



HEALTH AND WELLBEING SCRUTINY COMMITTEE

Date 23 November 2022

Tuesday, 29th November, 2022, 6.00 pm in Town Hall, Market Street, Tamworth

SUPPLEMENT – ADDITIONAL DOCUMENTS

Further to the Agenda and Papers for the above meeting, previously circulated, please find attached the following further information, which was not available when the agenda was issued:

Agenda No. Item

5. **Homelessness Strategic Update 2022** (Pages 3 - 20)
(An update from the Portfolio Holder for Homelessness Prevention and Social Housing, Officers and a representative from the Heart of Tamworth Community Project)

Yours faithfully

A handwritten signature in black ink, appearing to be 'A. B.', followed by a long horizontal line extending to the right.

Chief Executive

To Councillors: R Claymore, D Maycock, M J Greatorex, J Jones, R Kingstone,
R Rogers, S Smith, P Thurgood, J Wadrup and County Councillor T Jay.



Homelessness Strategic Updates 29/11/22

Health and Wellbeing Scrutiny Committee

Tina Mustafa and Sarah Finnegan

AD Neighbourhoods and Head of Homelessness and
Housing solutions



Department for Levelling Up, Housing and Communities (DLUCH)



Department for Levelling Up,
Housing & Communities

Was formally MHCLG (Ministry of Housing, Communities and Local Government)

- ❖ The Rt Hon Michael Gove MP has been appointed as the Secretary of State for Levelling Up, Housing and Communities and Minister for Intergovernmental Relations
- ❖ The Rt Hon Lucy Frazer KC MP, Minister of State (Housing and Planning) – **overall responsibility for Housing Strategy.**
- ❖ **Felicity Buchan MP, Parliamentary Under Secretary of State (Housing and Homelessness, including rough sleeping and supported housing/families programme.)**
- ❖ **Lee Rowley MP, Parliamentary Under Secretary of State (Local Government and Building safety) – Including integration strategy and communities**
- ❖ Local Authority have specialist HAST (Homelessness advice and Support Team)



<https://www.gov.uk/government/organisations/department-for-levelling-up-housing-and-communities>

HAST (Homelessness advice and support team)
Secretary of state and Minister for Rough Sleeping and Housing

DLUCH strategic overview - National Context

- ▶ Govt Rough Sleeping Strategy published in 2018 sets out the government's vision for **halving rough sleeping by 2022 and ending it by 2025**. [The rough sleeping strategy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/strategies/rough-sleeping-strategy)
- ▶ Every Local Authority now has to publish its own RS and Homelessness prevention strategy 2020 – 2025 to ensure we are aiming towards their target. The strategy overarches all the work we do.
- ▶ **End Rough sleeping for good published September 2022** [Ending rough sleeping for good - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/strategies/ending-rough-sleeping-for-good)
- ▶ New Strategy is based around 3 core pillars, prevention, intervention and recovery
- ▶ Clear and defined vision for ending rough sleeping which is:

“IS PREVENTED WHEREEVER POSSIBLE AND WHERE IT DOES OCCUR IT IS RARE, BRIEF AND NON-RECURRENT”

Definitions of homelessness

- ▶ Who is legally homeless?
- ▶ Homeless definition and Local Connection under Part VII
- ▶ A person does not need to be sleeping rough to be legally homeless.
- ▶ The Housing Act 1996 defines a person as homeless if they either:[\[3\]](#)
- ▶ have no accommodation available to occupy
- ▶ are at risk of violence or domestic abuse
- ▶ have accommodation but it is not reasonable for them to continue to occupy it
- ▶ have accommodation but cannot secure entry to it
- ▶ have no legal right to occupy their accommodation
- ▶ live in a mobile home or houseboat but have no place to put it or live in it
- ▶ [Legally homeless - Shelter England](#)

Local Connection - Housing act 1996 Part VII (as amended)

- ▶ What is a local connection?
- ▶ Local authorities can make inquiries into whether a person has a local connection to the local authority area they have applied to.
- ▶ Where an applicant has no local connection with the local authority to which they apply, the authority can [refer them to another authority](#) where they have a local connection.
- ▶ 6 out of 12 months, 3 of out 5 years.
- ▶ A person may have a local connection on grounds of:[\[1\]](#)
- ▶ normal residence
- ▶ Employment
- ▶ family association
- ▶ special circumstances
- ▶ leaving care
- ▶ local authorities that they should consider each case individually on its own particular facts.[\[3\]](#)

Rough Sleeper Count 03/11/22

- ▶ Tamworth and neighboring authorities chose night of 3rd November 2022
- ▶ 2 rough sleepers recorded
- ▶ One has refused multiple offers of accommodation and the other was found accommodation the next day
- ▶ Remains <5 positive trajectory
- ▶ Transient and not entrenched

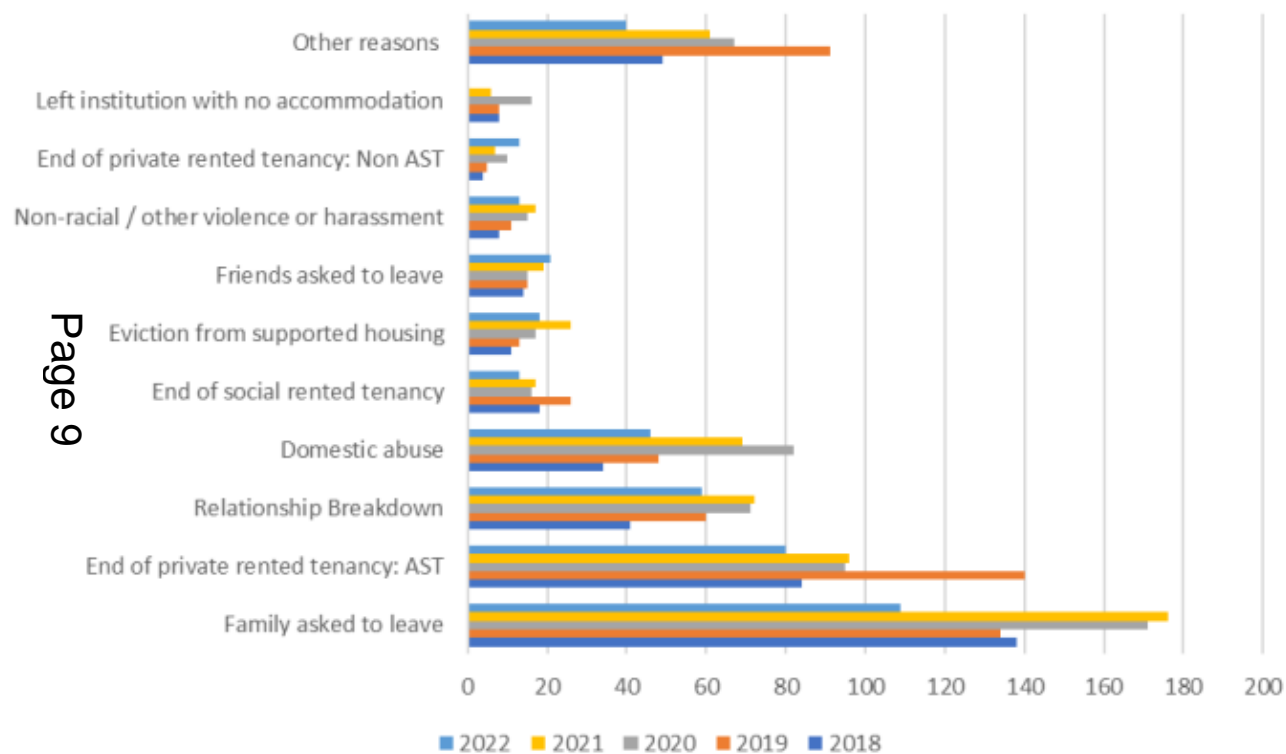
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| Year | Estimate of Rough sleepers |
|------|----------------------------|
| 2015 | 5 |
| 2016 | 8 |
| 2017 | 4 |
| 2018 | 3 |
| 2019 | 5 |
| 2020 | 5 |
| 2021 | 0 |
| 2022 | 2 |



Reasons for Approach to Tamworth BC

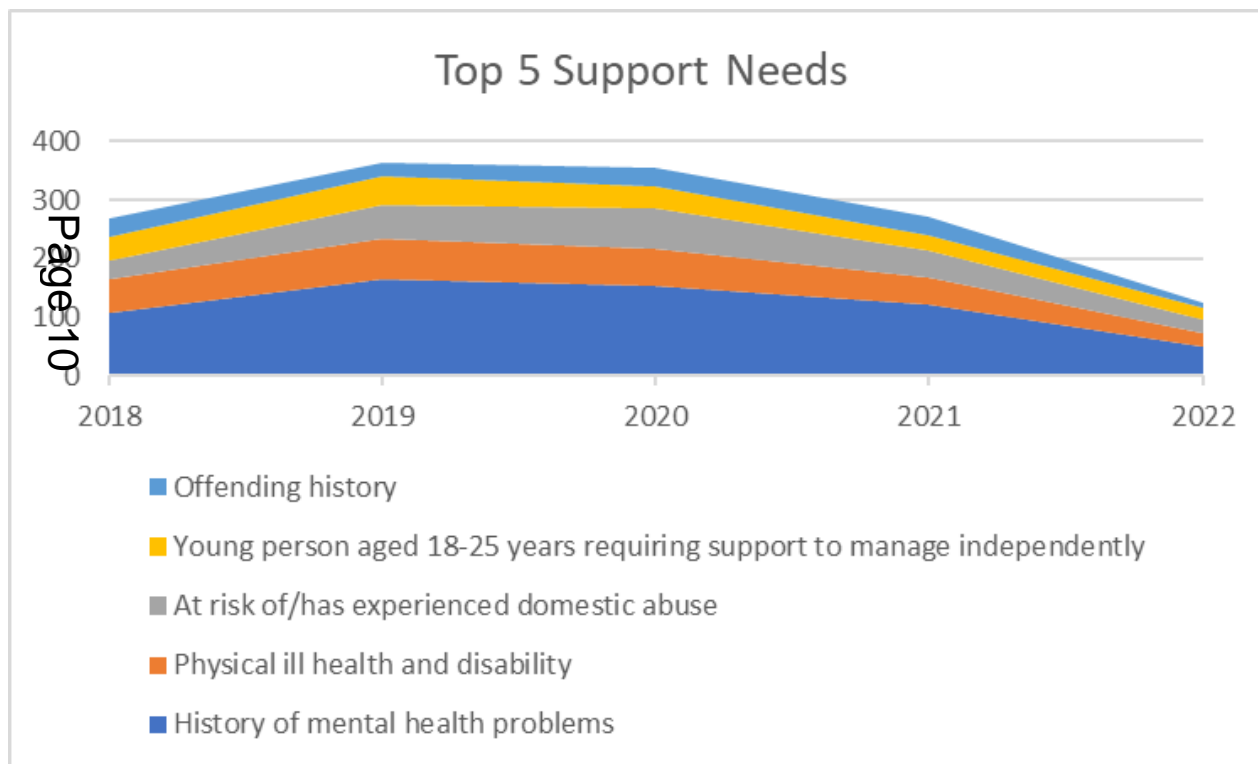
Top 10 Reason for Approach



| Reasons For Approach | 2018 | 2019 | 2020 | 2021 | 2022 | total |
|-------------------------------------------|------------|------------|------------|------------|------------|-------------|
| Family asked to leave | 138 | 134 | 171 | 176 | 109 | 728 |
| End of private rented tenancy: AST | 84 | 140 | 95 | 96 | 80 | 495 |
| Relationship Breakdown | 41 | 60 | 71 | 72 | 59 | 303 |
| Domestic abuse | 34 | 48 | 82 | 69 | 46 | 279 |
| End of social rented tenancy | 18 | 26 | 16 | 17 | 13 | 90 |
| Eviction from supported housing | 11 | 13 | 17 | 26 | 18 | 85 |
| Friends asked to leave | 14 | 15 | 15 | 19 | 21 | 84 |
| Non-racial / other violence or harassment | 8 | 11 | 15 | 17 | 13 | 64 |
| End of private rented tenancy: Non AST | 4 | 5 | 10 | 7 | 13 | 39 |
| Left institution with no accommodation | 8 | 8 | 16 | 6 | 0 | 38 |
| Other reasons | 49 | 91 | 67 | 61 | 40 | 308 |
| Total | 409 | 551 | 575 | 566 | 412 | 2513 |

N.B- Data is taken from 1st April 2018 upon commencement of HRA to 31st October so 2018 and 2022 are part years

Top 5 Support Needs- Overview



| Support need | 2018 | 2019 | 2020 | 2021 | 2022 | Total |
|-------------------------------------------------|------------|------------|------------|------------|------------|-------------|
| History of mental health problems | 108 | 166 | 152 | 122 | 51 | |
| Physical ill health and disability | 57 | 69 | 64 | 45 | 23 | |
| At risk of/has experienced domestic abuse | 31 | 56 | 70 | 48 | 22 | |
| Young person aged 18-25 years requiring support | 41 | 50 | 37 | 24 | 21 | |
| Offending history | 32 | 23 | 32 | 31 | 8 | |
| total | 269 | 364 | 355 | 270 | 125 | 1383 |

All support needs total:

| 2018 | 2019 | 2020 | 2021 | 2022 | Total |
|------------|------------|------------|------------|------------|-------------|
| 439 | 542 | 532 | 443 | 201 | 2157 |

N.B- Data is taken from 1st April 2018 upon commencement of HRA to 31st October so 2018 and 2022 are part years

Assistance to Rough Sleepers or those at risk of Rough sleeping since pandemic

143

People have moved into settled and supported accommodation since pandemic began

- Successfully delivered RSI4
- Consistently low numbers of rough sleepers < 5
- Annual rough sleeper estimate Nov 22 reported 2

The housing outcome of clients at end of RSI

- 19 in settled accommodation (83%)
- 1 in supported housing (4%)
- 2 returned to family (9%)
- 1 in long term psychiatric care (4%)
- Case study to be shared

Rough sleeping
Delivery Plan: On track



Actions, challenges & Achievements Data picture –...”

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Achievements

Evidence and intelligence led service

Key performance when bench marked externally shows consistent achievement.

Currently:-

- **6 in B&B < 10**
- RS Count is still below 5, recorded 2
- Active cases open to the homeless Team 140 4X officers, OOH rota
- **HAST visit and feedback, best practice authority**
- 20 in council TA- self contained
- Several previous rough sleepers rehoused but struggling to sustain tenancy
- Example: Cost B&B/TA based on average 30 nights x 18 - £25k
- **Successful 1 year RSI Project delivered**
- Excellent collaborative work with Tamworth advice centre and Heart of tamworth Community project (TAC at Scared heart)

Challenges

- ▶ **Affordability**
- ▶ **Clients remain complex and chaotic and sustaining tenancies is the biggest challenge coupled with non-engagement**
- ▶ Performance strong which inevitably limits external funding opportunities
- ▶ **Increase homelessness prevention from good to great**
- ▶ Stakeholder expectations
- ▶ Revolving door of homelessness-
- ▶ Poverty / Low incomes around affordability
- ▶ Cross border placements



This Photo by Unknown Author is licensed under [CC BY-ND](#)

Housing
Solutions
Service
Offer
includes.....

Winter Relief 2022- 2023



- ▶ Collaboration with one of our anchor charities Heart of Tamworth Community Project continues.... from 1st Dec until end of March
- ▶ Introducing Heart of Tamworth representative.

Support includes:

- ▶ Wrap around support for vulnerable clients who require intensive support, under housing first principles worked really well last year and to be continued
- ▶ Dedicated member of staff from HoT to work alongside TBC Housing solutions team
- ▶ Home visits
- ▶ Food parcel/ Hygiene pack deliveries
- ▶ Befriending – telephone & face to face
- ▶ Support while in Temporary Accommodation such as speaking to other council departments as an advocacy service if need to
- ▶ Hand holding to getting forms completed (H-reg form now online)
- ▶ Providing a single point of contact for queries, linking in with the Out reach officer
- ▶ Providing emotional support through listening and agreeing an action plan
- ▶ Hand holding to attend appointments within the community (banks, GP's)
- ▶ Upskilling, Job prospects, CV writing workshop, volunteering opportunities
- ▶ Referrals into Tamworth Advice Centre (TAC) financial/debt assistance
- ▶ Two way commitment between council and third sector, outcome focused.

Homelessness Hub - Developing the idea

Strategic
Ambition &
Vulnerability

Cohort

Safe Space

Homeless
prevention- at the
forefront

Tailored and
Accessible

Face to face
drop in

Housing
first

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The proposed money will be used to provide the following:

Floating Support - will be delivered by Heart of Tamworth, operating from the Sacred Heart Church and St Johns Church. Under the leadership of the lead Trustees Father Michael and Heart of Tamworth Chair Catherine Smith, the Floating Support Services are to start on 1st December 2022 and will run until the end of March 2023.

Dedicated member of staff – Paid and managed by Heart of Tamworth they will provide one member of staff as the Community Worker, who will work 28 hours per week, daily and flexibly. The HoT Community Worker will work closely with our outreach officer and the Housing Solutions Team.

Befriending – Broken down into two levels:

- (i) The local church group and HoT Community Centre will continue to spot the homeless on the streets and provide outreach support and refer to the homeless team.
- (ii) The next level is to replicate the befriending in the Winter Night Shelter (WNS). Offering a truly independent approach to listening and working with service users that the Council cannot. Clients placed in temporary accommodation will receive food parcels and hot meals tailored to their circumstances. They will also be able to access toiletries and hygiene packs.

Homeless Hub/Weekly Surgery

There will be a housing options surgery whereby appointments can be made. These will be either at St Johns or Sacred Heart. In addition to this there is now a weekly drop-on financial advice and support provided by the Tamworth Advice Centre, each Monday 1-4pm at Sacred Heart.

Food Bank signposting – The Heart of Tamworth Community Project runs its own, unique HoT Community Shop and HoT café from the Sacred Heart Community Centre, from where the HoT will be able to help signpost people to, where supplies and other specialist services are available, or offer deliveries to the client's location.

Assistance with completing housing applications – The Council's housing register application is now online through our new Orchard Portal – service users will be able to use a prepared area at the HoT Homeless Hub, complete with laptops and support. This will be available on Mondays, Wednesdays and Fridays, with flexibility on timing for pre-arranged appointments.

This will be invaluable to clients. The Housing Solutions service whilst trying to work with those rough sleeping, or facing such a threat, struggle to get completed forms from this cohort. Any verified rough sleepers are now placed in band 2 on the housing register, increasing any chance they may have of being housed. In

additions rough sleepers will be open to the housing solutions team and be supported in line with any duties triggerable by the Homeless Reduction Act 2017.

Signposting to other charities for furniture and necessities – This will be carried out via Heart of Tamworth's Community Worker and Community Together CIC. Furniture etc can be accessed via No 8 charity – this has been done in several cases in previous years with different charities footing the financial bill. There is also a budget for those who have previously rough slept through the outreach team, to assist them in making a house a home and reduce any likelihood of returning to the cycle of rough sleeping. This may include white goods, or tenancy starter essentials or in addition we may be able to support them into gaining skills for employment.

Signposting and referrals made to Department of Work and Pensions (DWP) and Tamworth Advice Centre (TAC) - for benefit/Universal Credit queries. The Citizens Advice Bureau CAB/HoT Surgery is operational at the Sacred Heart Community Centre every Monday and will be a focal point in the community for assisting with any debt advice and will provide advocacy if needed.

Sign Posting to New Era / Humankind, Drug and Alcohol services in Tamworth - provided by the County. The HoT Community Worker will act as an advocate for clients if needed. This is currently being provided by Humankind (STARS). In addition to Humankind, Betterway recovery os now also operation for drug and alcohol support is now also available in Tamworth and this offers peer led support. To those who are experiencing any domestic abuse may be referred to the County provided service New Era.

Practical Support – This involves assistance from HoT with setting up utilities; applying for single person discount with Council tax; support on how to maintain a home; support if they need to sign up to a GP; create bank accounts and advocating for them. This cohort are sometimes not able to attend these appointments on his or her own and may need the support and encouragement from the HoT Community Worker.

Upskilling/ Job prospects – The council have asked for a CV workshop for some clients that are more settled and to assist looking for work or volunteering opportunities in the community. HoT will be a prime provider of volunteering opportunities.

Mental health triaging – Supported via Tamworth Borough Council- within the service there are now officers are trained in Mental health first aid of which the Outreach worker is also trained in this. Heart of Tamworth who will provide advocacy support where appropriate and with the client's agreement. In addition further mental health support can also be provided by referring them to MPFT (midlands Partnership foundation trust) or for those experiencing crisis contact can also be made to the Mental health crisis number.

Data sharing agreement- For GDPR purposes the Housing Solutions team have developed a data-sharing agreement and had sign-off from the Project and Information Co-ordinator.

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