

# Scrutiny Review of Temporary Accommodation of Homeless Households

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Stockton-on-Tees  
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# National Context

- Homelessness Reduction Act 2017
  - LA's have a legal duty to provide advice and assistance to people who are legally defined as homeless or threatened with homelessness.
  - Requires LA's to provide homelessness services to all customers, not just those who are vulnerable and in priority need, Introduced 2 duties
    - Prevention duty – extends the period of time that LA's are required to work with people who are threatened with homelessness from 28days to 56 days to help prevent homelessness at an earlier stage
    - Relief duty – for those who already homeless/'homeless tonight' support is given for 56 days to relieve their homelessness by helping them to secure accommodation. **This is where our temporary accommodation duty lies.**
    - However, not everyone who falls within the legal definition of homelessness necessarily qualifies for temporary accommodation

# Local Context –Homelessness Reduction Strategy 2018-23

- **Adopted by Cabinet in June 2018**
- **4 Core Objectives**
  1. Preventing and relieving homelessness
  2. Preventing rough sleeping
  3. Reducing the use of bed and breakfast and temporary accommodation
  4. Maximising the effectiveness of commissioned housing related support
- **Each objective has a number of priorities/actions identified**
- **Priorities identified in relation to temporary accommodation are contained within Objectives 3 & 4.**

# Types of Temporary Accommodation

- A. Commissioned
- B. Non Commissioned
- C. B&B

# A. Commissioned

- Housing Related Support Services
  - Not a statutory requirement
  - Renewed commitment in July 2017

HOMELESS HOUSEHOLD TYPE	NO. OF ACCOMODATION UNITS	NO OF HOURS OF SUPPORT PER WEEK
Families	26	5
Adults	120	3-7

- 7 service deliver accommodation, support and signposting for a short term (up to 6 months) to address the linkages between homelessness and the prevalence of multiple needs
- The contract also includes 22 units of self-contained accommodation for young people and care leavers (in addition to the numbers above)

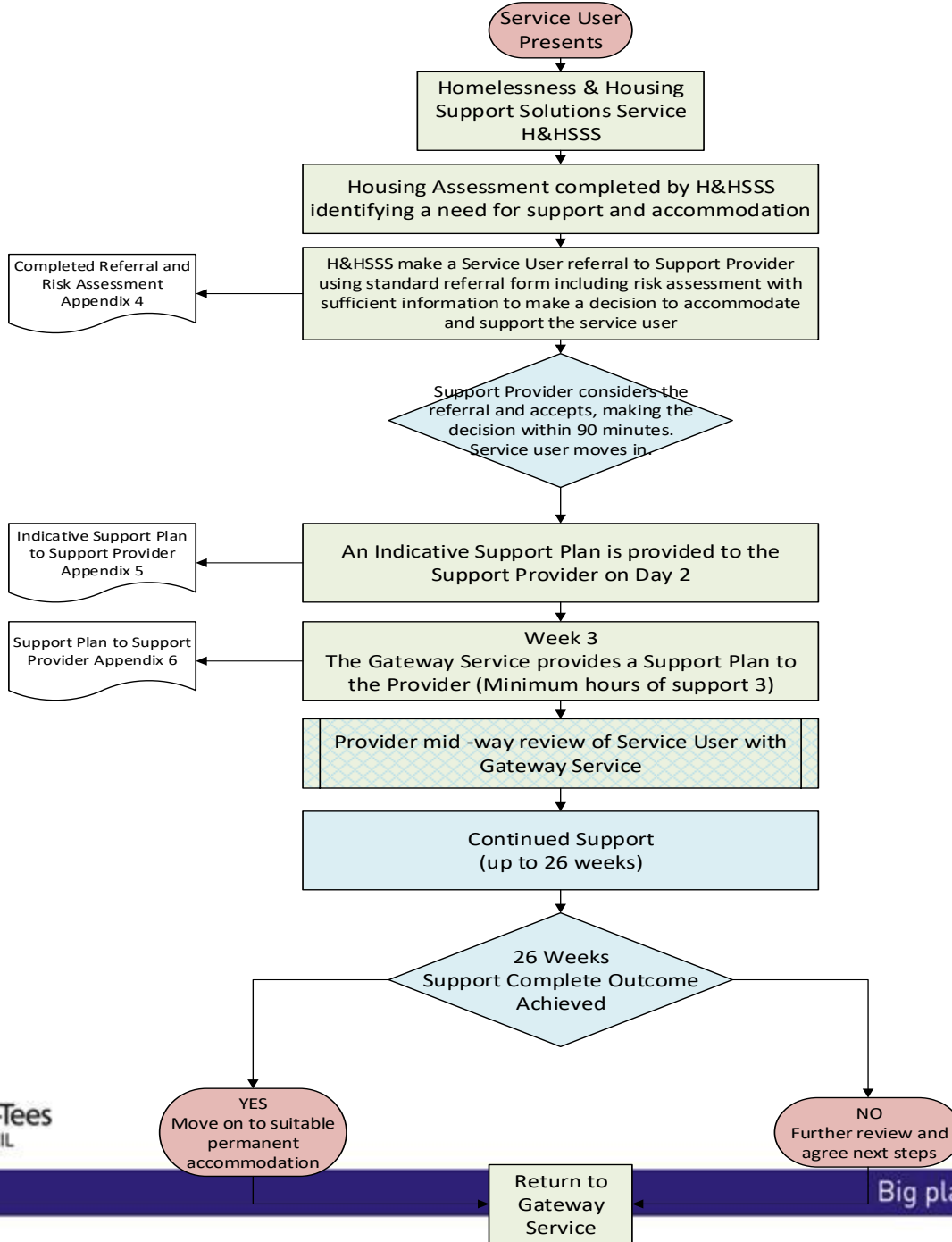
# Service Providers

Organisation	Homeless Household Type	Number of Units	Type of accommodation	Location(s)
Bridge House	Adults	28	Single occupancy rooms with shared facilities	Central Stockton
Community Campus	Adults Families	30 6	Self-contained flats and houses	Various locations (Central Stockton and Thornaby)
Mental Health Matters	Adults	13	1 bedroom self-contained flats	Central Stockton
Sanctuary	Adults Families Young People	6 20 12	1 and 2 bedroom Self-contained flats in purpose built blocks	Norton Road And Portrack
New Walk	Adults	23	Single occupancy rooms with shared facilities	Central Stockton
Turnaround Homes	Adults	20	Single occupancy rooms with shared facilities	Central Stockton
North Star Housing Group	Young People	10	Purpose built 1 bedroom self-contained flats	Central Stockton



# Service Delivery

- Adult Social Care Commissioned Service
- Referrals for adults and families into the short term accommodation based support services are managed by Housing Service
- Referrals for young people into the short term accommodation based support services are managed by Childrens' Services
- Formal contract management undertaken by Procurement





# Headline Statistics

- Over 780 referrals received since July 2017
- Over 500 cases closed of which:
  - 139 successful move-on's (customers have completed support plans and moved into settled accommodation)
  - 250 placements terminated due to customer behaviour/non-engagement with support
  - 127 placements did not proceed/refused by customers
- Over 370 drop outs (all single people) highlights the challenge we face trying to support some of our most vulnerable and chaotic residents
- However success has been achieved as many people and families have positively moved on from commissioned services and settled in their own homes.
- Improvement on previous contracts which saw very few positive move-ons.

# Challenges

- Matching customers to available accommodation/managing risk
- Multi-agency working
- Complex customers/placement break downs/no other options
- Embedding new ways of working with Service Providers
- Contract issues

## B. Non-Commissioned

- Developed relationships and working protocols with a number of well established supported accommodation providers (My Space, NACRO)
- Ensure we have oversight of who they are housing and where
- Provide options for our hard to house customers or move on options for those leaving commissioned accommodation

## C. Bed and Breakfast

The following is a snapshot of one year's use of bed and breakfast April 2017 – March 2018

- **Average length of stay in B&B:** 13 days
- **Number of families placed in B&B:** 35 families
- **National Asylum Seeker Support leavers (the main client group placed in B&B):** 20 families
- **Number of single people placed in B&B:** 35
- Bed and breakfast (B&B) placements are regarded as the “last resort” in terms of placements for interim accommodation and are made in cases of emergency where no other suitable accommodation is available at the time to meet the needs of the person or family, for example, when accommodation is needed outside of office hours or during weekends.



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# What next?

- Developing a detailed understanding of our main 'difficult to house' customers and the barriers that prevent them from accessing and sustaining accommodation
- Successfully secured funding from LGA to work with an advisor to help us review and improve our approach to and use of B&B accommodation
- Reviewing Floating Support contract to make more fit for purpose and deliver support that we know customers need
- Move on Fund – working with RP partners to identify opportunities to develop move-on accommodation options to support those living in hostels (commissioned or non commissioned) with low/medium support needs to access appropriate housing with the right level of support for them
- Feed back our findings through our service delivery to help shape future commissioning activity, such as exploring Housing First models for our most chaotic residents

# Any Questions?



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