they face homelessness has risen over the last 12 months by 5% to 2163 households, but this may be related to the closure of direct access hostels in the voluntary sector. (See Appendix 1)
- 2.11 For the same reason we cannot directly compare the number of families who had to go into hostels with the previous year. With the implementation of the Single Access and Referral Service we expected an increase and there has been a rise in the number of families whom we had to place in Border House or Bed and Breakfast (from 173 in 2013/14 to 238 in 2014/15) (See Appendix 2)
- 2.12 We placed 621 single people in temporary accommodation in 2014/15. Again, we cannot directly compare data. There are, however still too many single people who return to homelessness. 222 single people who came into Council funded hostels last year had experienced at least two previous stays in hostels. This is 30%, a reduction from the 37% previously identified in the Homelessness Strategy, though figures are not directly comparable. The number of very entrenched cases (four or more stays or rough sleeping) has reduced: 118 as at April 2012 and 52 as at end of March 2015. (see Appendices 3 and 3A)
- 2.13 Internal research and a consultant's report on "Next Steps to Reducing Repeat Homelessness" endorses the approach to prevention and support that is being taken in Leicester and in particular praises the Revolving Door Service. The consultants made a number of useful suggestions to further embed what is known as "Housing First".
- 2.14 If these changes reduce repeat homelessness and average length of stay, less hostel spaces for single people may be needed, so the Strategy should continue to be closely monitored and a further report made to Executive based on 18 months data.
- 2.15 Closing single hostels without these changes in place runs the risk of more rough sleeping.

2.16 The presence of beggars in the City Centre continues to be an issue, however recent joint work with the police has highlighted that many beggars are not rough sleepers and do actually have somewhere to live.

## **Recommendations**

2.17 It is recommended that:

1. The changes to working practices with single homeless people, including continued work on prevention and embedding the principles of “Housing First”, are supported.
2. The new ways of working are expected to improve the effectiveness of the current Homeless Strategy by helping to reduce hostel use and repeat homelessness. A further report in December 2015, based on 18 months data, will consider the amount of temporary accommodation that should be procured.
3. Further reports will be provided on the likely impact of the Welfare Reform proposals as detail becomes available.

## **3. Report**

### **Housing Advice and Homelessness Prevention**

- 3.1 Housing Options have two main functions. They manage and maintain the Housing Register and provide housing advice and assistance to anyone who may be facing homelessness with the aim of prevention.
- 3.2 As at April 2015 there were 9461 applicants on the Housing Register. The number of families on the Housing register fell from 5946 to 5280 over the year. The number rehoused rose from 867 to 1159, partly because of the large number of new council and housing association homes that were completed during the year.
- 3.3 The number of single people and couples on the Housing Register also fell, from 5131 to 4181. 1020 were rehoused during the year, compared to 849 the previous year.
- 3.4 584 (27%) of all lettings were for the prevention of homelessness or to households who became homeless. The percentage is similar to previous years, but there was a big increase (27%) in the number of lettings.
- 3.5 The Housing Options Service moved to York House from April of this year, to embrace the ‘one stop’ approach for customers. The Customer Service Centre provide a triage service for housing advice. All crisis presentations (those who are saying they are homeless on the day) are referred to the Housing Options Service to be seen for immediate, specialist advice and assistance. Customer Services also refer anyone who may be facing homelessness for early

intervention and the more complex issues arising from Housing Register enquiries.

- 3.6 In the first quarter of 2014/15 9038 telephone calls were made to the service (when provided by Housing Options). Customer Services received 11199 calls in the same period this year, a 19% increase. The Customer Service Centre has longer opening hours. Working practices between the Centre and Housing Options are still being developed.
- 3.7 The demand for the homelessness services provided by Housing Options rose by 5% during 2014/15 from 2051 to 2163 households (975 families, 1188 singles and couples). The rise was anticipated due to the introduction of the Single Access and Referral Service and the decommissioning of VCS services which in the past customers may have approached directly.
- 3.8 The prevention of homelessness remains the main aim and objective for the Service. We can prevent homelessness by either sustaining the present accommodation (see Appendix 4) or by providing an alternative housing option. (see Appendix 5). The reasons for customers seeking assistance have remained consistent. They include termination of assured shorthold tenancies, fleeing domestic violence, required to leave National Asylum Support Service accommodation following a positive decision on their asylum application, and asked to leave by friends and relatives.
- 3.9 We are starting to feel the impact of welfare reform changes with more customers seeking help for affordability issues specifically in the private rented sector.
- 3.10 The most successful means of prevention were:
- Resolving Housing Benefit problems
  - Providing other assistance that will enable someone to remain in accommodation in the private or social rented sector.
  - Resolving rent or service charge arrears in the social or private rented sector
  - Mediation using external or internal family mediators
  - Negotiation or legal advocacy to ensure that someone can remain in accommodation in the private rented sector
  - Conciliation including home visits for family/friend threatened exclusions
  - Debt Advice

## **Welfare Reform**

- 3.11 Initial analysis of the impact of the Summer Budget on Leicester has highlighted issues of particular concern for the Homeless Strategy. These are:
- Lowering the benefit cap and reducing tax credits will affect many more families, including those with 2 or more children. This could cause a rise in homelessness from those unable to afford the private rented sector, or get into rent or mortgage arrears.

- The exclusion of most 18-21 year old from benefit could increase homelessness. Exemption of “vulnerable” households and those in hostels are expected, but details are awaited. There is concern that single parents will not be exempted. Exemptions are expected to be tightly drawn.

### **Family homelessness**

- 3.12 In 2014/15 975 families sought assistance when facing homelessness.
- 3.13 238 families went into temporary accommodation (through Housing Options) in 2014/15 compared to 173 in 2013/14, (a rise of 27%). As stated earlier, some of this rise will be because families previously went directly to voluntary sector hostels. The emphasis on prevention of family homelessness continues with admissions to a hostel or bed and breakfast being a last resort. (Appendix 2)
- 3.14 The rise in the number of families presenting has meant that more Bed and Breakfast has had to be used during 2014/15 (from 9 in 13/14 to 63 in 14/15), However, most families have only had to spend one night in Bed and Breakfast before being moved on to more suitable temporary accommodation. Some large families have had long stays. Nationally, good practice is that families should spend no longer than 6 weeks in Bed and Breakfast. We are closely monitoring the use of bed and breakfast and are looking at other options that may be available to reduce the usage e.g. using HomeCome private sector leasing properties and bringing one or two flats adjacent to Border House into use as part of the hostel.
- 3.15 Benefit changes from 9<sup>th</sup> February 2015 for European Nationals who have been claiming Income Based Job Seekers Allowance will be subject to further sanctions if they cannot demonstrate a genuine prospect of work. The withdrawal of these welfare payments could increase expenditure on bed and breakfast during 2015 if these people become homeless.
- 3.16 There is no repeat family homelessness as all who are rehoused as a result of being homeless are offered floating support to help them sustain their new accommodation, and the Family Support Service continues to work with those most in need.

### **Working with repeat single homeless and rough sleepers**

- 3.17 In 2014/15 1188 single people or couples sought assistance when facing homelessness.
- 3.18 There is clearly a number of people in the city at any one time whose lifestyle has led to them finding it very hard and sometimes impossible to make themselves a home. They become entrenched in a cycle of sleeping on friend’s sofas, returning to family who then cannot cope, going into prison or mental health hospitals, coming in and out of homeless hostels and sometimes, but by no means in all cases, rough sleeping. The consultant’s report on “Next steps to Reducing Repeat Homelessness” identified that “the complex characteristics associated with repeat homeless clients are universal and not unique to Leicester”.

3.19 The homelessness services do not believe anyone's behaviour is completely intractable, but it can become entrenched and difficult to address.

3.20 In recognition of this the Strategy includes

- **Monitoring of all repeat homelessness.** Last year 222 (14/15) 30% of single people who came into Council hostels had experienced at least two previous stays in hostel accommodation. In contrast the Council sees no repeat family homelessness. This is a reduction (from 37%) of the proportion identified prior to adopting the new Homelessness Strategy. We are concerned that of the 75 single people evicted from Council housing last year 13 came back into hostels.
- Measuring our success with those that we have most concern about. **The Repeat Homeless list** is used to target multi-agency work with those with the most entrenched homelessness lifestyle. It lists as a snapshot, those people receiving Council funded homelessness services who have been in hostels four or more times in the last two years or who repeatedly sleep rough. When the list was compiled for April 2012 there were 118 individuals who met this criteria. The number fluctuates as people join and leave the list. Since April 2012, 80 individuals have been helped into a settled lifestyle. At the end of March 2015 the number on the list was 52. Multi-agency casework with the people on the list is discussed at multi-agency meetings chaired by Inclusion HealthCare and strongly supported by the City Council's Revolving Door Team, Rough Sleepers Outreach Team and Housing Options. Hostel support is focused on trying to ensure no further returns to hostel accommodation.
- Continuing to fund the **Revolving Door Service** (STAR support workers with lower caseloads to work specifically with this group) which the consultants found was delivering positive outcomes.
- Continue to fund the **Rough Sleeper Outreach Service**. During 2014/15 124 individuals slept rough on the street. This is more than the numbers of individuals recorded in 2013/14 (98) but less than 2012/13 (143) when this data was first compiled. (Appendix 6). In 2013/14, the range in numbers on the street in any one year was a minimum of 5 and maximum of 12 in August 2013. The range in 2014/15 was none (over Christmas) to 16 and 17 in July and August 2014. Length of stay on the street is generally shorter. Most (51%) had 1 or 2 nights out. 16% had more than 6 nights.

3.21 Recent work with the police has highlighted again that many people who the public view as rough sleepers are actually beggars who do have somewhere to live. This can also include people who are staying in our hostels. The Rough Sleepers Outreach Team shares information with the Street Drinking Team and the City Centre police. At our first strategic meeting in March there were 16 prolific beggars. As at 1<sup>st</sup> July there were 12 prolific beggars, of which one was in a hostel and one rough sleeping. The others had tenancies (7) or were living with family and friends (3) The Police have served 4 Community Protection Notices and 1 Criminal Behaviour Order since April, (these replaced ABSO's and CRASBO;s). It's too early to know the outcome of these orders, however the Police have welcomed our joint agency approach and information sharing on whether the beggars are actually homeless. This approach gives the Police

more confidence that the Courts will support any actions that they may take against persistent beggars.

3.22 There appears to be some slow improvement in work with homeless single people. There have been some heartening individual success stories. However, this is a volatile area of work and continued work is needed on repeat homelessness.

### **Adopting new ways of working within the current Strategy**

3.23 We asked consultants (Janjer Associates) to advise us what our next steps should be to reduce repeat homelessness, The consultant concluded

- Repeat homelessness of those with complex issues remains a key challenge
- The complex characteristics associated with repeat homeless clients are universal and not unique to Leicester. A positive outcome is achieved in most cases dealt with by the Revolving Door Service and the way that service works is in line with the approach called “Housing First” which has been successful elsewhere.
- The capacity of the Revolving Door Team is not sufficient to work with all repeat homeless cases
- There are other changes we could make to our existing systems and processes to be more effective.

3.24 Leicester has already been adopting some elements of the approach which in the USA and elsewhere is called “Housing First”. The University of York have done a useful summary of how 9 English LAs have used the approach. The core philosophy is :

- Offer permanent housing with security of tenure
- Enable real choice for service users over all aspects of their lives, using a personalisation framework or an equivalent client led approach.
- A clear focus on long term and recurrently homeless people with high support needs.
- Using a harm reduction framework
- Offer open ended, not time restricted, access to intensive support with no expectation that support needs will necessarily fall steadily, or that any individual using Housing First might cease to require support.
- Separation of housing and care i.e. access to and retention of, housing is not conditional on treatment compliance.

3.25 The University of York evaluation was published in February 2015. It concluded “there is a clear case for extending the use of Housing First in England and the UK. Not only was there evidence of success within each individual service, there was clear evidence of consistent success across all nine services studied”. Success was measured against health, well being and social integration criteria and housing sustainment. It states that there is “enough evidence to be reasonably confident that adherence to the core philosophy has produced often unprecedented reductions in long-term homelessness”. They also conclude that



the approach “may not be successful with 5-20% of long term and repeatedly homeless people”.

- 3.26 The ‘Housing First’ model says that we need to get recurrent homeless people with high support needs into their own tenancy quickly and then offer open ended support (i.e. not limited by time or intensity, but adjusted to their needs). This is in contrast to the old model which saw hostels as a place to get people “ready” for independent living and that those with the highest needs had to stay there the longest.
- 3.27 This can best be achieved in Leicester by getting people into Council tenancies with HRA STAR support and is the approach adopted by the Revolving Door Service, currently to a restricted number of people.
- 3.28 We are looking carefully at all stages of the homeless pathway to refine how we work with those who repeatedly use hostels or rough sleep to remove unnecessary barriers to accommodation, provide the right psychological environment to encourage sustainable home making, and ensure appropriate ongoing support after move-on.
- 3.29 To further enable this approach the following changes are being made within our internal process
- reviewing the way all staff work with all those who return to hostels, from the client arriving at Housing Options, throughout their stay in hostels
  - using the principles of the “Revolving Door” Service with those who return for a 2<sup>nd</sup> and 3<sup>rd</sup> time. We currently do this when someone returns for the 4<sup>th</sup> time. Staff have been transferred into the Revolving Door Service from elsewhere in STAR.
  - because we know that 43% of single people who come into hostels do not resolve their underlying housing problem, looking at how we keep in touch with those most likely to return and encourage people not to leave abruptly with no clear plan. This is part of meeting the Strategy’s aim to avoid crisis.
  - remove perverse barriers to rehousing. The Assistant Mayor recently approved an amendment to the policy of how former rent arrears are dealt with for rehousing.
  - use direct lets of one bedroom accommodation to those on the Register in homelessness categories, (instead of using HomeChoice) where this would greatly reduce the length of stay in a hostel or the need to go into a hostel.
  - closer working with Children’s Services on helping homeless 16/17 year olds
  - reviewing co-ordination with mental health and drug and alcohol services with the Directors of Public Health & Adult Social Care
  - focused use of our STAR Service once people leaving hostels are in council tenancies.
  - focused use of Private Sector STAR team and P3, the Commissioned Floating Support Service, if people go into Housing Association or private tenancies.

## **Supply and demand for temporary accommodation for single people and childless couples**

- 3.30 In confirmation of what was reported after 9 months data, the 12 months data shows that the current level of temporary accommodation, under the current eligibility criteria is still felt to be broadly sufficient to meet demand. More detailed work is being done on the balance of provision between specialist and general provision for single people.
- 3.31 Officers believe there will be scope for further reducing the demand for single person accommodation, if the new working practices achieve better outcomes for individuals. It is difficult to calculate what the combined impact of the actions will be. We spend £843k per year from the General Fund on single person hostels (i.e. in VCS) and £299k from the HRA. Our modelling suggests that closing single hostels without successfully reducing demand runs the risk of more rough sleeping.
- 3.32 However, officers also believe that assessment of single people against the eligibility criteria could be improved.
- 3.33 Category J is for those “rough sleeping or considered to be in immediate and high risk of rough sleeping (see Appendix 7). This is the most difficult category for Housing Option Officers to assess at the point of request and Category J makes up 33% of our hostel placements. Clearly we want to prevent any rough sleeping and it will always be the case that officers have to make a judgement. To meet all requests would return us to the policy of opening more and more hostels. However it can be seen that even though we did not place nearly 1 in 4 of those feared to be at risk of rough sleeping, few did. (see Appendix 8).
- 3.34 The challenge is to become more accurate in assessing on the day whether the person really does have no alternative to a hostel space.
- 3.35 We have recently introduced closer management of the use of this criteria and using what we know from recent research and better casework data to help inform the judgement of whether a person is at “immediate and high risk of rough sleeping”. Housing advice and other appropriate support will always be offered.

## **Day Centres (The Y Support Service and Centre Project)**

- 3.36 The Y Support Service which is based within the Dawn Centre is grant funded to see up to 60 clients a day on a drop in basis. For those people identified as being in need of support, but not receiving this from other agencies, the service will produce personal development plans with them. During 2014/15 the Y Support Service worked with 60 people to develop such plans of which 58 cases resulted in greater independence for the client. The Y Support Service has been recently reviewed and is achieving good outputs. They are able to provide support to help maximise income, manage debt, and working in conjunction with Leicestershire Cares to help service users achieve paid work. They can also establish contact with external groups and services, family and friends on behalf of the service user.

3.37 The Centre Project is less formal, but is felt to be a useful project for working with those at risk of homelessness.

### **Employment Project (LeicestershireCares)**

3.38 Leicestershire Care is grant funded to deliver a support programme to 40 people per year which aims to strengthen employment opportunities for those who are in temporary accommodation or those in the process of resettlement with a history of, or at greater risk of homelessness.

3.39 During 2014/15 53 referrals were made to the project of which 7 people failed to engage with the support offered. Of the 46 receiving support, 31 completed their programme and at the end of the year 15 continued to receive support. Of the 31 who completed their programme, 15 went in to either paid employment or work placements. The other 16 have been assisted with completing CVs and job applications.

### **Befriending Project**

3.40 This will be a new voluntary sector project created as a result of the first Spending Review. Submissions have been evaluated and a successful applicant, One Roof Leicester has been selected. One Roof Leicester is a consortium of faith groups from across the city and the funding will be awarded from August 2015.

### **Management, Administration and Contract Management**

3.41 With the reduction of VCS contracts it is possible to reduce the contract administration team, and with the closure of in-house hostels and introduction of the new Northgate IT system it is possible to reduce administrative support, giving a saving of £64k.

## **4. Financial, legal and other implications**

### 4.1 Financial implications – Peter Coles

4.1.1 Efficiency savings of £700k have already been approved by Executive (December 2014) and will be implemented over the period 2014 to 2017. Management will achieve further savings of £64k a year by reducing 2.5 FTE posts from the VCS contracts management team and the hostel admin teams. This brings the total savings identified as part of this spending review to £764k compared to a planning guideline target of £1.5m.

### 4.2 Legal implications

None at present.

### 4.3 Climate Change and Carbon Reduction implications

None at present.

### 4.4 Equalities Implications

4.4.1 This report is not proposing any changes in Strategy or policy. All changes are designed to better help those who face homelessness, which include many with protected characteristics.

## **5. Background information and other papers:**

Monitoring Homeless Strategy Report to Executive – 10<sup>th</sup> March 2015

Homeless Spending Review Report to Executive 30 September 2014

University of York Centre for Housing Policy – Housing First in England: An evaluation of nine services. February 2015.

## **6. Summary of appendices:**

Appendix 1: The number of people who came to Housing Options saying they faced homelessness

Appendix 2: Homelessness: Family Households 01/04/13 – 31/03/15 15 (Graph)

Appendix 3: Singles, Couples & Others requesting Temporary Accommodation from 01/04/14 to 31/03/15 (Pie Chart)

Appendix 3A: Homelessness: Singles & Couples 01/04/13 – 31/03/15 15 (Graph)

Appendix 4: Prevention (ALL households) by Sustainment comparing 2013/14 & 2014/15

Appendix 5: Prevention (ALL households) by Rehousing comparing 2013/14 & 2014/15

Appendix 6: Number of Individual Rough Sleepers

Appendix 7: Current eligibility criteria for offer of emergency or temporary accommodation

Appendix 8: Supply and demand for temporary accommodation for single people

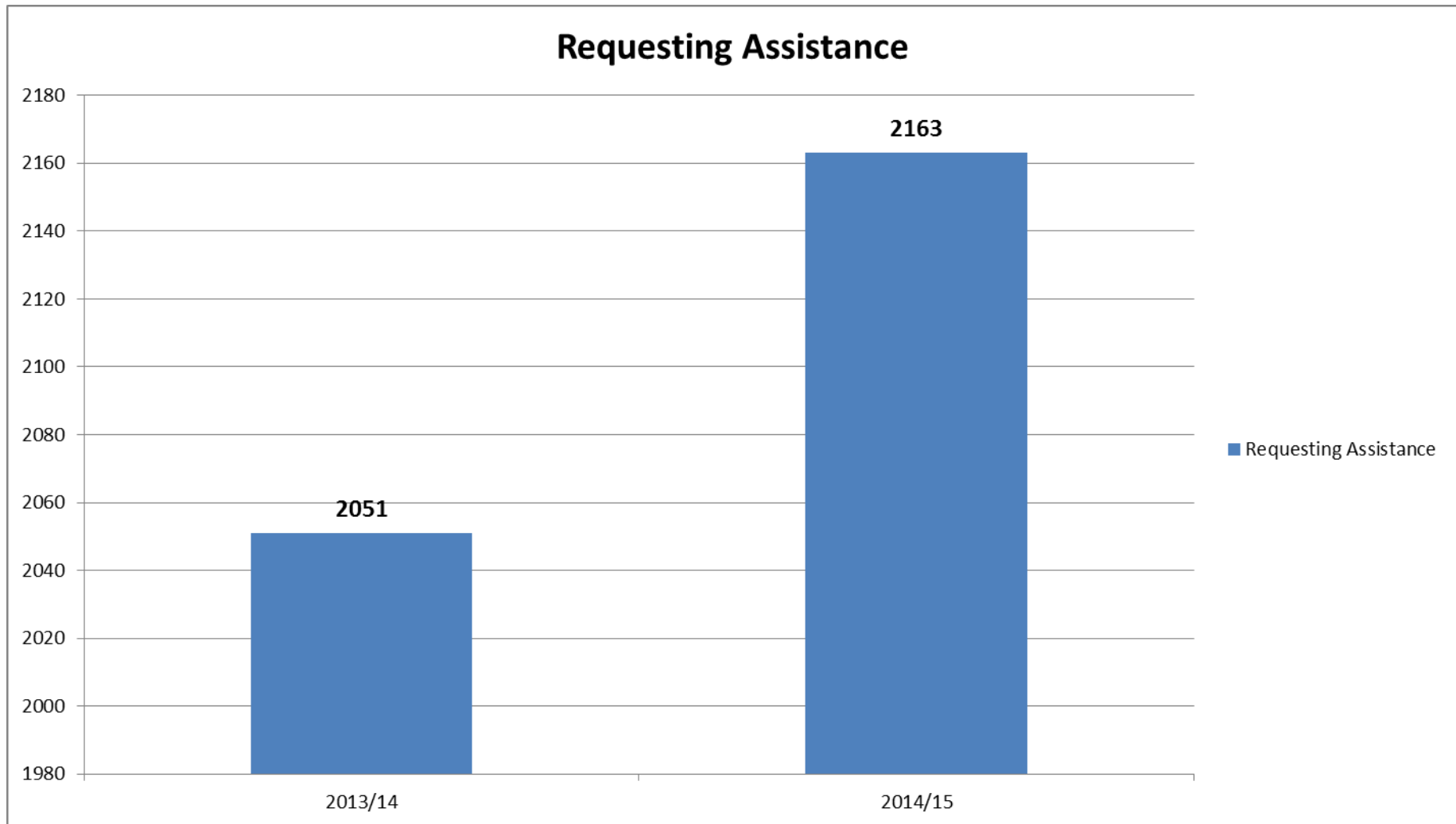
## **7. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?**

No

## **8. Is this a “key decision”?**

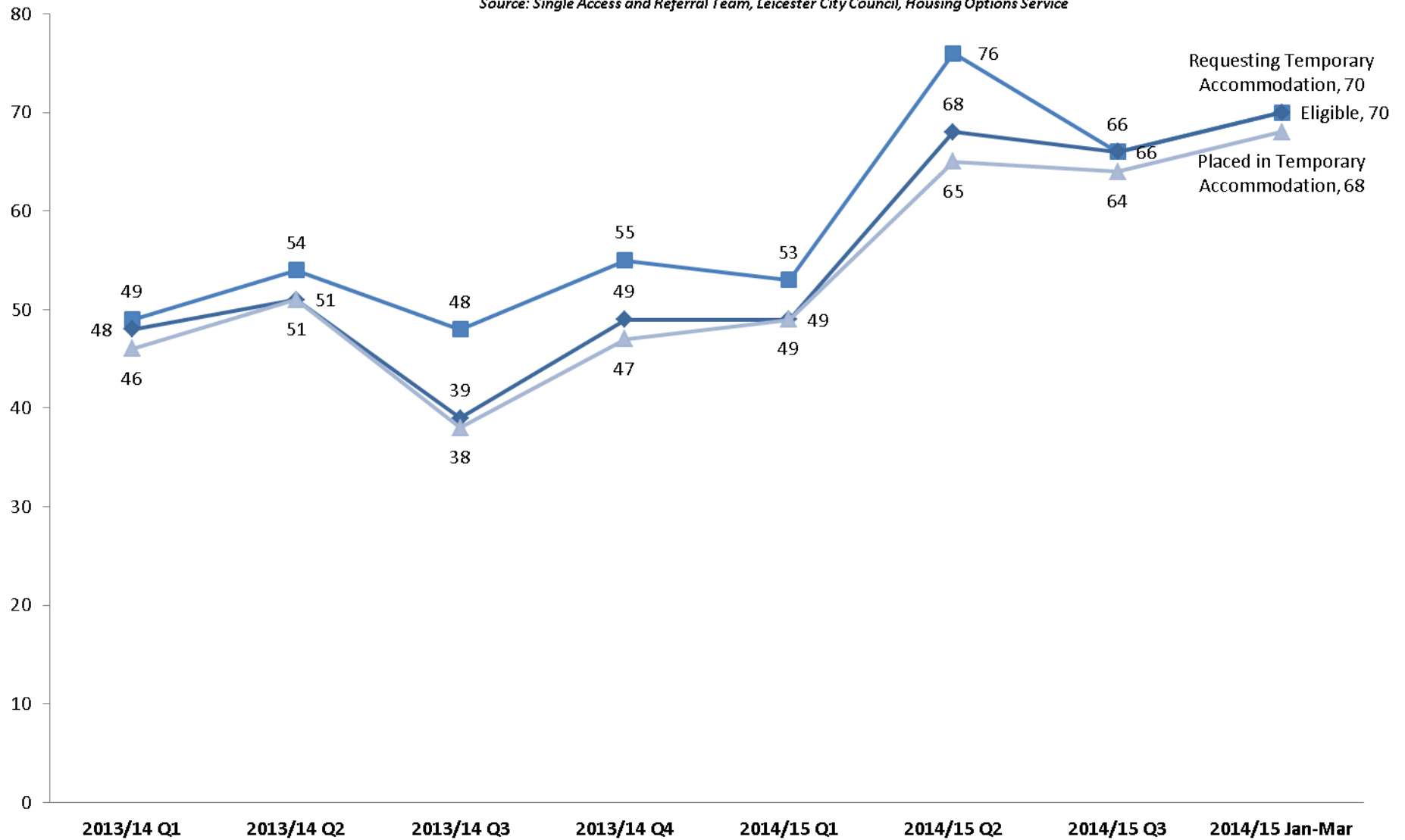
No

**Appendix 1: The number of people who came to Housing Options saying they faced homelessness**



## Appendix 2: Homelessness: Family Households 1st April 2013- 31st March 2015

*Source: Single Access and Referral Team, Leicester City Council, Housing Options Service*

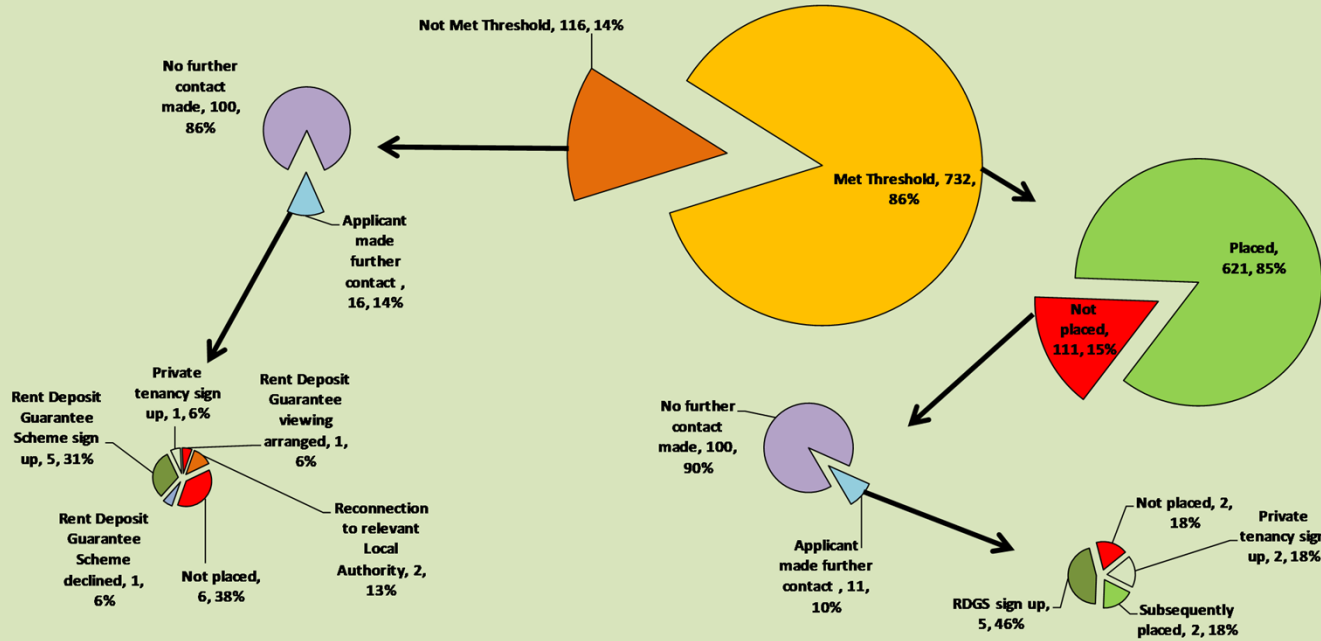


# Singles, Couples & Others Requesting Temporary Accommodation From 01/04/2014 to 31/03/2015:

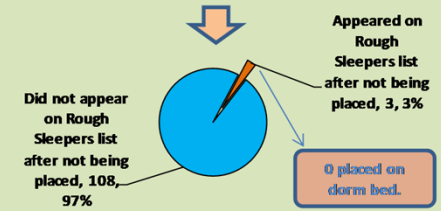
Version 2: 11/05/2015, Author: ZM, Source: LCC Housing Options.

## Total: 848 Unique People Requesting Temporary Accommodation :

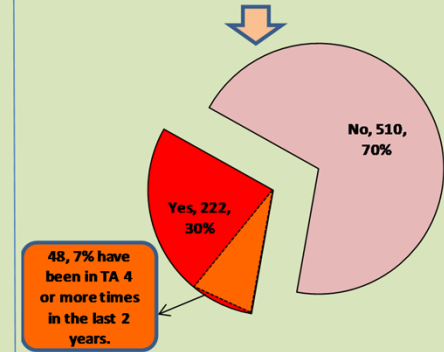
138 people requested TA in 2 different Quarters.  
27 people requested TA in 3 different Quarters.  
2 people requested TA in all 4 Quarters.



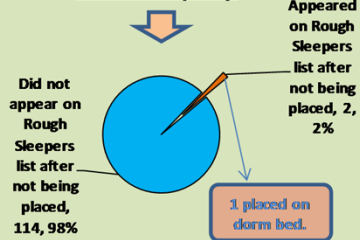
## Information On Those That Met Threshold & Were Not Placed (111):



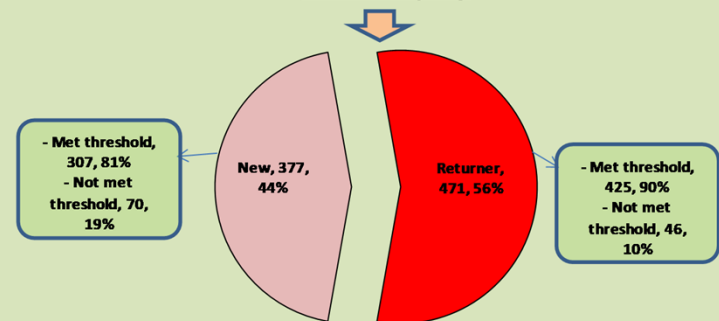
## Those That Met Threshold & Were Previously In Temporary Accommodation Within Last Two Years (732):



## Information On Those That Did Not Meet Threshold (116):

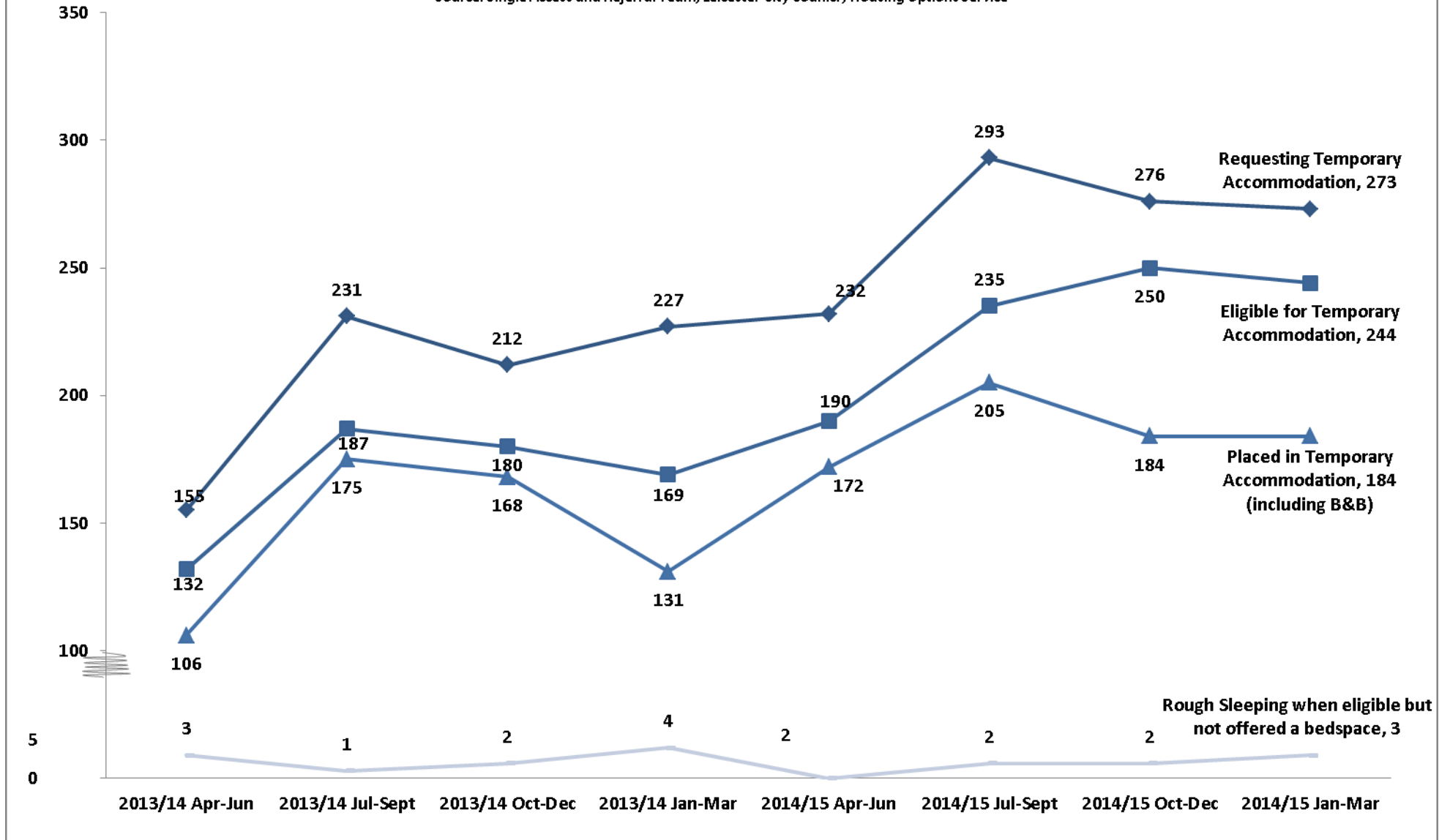


## All Unique People That Are New Presentations or Returners: (848):



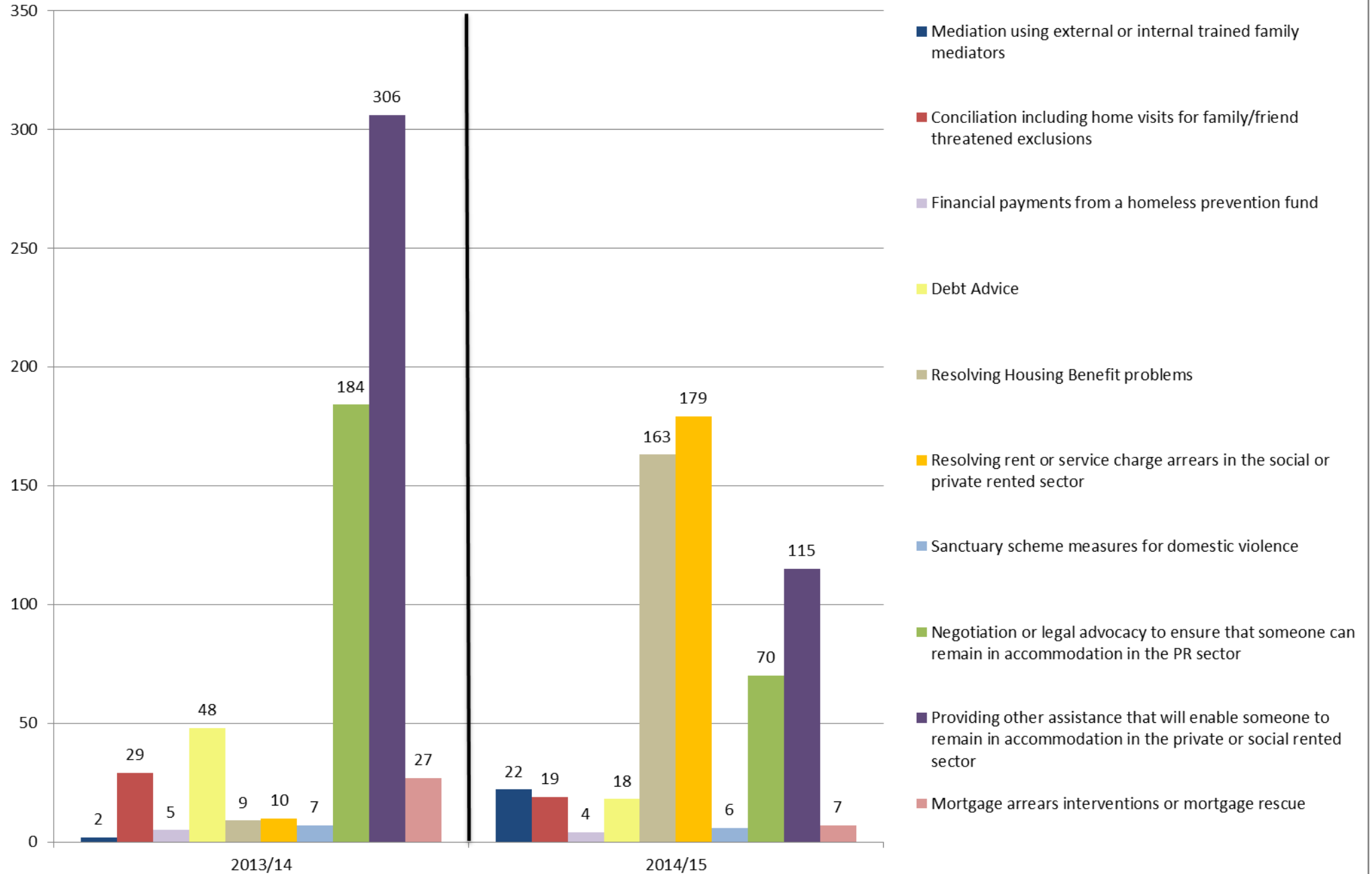
### Appendix 3A: Homelessness: Singles and Couples 1st April 2013- 31 March 2015

Source: Single Access and Referral Team, Leicester City Council, Housing Options Service

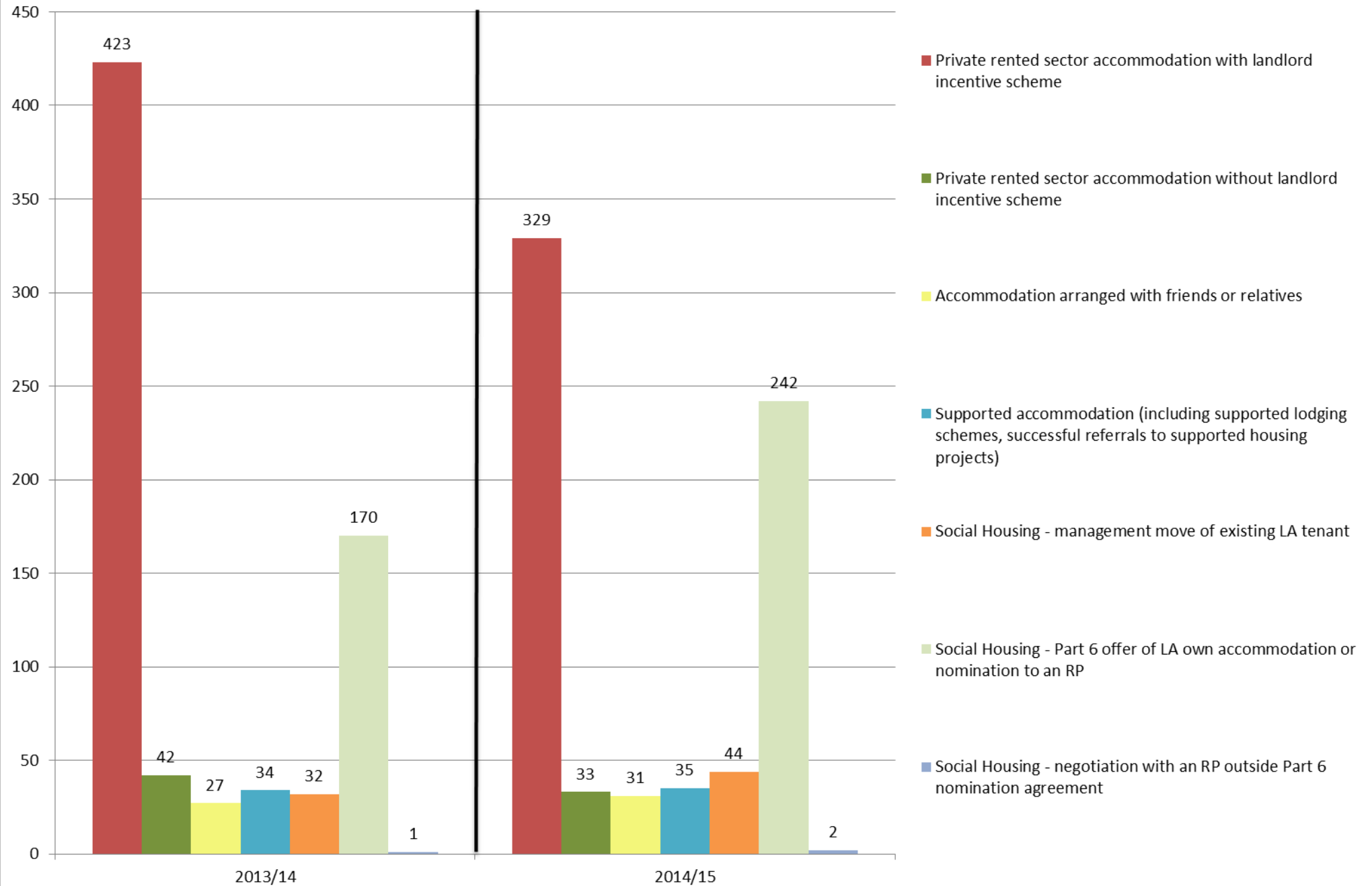


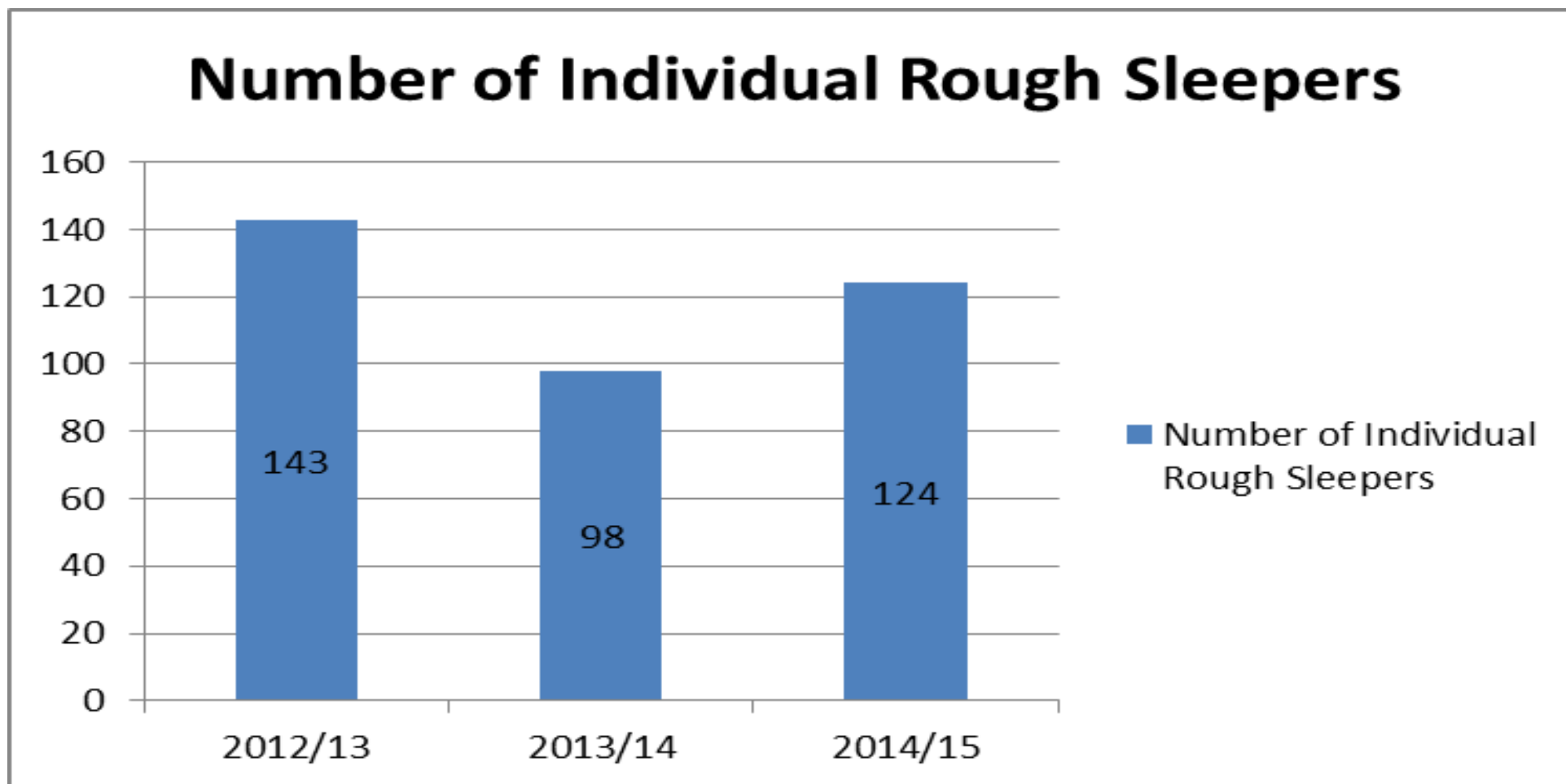


### APPENDIX 4: Prevention (ALL households) by Sustainment comparing 2013/14 & 2014/15



### Appendix 5: Prevention (ALL households) by Rehousing comparing 2013/14 to 2014/15





## Appendix 7

### Current eligibility criteria for offer of emergency or temporary accommodation

Category	Duty arises from
a) Family, pregnant woman	Housing Act 1996
b) Vulnerable Adult	Housing Act 1996
c) Children leaving care	Children Act 1989 Referrals from Children's Division and Housing Act 1986.
d) High risk offenders	Criminal Justice Act 2003 Duty to co-operate with Police, Probation and Prison Services under Multi-Agency Public Protection Arrangements (MAPPA)
e) Ex-offenders leaving approved premises.	Criminal Justice Act 2003 Referrals from Probation Service.
f) Vulnerable adults and families	National Assistance Act 1948 Referrals from Adult Social Care Division.
g) Young offenders and ex-offenders	Criminal Justice and Immigration Act 2008 referrals from Youth Offending Service.
h) Council tenants in an emergency.	Identified within Housing Division (payment made by HRA, most council tenants would be rehoused within council house stock).
i) People over 60.	Who do not fall within above category, identified by Housing Division.
j) People found rough sleeping or considered to be of immediate and high risk of rough sleeping.	Who do not fall within any other categories, identified by Housing Division and in support of No Second Night Out principles. Dormitory accommodation may be offered to people who are in this category, particularly in an emergency or where the person is not connected to Leicester( see note 3) or is ineligible for public funds
k) Other ex-offenders	Crime and Disorder Act 1998 General duty to prevent Crime and Disorder. Usually people approaching us within one year of leaving custodial sentence who do not fall within above categories a to i. Identified by Housing Division with Probation Service
l) People on identified drug and alcohol programmes or eligible for them and on waiting list	Who do not fall within categories a to i. Referrals from agencies identified by ASC Drug and Alcohol Services

## Notes

1. Categories a: and b: are homelessness duties.  
Categories c: to g: may be regarded as arising directly from other council statutory duties.  
Categories h: to l: support other high council priorities.
2. Access to emergency or temporary single homeless accommodation is primarily for those applicants that have had a settled address in the City of Leicester for the last 6 out of 12 months immediately prior to presentation (rough sleeping will not count towards this connection) or if the applicant has always been connected to Leicester but has been in prison/institution away from the City and is now homeless immediately post release/discharge.(exceptions to this policy will apply where there is a statutory homeless duty.)
3. The Council may refuse to provide a bed space when there are no vacancies and there is no statutory duty to do so. Advice will be given. Where there is a duty and there are no suitable hostel bed spaces, other temporary accommodation will be offered.
4. The Council imposes sanctions on homelessness service users who fail to comply with accommodation and other agreements (e.g. failure to comply with rent payments or arrears agreements, threatening behaviour etc.) These sanctions can include the need to meet specified requirements to gain re-entry to hostels.

**Supply and demand for temporary accommodation for single people**

Demand

		No	%
A	Single people asking for temporary accommodation	848	
B	Of which met eligibility criteria	732	86% of A
C	Those meeting Category J criteria (rough sleeping or risk of rough sleeping)	271	32% of A and 37% of B

Placed

D	All Placed	621	85% of B
E	Category J placed	206	33% of all placed D and 76% of those meeting Category J criteria (C above).

Outcome for rough sleeping

Number who rough slept after asking for temporary accommodation which we did not supply			
F	• Because met the threshold but no vacancy	3	
G	• Because did not meet threshold	2	

