



Cheshire East Homelessness Strategy 2014 – 2017:

Strategy Review

DRAFT

Cheshire East's Homelessness Strategy 2014-2017 is being reviewed. Between March and June 2017 the Council's Housing Service carried out a review to:

- Identify the main reasons for homelessness, and present and future levels of homelessness and housing need
- Look at services in place to prevent homelessness, and to provide accommodation and support to those in need
- Identify resources available to provide support for homeless people through prevention activity, and to divert people away from becoming homeless
- Identify gaps in provision

Engagement with a range of partners has increased understanding around local pressures, and how services could work better together to prevent and reduce homelessness.

We want to give an opportunity to comment on the Review and the evidence in it.

Is the Review correct, and has anything been overlooked at this stage?

Please tell us if the review accurately:

- establishes the extent of homelessness in Cheshire East and assesses its likely extent in the future
- identifies what is being done, and by whom, and
- states what resources are available to prevent and tackle homelessness

The Review and the evidence it contains will be used as the basis for the Cheshire East Homelessness Strategy 2018 – 2021, to be produced by March 2018.

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INTRODUCTION

This document is a short review of the Cheshire East Homelessness Strategy 2014 - 2017, including headline homelessness data over the last 3 years. The Review is an attempt to take a snapshot of the current situation, what factors have led us here, and where we are heading. It attempts to identify what the priorities for the next 3 years are, and what steps will have to be taken to meet the priorities. The Review will form an appendix to the new Homelessness Strategy 2018 - 2020.

The current Cheshire East 2014 – 2017 Homeless Strategy has 5 priorities:

1. Providing effective early interventions
2. Complex needs and crisis management
3. Support
4. Accommodation and affordability, and
5. Communication

How successful has Cheshire East been in meeting the aims and objectives of the Strategy? This review briefly looks at what has been achieved against these 5 priorities, based on evidenced outputs, and on the views of service providers, commissioners, and service users, who have been consulted as part of this review process. The consultation has also considered what has not been achieved, and the potential remedies for any shortfalls in the service.

It isn't possible to stop homelessness through legislation alone. People will continue to experience homelessness despite attempts to prevent it. They will have family crises, medical crises, relationships will break down, rents will continue to be beyond the reach of many households, and more people will be unable to afford them. Cheshire East though is continuing to help as many as possible of the households needing our help.

The 2017 Homelessness Reduction Act says that it is vital that local housing authorities and households work together to resolve problems earlier, and make sure that people are helped to avoid becoming homeless.

Cheshire East will tackle these issues through joint-working and strong partnerships, building on the good work already being done locally. The Review looks at this, and also at gaps and problems.

Summary

This review of the Cheshire East Homelessness Strategy 2014-2017 is intended as a snapshot of the current situation.

Altogether there is a balanced situation with no spikes in any area or data outside of what would be expected.

There are areas of concern however, especially concerning some gaps in service and lack of multi-agency working for some categories of clients.

The review has uncovered issues around young people / young adults (especially those who are single), those who have complex needs, including chaotic behaviour. People leaving mental health care with no home is an increasing problem, (with work being done to deliver improvements), as is the link between homelessness and substance misuse issues. Rough sleepers in the north don't receive as good a service as those in the south.

Welfare reform is continuing, and taking some time to bite, or is impacting in new cohorts. How the impact on vulnerable households can be mitigated is a major theme, as is the impact of the new Homelessness Reduction Act.

How to make better use of existing service provision to be more effective is being addressed through the new Housing Related Support contracts. As services bed down, performance and outputs are eagerly anticipated.

Better communication and timely and accurate referrals to relevant services is an area needing more work. How the Cheshire East Housing Options 'offer' is promoted is something which requires looking into as residents have different requirements. There is a lack of broader knowledge about services and appropriate referrals for customers, and also a lack of access to affordable settled accommodation.

There is a lack of suitable 'move-on' accommodation from supported and other forms of accommodation, thereby creating logjams, with people stuck where they don't need to be.

Access to the private rented sector is a challenge but some improvements have been seen. Cheshire East needs to work with other agencies and private landlords to develop initiatives to address this gap in provision. Different options are currently being considered.

The consultation events demonstrated that there is a real commitment from agencies and providers in Cheshire East to achieve positive outcomes for people who are homeless or who are at risk of homelessness. New solutions are being developed. Cheshire East has secured £100k in rough sleeping funding, with an innovative model of service delivery which will make a real difference to local people.

Homelessness acceptances have increased by 31%, with the main causes of homelessness are out by family and friends, domestic abuse, and the end of assured shorthold tenancy (between them being 67% of acceptances).

The number of successful preventions has increased year on year, with 2,261 households assisted.

As already said but it deserves reiteration, better partnership working between, for example, mental health, probation, housing, and social services will be needed to deliver identified outcomes for service users. As resources are limited, innovation and good practice will deliver improvements and savings. It is essential to avoid duplication of work and of services.

Two issues to be carried over from the last Review to this Review are of those of clients with complex needs, who are repeat service users, and the lack of affordable accommodation for young single people.

There are several key issues which require attention and will be addressed in the new Homelessness Strategy:

- Holistic advice for single homeless
- Offenders and links to Probation
- Homeless from social landlords
- Relationship breakdown
- A protocol for 'frequent flyers' or repeat presenters
- New Psychoactive Substances (formerly Legal Highs)
- Welfare Reform and partnership working between the CAB, Job Centres, DWP, and Housing
- Referrals to the Single Point of Access (SPA)
- Adapted Registered Provider (RP) properties and recording where they are located
- Move on from supported accommodation into the private rented sector, and how to improve offer options
- A commitment to preventing mortgage repossessions
- A commitment to limiting the use of B&B accommodation for all client groups, justified by a 'spend to save' approach

General Information

Cheshire East has an estimated population of 370,127, with a population density of 3.2 residents per hectare, making Cheshire East less densely populated than the North West (5.0 per hectare) and England (4.1 per hectare). Council Tax records show there are 170,942 dwellings. Of these properties, 74.4% (127,180) are owner – occupied, 11.8% (20,171) are in the social rented sector, with 13.6% (21,775) in the private rented sector. The total for private rented is lower than the national figure of 18.1%.

Chart 1: Map of Cheshire East



According to the most recent Census, the white population accounts for 93.6% of the population (346,438 people), with 6.4% of the population (23,688 people) being from Black and Minority Ethnic (BME) groups, compared to the regional BME population of 9.8% and the national picture of 14.5%.

The population is set to increase each year, with almost 1,300 new households per year forming.

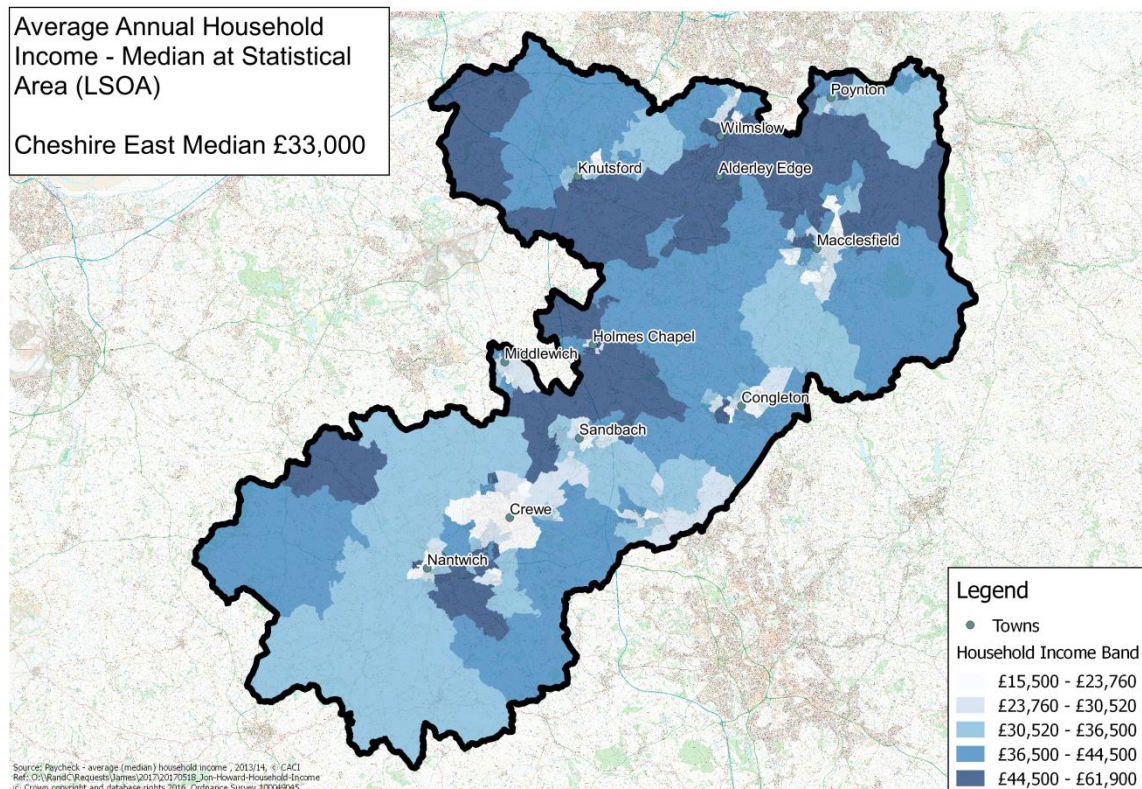
Table 1: emerging households

Future housing need (per annum)	New households	Proportion unable to buy / rent	Households in need
	1,286	0.28	355

Lower income areas (and higher levels of deprivation) are predominantly found within the towns of Congleton, Crewe, Macclesfield and Nantwich, whilst the majority of higher income areas are the smaller towns and rural areas of the Borough (with typically lower levels of deprivation), with the highest average earners located in the north of the Borough.

Average (median) household income levels are high (£33,000) compared to Great Britain (£28,500). However, there is a considerable range of average household income levels at ward level, from £18,800 in Crewe St Barnabas ward to £56,900 in Prestbury.

Chart 2: median income data by area



Deprivation

Across Cheshire East there are 16 of 231 (Lower Super Output Areas) which are within the top 20% of most deprived areas in England, affecting 28,800 or 7.7% of Cheshire East's population. 11 of these areas are in Crewe, with 2 in Wilmslow / Handforth, 2 in Macclesfield, and 1 in Congleton.

Health and Wellbeing Boards have a duty to produce a Joint Strategic Needs Assessment (JSNA) for their area. The JSNA has identified health and social care needs, how well these are being met, as well as opportunities for improvement to inform decision-making. As part of the work on the JSNA Cheshire East has mapped how the health of people in all Cheshire East electoral wards compares to the rest of England, with wards grouped into the main primary health and social care areas.

Driving out the causes of poor health and wellbeing, ensuring that all have the same opportunities to live and work well, and reducing the gap in life expectancy that exists between different parts of the Borough is the aim of the JSNA. The JSNA looks in detail at the impact of homelessness on health, and particularly at trends in homelessness acceptances and the use of temporary accommodation.

Housing Costs

House prices have risen in the North West by 6.7% from February 2016 and the England average by 6.2%. The average house price in Cheshire East (£208,716) has risen less, at 4.5%, and is currently 9% below the England average of £234,466 but exceeds the regional average (£149,886) by 28%. For comparison, a median property price is £194,000.

Table 2: Cheshire East average property prices

	February 2016	February 2017	Annual change %
England	£220,627	£234,466	+6.2
North West	£143,009	£152,618	+6.7
Cheshire East	£199,549	£208,716	+4.5

(Source: HM Land Registry)

Chart 3: Average price: Cheshire East from February 2016 to February 2017

Key:

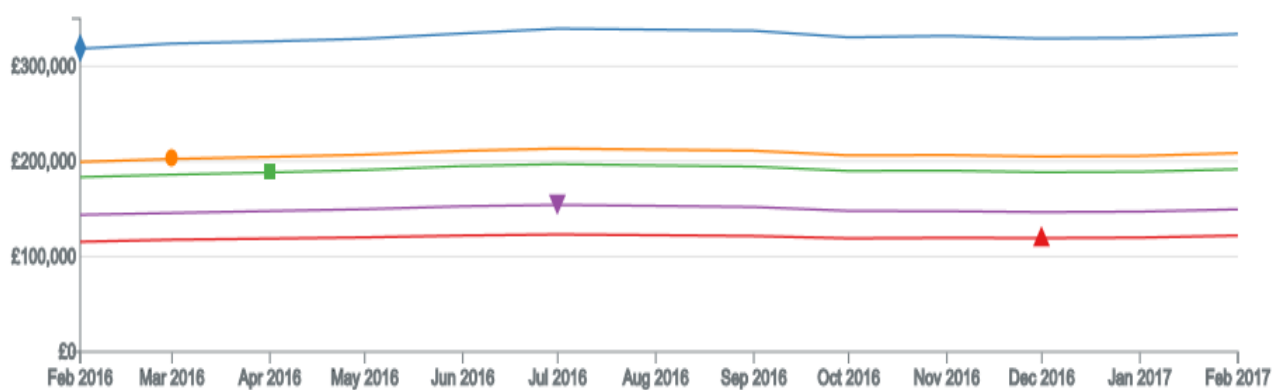
— All property types

— Detached

— Semi detached

— Terraced

— Flat or maisonette



The next table shows median property prices across Cheshire East in 2016.

Table 3: Median property prices by ward

Ward	Average (median) house price, in £000s
Alderley Edge	365
Alsager	175
Audlem	303
Bollington	190
Bunbury	453
Chelford	330
Congleton	173
Crewe	125
Disley	215
Goostrey	387
Handforth	225
Haslington	182
Holmes Chapel	250
Knutsford	330
Macclesfield	166
Middlewich	153
Mobberley	275
Nantwich	185
Other	295
Poynton	275
Prestbury	575
Sandbach	187
Shavington	167
Wilmslow	342
Wrenbury	445
Cheshire East median	195

(Data produced by HM Land Registry © Crown Copyright 2017)

Employment and earnings

For employees working in Cheshire East, median gross weekly pay was £487.70 as of 2015, on a par with the regional figure (£488.80), but significantly less than for the UK as a whole (£527.70).

By 2014, there were an estimated 184,700 people working in Cheshire East. This total has grown by 6.2% since 2009 (from 173,900), which exceeds the employment growth rates for Great Britain (4.1%) and the North West (2.2%). Of those employees working in Cheshire East in 2014, nearly seven in ten (69.4%) had full-time posts (with the rest being part-time). This proportion is similar to the averages for the region (67.7%) and Great Britain (68.3%).

Of those people working in Cheshire East, the majority (52.8%) are male. Census results indicate that a majority of both female employees (57.3%) and male employees (89.5%) work full-time rather than work part-time.

Other factors that are key drivers of the Cheshire East housing market are good schools and the ever changing employment market. There is a forecast to see strong growth in employment, especially in the technical sector and this growth will ensure the Borough remains popular with buyers.

There is excitement amongst property speculators about the arrival of High Speed Rail (HS2) in the area. It is expected to bring wider economic benefits. Opportunities will begin to flow once work on building the line gets under way. There is also expected a significant boost to local skills and employment with the planned University Technical College (UTC) playing a big part in this.

A CE study forecasts a boost of £10 billion a year from HS2 to the wider Northern Gateway area economy by 2040.

There is a minimum income required by households wanting to access housing in the lower quartile (or entry level) open market housing. The next table looks at average monthly earnings by age in Cheshire East. It shows that there is a significant shortfall in earnings if a lower quartile property is to be easily purchased or rented.

Table 4: Median gross monthly earnings of full-time employees (£), 2016

Age group	Earnings (£)	Affordable housing (33% of monthly income needed for rent/mortgage)
16-17	648	214
18-21	1,209	399
22-29	1,739	574
30-39	2,278	752
40-49	2,402	793
50-59	2,275	751
60+	4,983	1,646
All age groups	1,948	643

(Source: ONS)

Average income and average property prices combined produce an affordability ratio, with 3.5 x income considered affordable. Local ratios are double the accepted ratio of 3.5

Table 5: Ratio of lower quartile house price to lower quartile earnings 2014 to 2016:

2014	2015	2016
6.8	7.01	7.01

Lower quartile accommodation costs for purchase or renting are shown next.

Table 6: Lower quartile (entry level) open market housing:

Lower quartile house price	Lower quartile rental cost per month
£118,000	£500

The affordability ratios are calculated using ONS House Prices Statistics (based on Land Registry data) and earnings from the Annual Survey of Hours and Earnings. The earnings relate to the respondent's place of residence rather than place of work. This means that affordability in commuter areas reflects the earning power of commuters.

Required income levels to meet housing costs

Traditionally households have needed at least an average income to purchase a property. Those on less than average incomes have been encouraged to take up sub-prime mortgage offers. The level of debt caused by households being overstretched contributed to the recent recession and led to extreme hardship for households, in many cases resulting in repossession. Similarly, working households have needed an average income which enabled access to private rented homes.

Table 7: Estimates of income required to access purchased or rented accommodation

Required household income to purchase lower quartile housing (x3.5 times income)	Required income to rent lower quartile housing (third of monthly earnings)
£33,714	£1,440 (or £17,280 per year)

Rent levels

There are implications of Local Housing Allowance (LHA) levels for the major towns and settlements. Properties in the South area of Cheshire East are mostly above the LHA level, as are the majority of properties in the East area, which means households are going to struggle to pay their rent without a market intervention such as Housing Benefit / Local Housing allowance. A Cheshire East report into the Private Rented Sector (PRS) highlights a shortfall, particularly in the South area

(Crewe and Nantwich) and in the East area (Macclesfield), although similar accessibility issues are replicated across the Borough.

There are high rent levels here compared to other areas, and they demonstrate the potential to attract investment. Some wards have seen large rent increases, such as Chelford, Crewe Central, and Mobberley.

Table 8: Private Rental Market rents

All categories				
Count of rents	Mean	Lower quartile	Median	Upper quartile
5,590	740	500	600	800

More detail is available in Appendix 2, which shows rental information by property size.

A majority of rooms available in the PRS are below the LHA rate for shared rooms, and some adverts specify available for 'single professional', excluding households on benefits or low pay.

Welfare reform changes are likely to create limited choices and geographies for households only receiving the LHA rate in welfare payments. Overall, the sector is low income and so the impact of welfare reforms will be significant.

Research suggests that many private landlords will limit access to their properties to those tenants they are confident will be able to pay their rent. More vulnerable groups are likely to struggle to find accommodation within the private rented sector. This is likely to lead to increased pressure on affordable housing stock. Given that the sector is forecast to continue to grow nationally, it is likely that the private rented sector in Cheshire East will continue to grow. In 2001 the CE Private Rented Sector accounted for 8.4% of all households, increasing by 5.2% up to 2011, when the Census showed that there were 21,775 (13.6%) households living in the private rented sector in Cheshire East. This was lower than the national figure of 18.1%.

Assuming the increase in CE since 2012 replicates the 10.7% witnessed in England, then the number of PRS properties may have increased in CE by 2,329, raising the number of private rented properties to 24,104.

The Council may choose to enable this growth by encouraging investment in build to rent properties, or may even choose to deliver new properties itself. Currently, housing will be delivered through private developers, RP partners, and equity investors.

Welfare Reform

The Government has introduced various reforms to the welfare system which, in many cases, will reduce the amount of housing assistance households can receive. This is impacting on where people can live in Cheshire East, based on average housing costs (ownership and rent on the open market).

Welfare Reform is likely to have an impact in the following ways:

- A downward pressure on rents
- An increased demand for room renters, house shares, bedsits and one bed properties
- A reduced demand for two bed properties
- Increasing homeless presentations, and
- A possible decline in supply if landlords leave the sector

Private sector rents

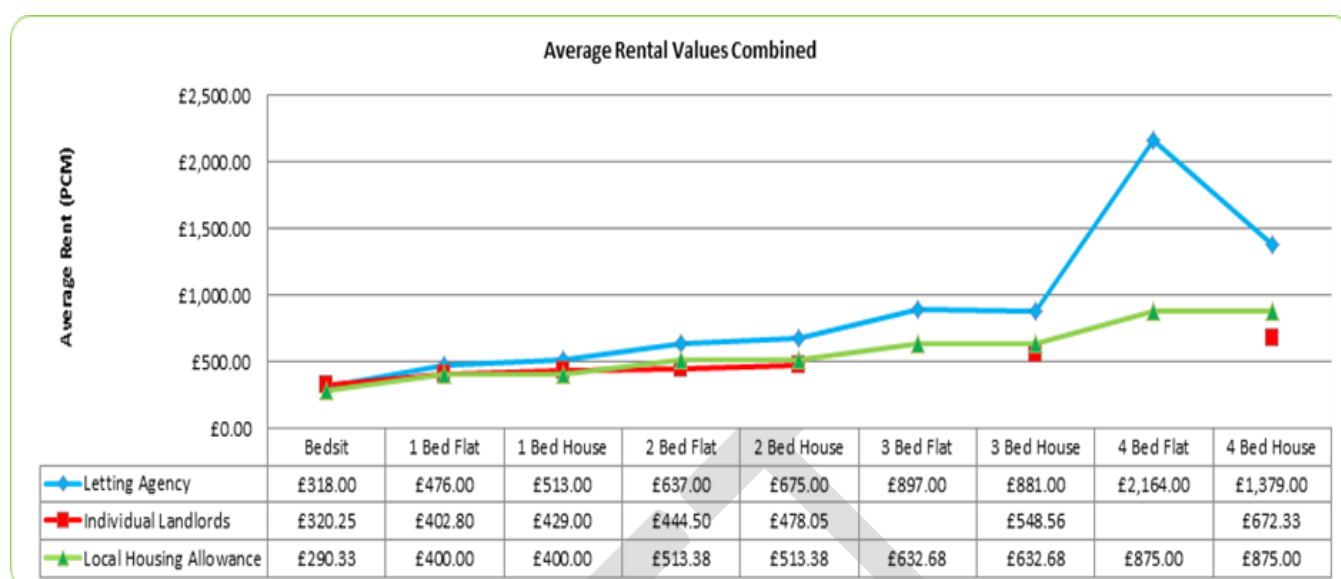
One welfare reform has affected LHA rates, which have been frozen until 2020. The Council pays out the following in LHA monthly figures in Broad Rental Market Areas (BRMA) (£s).

Table 9: LHA by BRMA

	1 bed shared	1 bed self-contained	2 bedrooms	3 bedrooms	4bedrooms
East Cheshire	308.08	449.99	565.01	730.00	1,084.57
South Cheshire	237.25	368.65	475.02	550.02	749.99

The next chart shows the Cheshire East LHA rates compared to average rent (per calendar month) by size of property (bedsit up to a 4 bed house). It shows properties offered by individual landlords or through lettings agencies.

Chart 4: Average rental values combined



There are implications of LHA levels for the major towns and settlements. Properties in the South area are all above the LHA level, as are the majority of properties in the East area, which means households are going to struggle to pay their rent. The following tables provide a feel for the levels of shortfall in the South area (Crewe and Nantwich) and in the East area (Macclesfield). A similar picture is replicated across the Borough.

Table 10: Crewe

The table below shows the current asking rents in Crewe. The average rent is £616 per calendar month (pcm):

	1 bed (LHA £368.65)	Difference	2 bed (LHA £475.02)	Difference	3 bed (LHA £550.02)	Difference	4 bed (LHA £749.99)	Difference
House	-		523	-47.98	594	-43.98	1,620	-870.01
Flat	381	-12.35	520	-44.98	-		-	
All	381	-12.35	522	-46.98	594	-43.98	1,620	-870.01

Table 11: Nantwich

The table below shows the current asking rents in Nantwich. The average rent is £725 pcm.

	1 bed (LHA £368.65)	Difference	2 bed (LHA £475.02)	Difference	3 bed (LHA £550.02)	Difference	4 bed (LHA £749.99)	Difference
House	477	-108.35	612	-136.98	780	-229.98	1,068	-318.01
Flat	487	-118.35	625	-149.98	630	-79.98	849	-99.01
All	481	-112.35	619	-143.98	739	-188.98	1,046	-296.01

Table 12: Macclesfield

The next table shows the current asking rents in Macclesfield. The average rent is £655 pcm.

	1 bed (LHA £449.99)	Difference	2 bed (LHA £565.01)	Difference	3 bed (LHA £730)	Difference	4 bed (LHA £1,084.57)	Difference
House	491	-41.01	568	-2.99	918	-188	949	+135.57
Flat	743	-293.01	613	-47.99	793	- 63	-	
All	659	-209.01	586	-20.99	876	-146	949	+135.57

Social housing rents

Housing costs have increased for those Cheshire East tenants of social housing providers, with an average increase of 4.5% between 2014 (average rent £88.57) and 2016 (average rent £92.60).

A snapshot was taken in 2016 by Cheshire East of social housing providers and welfare reform, which looked at a range of likely consequences of the changes to benefit entitlements. This estimated that **200** households, already social housing tenants, will be affected by the under 35 cap. This means that Housing Benefit (HB) for single people under the age of 35 in social housing without children will be restricted to shared accommodation rates. Therefore they will only be able to claim the same amount of benefit as a private tenant is able to claim for a room in a shared house. This will result in a shortfall in rent.

The table below shows the BRMA for a one bedroom property shared and one bedroom property self-contained, with the figure for average weekly arrears for each of the 3 largest local landlords based on location and landlord average rent.

Table 13: Shortfall in rent based on average one bedroomed rents for the three main Registered Providers

Weekly figures BRMA	1 bed shared	1 bed self-contained	Landlord A	Landlord B	Landlord C
East Cheshire	£70.90	£103.56	-£6.02	-£9.25	-£1.39
South Cheshire	£54.60	£84.84	-£22.32	-£25.55	-£17.69

A tenant of Landlord C, for example, in the South Cheshire BRMA, will have after 3 months arrears of £212.28 unless the tenant acts to prevent this from happening or arrears of £306.60 for a tenant of Landlord B over the same time.

Over 20 people from a range of partners (providers of housing, support, advice and training) attended a recent event organised by Cheshire East intended to facilitate an open discussion about the current housing climate, and joint challenges and opportunities going into the future. There was a discussion about what can be done in partnership to make sure that the right support is available to those who currently need help, as well as those emerging households who will need help in the future, to take up employment opportunities. One way of preventing homelessness is by helping people to access employment.

A number of points were raised, such as

- Work with NEETS (Not in education, employment or training) is providing opportunities for referrals into job training support.
- There is a need for a database of services and options to connect up services across geographical areas and overcome poor connectivity issues. It should include service mapping of things such as charities, Third Sector, projects and initiatives, opportunities, advice, food banks, access to IT (training and equipment), and access to furniture and white goods. The aim should be a raised awareness of advice options for providers, advice agencies, and residents. It is necessary to decide who would set up this database, and who would have responsibility for maintaining and updating it.
- DWP and Job Centre referrals and the flagging of cases are poor and improvement here will see better take up of services. There is very low take up of CAB funded advice. Work is being carried out to see what can be done to improve this.
- Digital inclusion work by the DWP provides training in preparation for a 'full digital service'. This will ensure better preparation for employment, avoiding sanctions due to conditionality.
- There is a need for better communication between the Benefits Service, Registered Housing Providers, and Cheshire Homechoice.
- IT set up to provide a bolt on which captures changes in tenant finances would be useful.

The outcomes from this event will be fed into the new Homelessness Strategy which will address the connection between homelessness and worklessness.

Supported housing

From April 2019 the LHA cap will apply to all tenants in supported and sheltered housing. This will see core rent and service charges funded through Universal credit (UC) up to the relevant LHA rate. Alternative arrangements will be needed to deal with additional costs in excess of this. A new model will involve devolved funding to local authorities to provide a 'top up' when needed. The framework for this new funding model has not yet been announced but it seems likely that Cheshire East will need to work within a specific budget. The announcement will be in time to be taken into account in the new Homelessness Strategy, will address this issue.

Housing completions

In order to keep up with housing demand, additional housing is required.

Cheshire East has a 5 year supply target, using a standard formula of build rates and lead-in times which are applied to all housing sites. This is under review as part of the Local Plan consultation process. The next table shows how the delivery of affordable housing units only goes some of the way to meeting housing need.

	2012/13	2013/14	2014/15	2015/16
Net completions	614	713	1,236	1,473
Affordable completions	220	180	640	360
Additional social rented	50	40	70	29
Additional affordable rented	140	60	430	253
Additional intermediate	30	80	140	78

Homechoice

Not everybody is able to afford to buy or rent on the open market and are therefore reliant on affordable housing. Cheshire East does not have any council housing of its own to rent to those in need. Instead, Cheshire East is partnered with local housing providers who advertise affordable rented properties (referred to as 'social housing') via a website called Cheshire Homechoice. This is where people can make an application for social housing. Homechoice offers access to affordable homes for people wanting to rent or buy a new home.

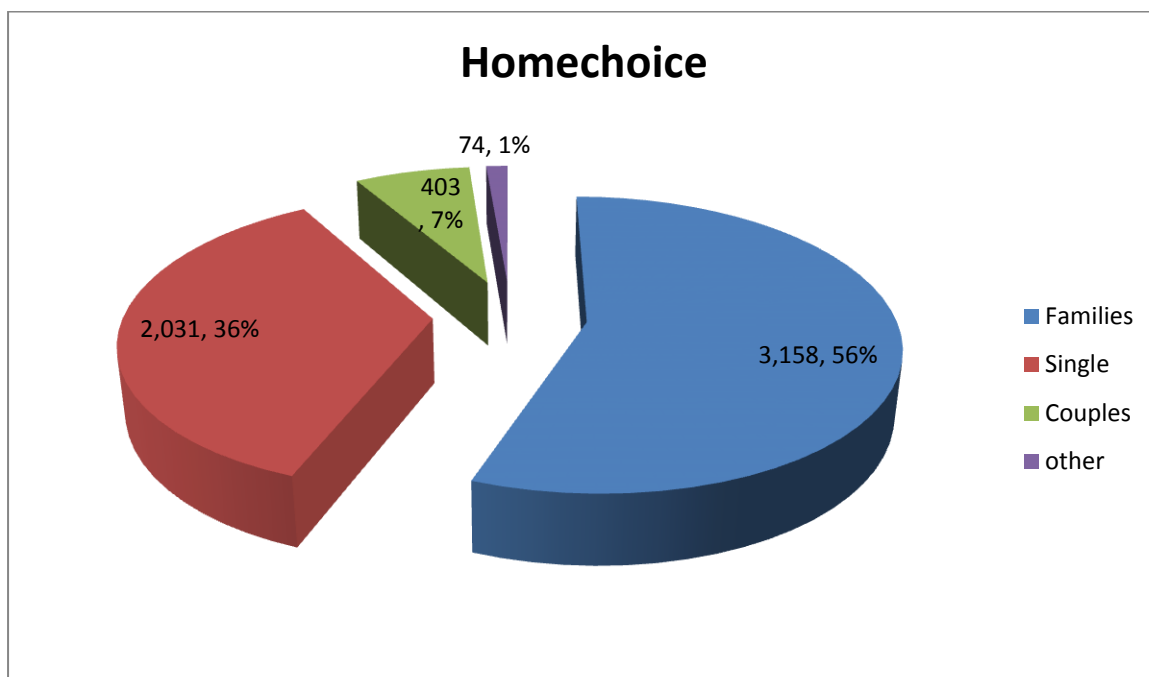
The number of people on Homechoice exceeds the number of affordable housing properties available. The number is increasing each year. The number of people on Homechoice varies year to year based on annual reviews of applicants, applicants' circumstances changing, and on affordable housing stock availability (the number of lets available).

Table 14: Total households on Homechoice on the 1st April

Year	Total
2014	8,846
2015	7,368
2016	6,868

The largest number (3,158) at 56% of those on Homechoice are families, 2,031 (36%) are single people, and 7% are couples with 1% 'other'. This suggests the overwhelming demand is for larger, family sized properties and 1 bed properties.

Chart 6: 2016 Homechoice household composition



Applicants on Homechoice are allocated a band dependent on their housing needs, with Band A for those with the most urgent housing needs. Tables 10 and 11 below show the number of applicants that fall within each band and the number of bids for a property per band. The different Bands are explained in the Appendix 5.

Most households (73%) are in either Band C or Band D.

Table 15: Priority band

Band	2013	2014	2015	2016	TOTAL
Band A	150	103	113	88	454 (1.8%)
Band B	308	329	413	386	1,436 (5.7%)
Band C	2,407	2,159	1,719	1,499	7,784 (31.2%)
Band D	2,652	2,069	2,766	2,859	10,346 (41.5%)
Band E	1,283	1,026	1,208	1,348	4,865 (19.5%)
Total	6,800	5,686	6,219	6,180	24,885

The highest number of bids per household has come from those in Band A and Band B.

Table 16: Bids placed by priority band, showing ratio of band to the total number of bids placed per band

Band	2013	2014	2015	2016	TOTAL	Ratio of bids to households
Band A	2,359	1,242	1,294	1,206	6,101	13
Band B	6,420	7,641	6,006	6,294	26,361	18
Band C	21,871	22,696	21,623	21,521	87,711	11
Band D	15,497	17,910	19,550	22,249	75,206	7
Band E	5,646	6,168	7,704	9,318	28,836	6

Table 17: Average waiting time by Band

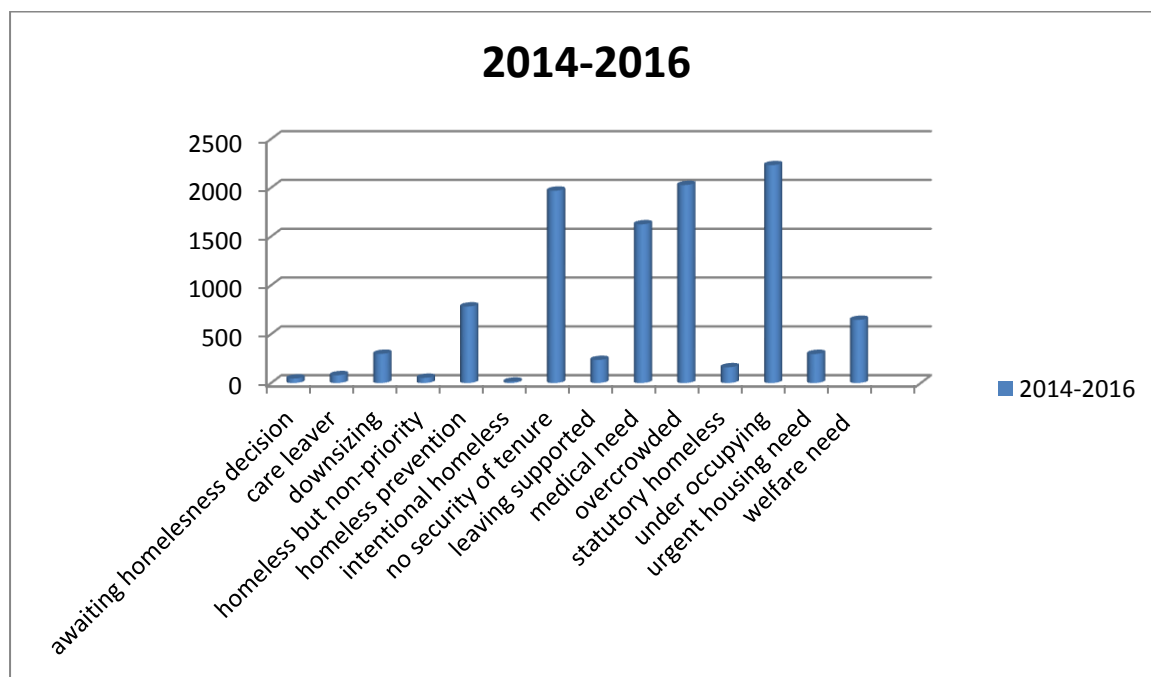
Band	Average waiting time
Band A	Between 0 and 6 months
Band B	4 – 12 months
Band C	6 -24 months
Band D	12 -36 months
Band E	24 or more months

Over the last 3 years the majority of main applicants on Homechoice have been female (62%), and aged between 16 and 35.

The applicants on Homechoice main reasons for needing to move are:

- under-occupying (21.3%)
- overcrowded (19.3%)
- lacking security of tenure (18.8%), or
- in medical need (15.5%)

Chart 7: Assessed reason for needing to move



The most in demand properties are 2 bed (42.3%), 1 bed (32.4%), and 3 bed (23.2%), with little demand for 4 and 5 bed properties, at 1% or less. However securing larger properties for large households in need is difficult due to the low number of properties and property turnover (leaving the property so that someone else can move into it).

Table 18: Bids placed by property size

	2013	2014	2015	2016	TOTAL
0 Bed	376	493	447	458	1,774 (0.7%)
1 Bed	17,754	18,740	17,296	18,996	72,786 (32.4%)
2 Bed	21,427	23,088	24,728	25,663	94,906 (42.3%)
3 Bed	11,543	12,691	13,018	14,969	52,221 (23.2%)
4 Bed	665	588	688	463	2,404 (1%)
5 Bed	28	59	0	39	126 (0.05%)
Total					22,4217

The most in demand property types are houses (48.3%), low rise flats (36.9%), and bungalows (12.1%). Applicants can only bid for which properties are available over the course of a given year. For example, in the above table, the low number of bids for a 5 bed property doesn't mean there is little demand for larger properties, but that only a handful became available.

Table 19: Bids placed by property type

	2012	2014	2015	2016	TOTAL
Bungalow	7,542	6,637	6,178	6,958	27,315 (12.1%)
Extra Care	0	15	0	0	15 (0.006%)
Flat	19,272	20,759	20,784	22,025	82,840 (36.9%)
Flat (High Rise)	981	469	129	268	1,847 (0.8%)
House	22,803	26,938	28,042	30,586	108,369 (48.3%)
Maisonette	891	604	646	530	2,671 (1.1%)
Studio/Apartment	276	237	398	221	1,132 (0.5%)
Total	51,765	55,659	56,177	60,588	224,189

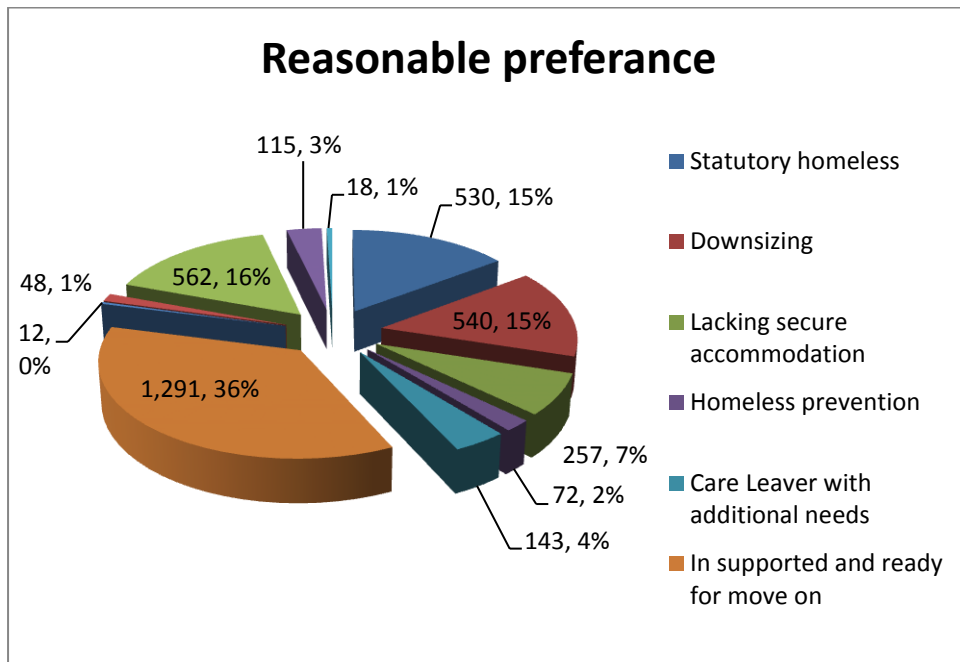
Table 20: Offers accepted by priority band

Band	2013	2014	2015	2016	Total
Band A	207	91	112	125	535
Band B	304	360	375	441	1480
Band C	643	516	829	741	2729
Total	1,154	967	1,316	1,307	4,744

Homechoice includes data on those who would like to live in social housing. The Housing Act 1996 requires Cheshire East to give a 'reasonable preference' when assessing those who are in genuine 'need', and whose needs are not being met by their current accommodation or circumstances. These might include reasons of homelessness, overcrowding, leaving care, and those with medical conditions.

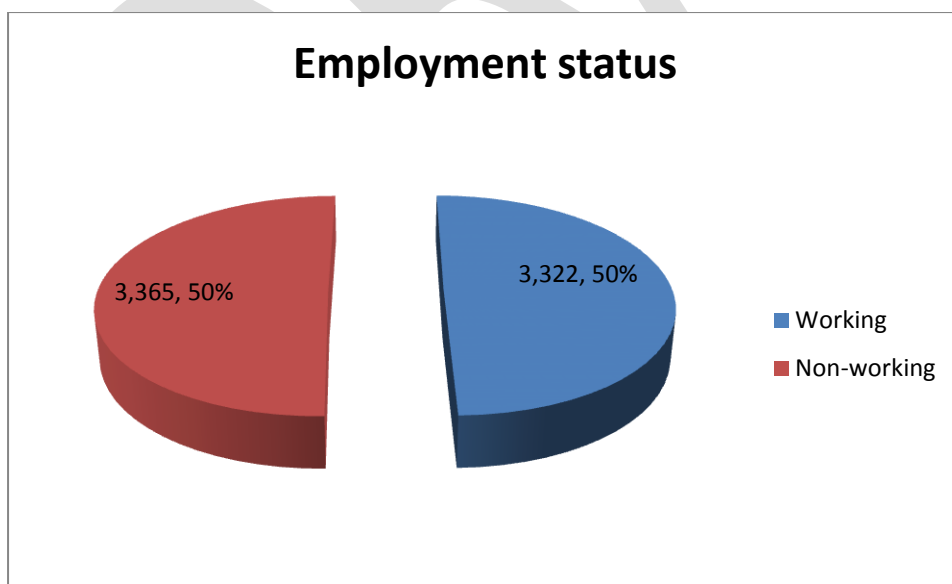
Numbers on Homechoice in reasonable preference categories are shown in the next chart. The single largest category is those in supported housing and ready to move to other accommodation (36%).

Chart 8: Homechoice reasonable preference categories



Almost half (47.7%) of the households on Homechoice are working. This includes households on low pay and part-time hours. The other households are classified as non – working households.

Chart 9: Homechoice employment status in 2016



The next table shows employment status by household, with the majority of couples and families in employment.

Table 21: Is the main or joint applicant currently in employment?

Household type	No	Yes	Total
Couple	85	316	401
Family	1,174	1,931	3,105
Other	38	33	71
Over 55	931	293	1,224
Single	1,193	797	1,990
Total	3,421	3,370	6,791

However, 60% of single households are not in employment, and those aged under 35 may therefore face hardships when accommodated due to LHA shortfalls, or will face a lack of options in where they are able to live due to shared accommodation rates. This has been addressed at a recently held welfare reform event, and action to tackle single homelessness will be addressed in the new Homelessness Strategy 2018-2020.

Empty Homes

The national average for total voids identified by the English Housing Survey has been around 3.4%. National policy initiatives, seeking to reduce the existing levels of empty properties, have chosen a figure of 3% as a baseline. The DCLG has stated that there are more empty properties nationally than is justified by the workings of the housing market. In an area where it is desirable to live, (such as Cheshire East), with high property prices, even properties in the least desirable areas can be marketed at a good price. The market will usually solve a problem, if the owner is willing to co-operate.

As properties are bought and sold, or re-let, there will be a period of vacancy in between the changes in occupation. Such 'transactional vacancies' are not usually the cause of problems, but are a normal part of the operation of the housing market. These properties seldom require local authority intervention in order to ensure they are brought back into use within 6 months.

Some will fall into the category of empty between changing occupants, or undergoing modernisation, repair or conversion. Some newly completed properties will inevitably be empty after completion.

A total of 2,686 empty homes in 2016 equates to 1.57% of total stock being empty. There was a steady year-on-year decrease in the number of empty homes (-33.4% between 2015 and 2016), with a smaller reduction in the number of long-term vacant homes of -5.7%.

Table 22: Empty Homes in Cheshire East

	2014	2015	2016
All vacant dwellings	4,163	4,036	2,686
Empty for 6 months or more	1,736	1,540	1,451
Private registered provider vacant	228	323	231
Private registered provider vacant for 6 months or more	43	54	57

Repossession data

The Ministry of Justice (MoJ) monitors on a quarterly basis Court level activity around mortgage and landlord repossessions. Data is collected at national, regional, and local levels. This enables a direct comparison year on year between Cheshire East with the national, regional, and sub-regional picture.

There has been a reduction in repossessions nationally. This has been reflected in Cheshire East. The number of households losing their home due to rent or mortgage payment defaults is generally falling. Repossession activity is reducing at a slower rate in Cheshire East than in most of the other sub-Regional area. Cheshire East has seen the lowest number of Claims issued.

- *Claim* – this is issued for a mortgage or landlord possession and is issued by a mortgage lender or a landlord
- *Order* – this is made by the county court. This can either be outright, that a property should be recovered by a certain date, or a suspended order, as long as the defendant complies with the conditions attached to the order
- *Warrant of possession* – if the defendant fails or refuses to leave the property, or the attached conditions have not been met, then the order may be enforced by use of a warrant of possession. Then, the county court bailiff is allowed to carry out an eviction, on a date arranged by the bailiff.
- *Repossession* – this is by a county court bailiff. Repossessions may occur without county court bailiffs, by use of less formal procedures. Therefore, the actual number of repossessions is typically greater than the number carried out by court bailiffs.

Table 23: Number of claims and possessions in Cheshire East over the last 4 years

	2013	2014	2015	2016	Total
Mortgage claims	362	263	101	117	843
Mortgage possessions	131	110	23	28	292
Private landlord claims	73	69	56	61	259
Private landlord possessions	16	18	13	15	62
Social landlord claims	429	423	418	331	1,601
Social landlord possessions	79	102	86	94	361

715 households across all 3 tenures have been the subject of repossession and have therefore lost their home.

This is not reflected in the reasons for approaches to the Council's Homelessness Service, or in the cause of homelessness data, with 42 households accepted as homeless due to repossession.

Of the 3 tenures, claims and possessions by social landlords are the highest. The reasons why RPs are evicting so many households is something requiring investigation. For example, are the high numbers due to anti-social behaviour, or rent arrears? The new Homelessness Strategy will look at this issue.

Homelessness in Cheshire East

Homelessness data shows that the number of presentations has increased between 2015 and 2016 by 59.7%. This increase is not reflected in the number of homeless acceptances, which have increased by 30.9%. This followed a decrease of 26.3% in 2015.

The number of acceptances over the last 3 years (308) is 32.6% of presentations (with an average of 103 over the 3 years).

The increase in presentations is aligned to the national trend, whilst the fact that acceptances are remaining stable each year is related to the improvements in homelessness prevention. There is effective use of the Single Point of Access and Part VI of the Homeless Act to prevent homelessness and to achieve move on. This is outlined in the section on 'Achievements' and consultation feedback below.

Table 24: Homeless Decisions and Homeless Acceptances

	2014	2015	2016	Total
Decisions	181	293	468	942
<i>Of which</i> Acceptances	114	84	110	308

Looking beyond these headline figures it is possible to identify household types that are represented. Homeless households tend to be:

- Younger – around 27% (84 people) are aged 16-24, with 75% (231) aged 25-44
- Single parent households make up 29.2% (90)
- 138 (44.8%) are lone females, with lone males representing 36.6% (113)
- 93.1% (287) of households classified themselves as White British.

The following tables show more detail about *acceptances* only.

Table 25: Age

	2014	2015	2016	Total
16/17	0	0	1	1
16-24	31	20	32	83
25-44	50	41	56	147
45-59	28	17	16	61
60-64	3	2	3	8
65-74	1	4	3	8
75+	1	0	0	1

Table 26: Gender

	2014	2015	2016	Total
Couple with or expecting dependent children	11	8	16	35
Lone parent household with or expecting dependent children, <i>of which:</i>				
Male	3	0	4	7
Female	30	20	33	83
Lone person household, <i>of which</i>				
Male	38	40	28	106
Female	27	10	18	55
All other household groups	5	6	11	22

Table 27: Ethnicity

	2014	2015	2016	Total
White	103	83	101	287
Black	4	0	1	5
Asian	1	0	0	1
Mixed	4	1	1	6
Other	2	0	0	
Chinese	-	-	7	7

The 3 main causes of homelessness in Cheshire East are:

- Asked to leave by parents, family or friends
- Domestic abuse
- End of an assured short-hold tenancy

The largest single category of households accepted as statutorily homeless are people living as licensees of parents, relatives or friends who are no longer willing or able to accommodate them. Housing Options carry out checks to avoid the possibility that homelessness provisions are being used as a quick route into a separate home.

Housing Options know that any kind of violence – not only domestic violence – means that it is not reasonable to continue to occupy accommodation and so priority is given. This also helps, for example, those fleeing racial harassment or intimidation

Table 28: The main causes of homelessness in Cheshire East

Year	In priority need and unintentionally homeless	Main causes of homelessness:			Total
		Out by family or friends	Domestic abuse	End of Assured Shorthold Tenancy	
2014	114	48	23	7	78
2015	84	24	18	9	51
2016	110	44	22	12	78
Total	308	116 (37.6%)	63 (20.4%)	28 (9%)	207 (67.2%)

The next table provides a fuller look at all reasons for loss of last settled home. This is the main recorded reason given by people accepted as homeless to local authorities in England. The reasons given do not necessarily reflect the root causes of people losing their homes. It is likely that the main recorded reason of homelessness - family and friends no longer being willing to accommodate a household - hides a wide range of different causes of homelessness.

The causes of homelessness are varied and complex and are often not just related to housing. There are a number of factors that can be the cause of homelessness, such as poverty, unemployment, the housing market, or individual or family factors, which may include family breakdown, mental health problems, or substance misuse. All this adds another layer to what is already a complex situation.

Table 29: Main reason for loss of last settled home for applicant households found to be eligible, unintentionally homeless and in priority need

	2014	2015	2016	Total
Out by family or friends				
Parents no longer willing or able to accommodate	19	5	12	36
Other relatives or friends no longer willing or able to accommodate	14	7	15	36
Non-violent breakdown of relationship with partner	15	12	17	44
Violence				
Violent breakdown of relationship involving partner	21	17	21	59
Violent breakdown of relationship involving associated persons	2	1	1	4
Racially motivated violence	0	0	0	0
Other forms of violence	1	1	1	3
Harassment, threats or intimidation				
Racially motivated harassment	1	0	0	1
Other forms of harassment	1	4	9	14
Arrears				
Mortgage arrears (repossession or other loss of home)	6	1	3	10

Registered Provider dwellings	1	1	1	3
Private sector	0	1	0	1
Loss of rented or tied accommodation				
Termination of AST	7	9	12	28
Reasons other than termination of assured shorthold tenancy	8	8	7	23
Required to leave accommodation provided by the Home Office as asylum support	0	0	1	1
Left an institution or LA care				
Left prison / on remand	3	2	0	5
Left hospital	5	1	7	13
Left other institution or LA care	6	3	1	10
Other reason for loss of last settled home				
HM Forces	0	0	0	0
Other reason	3	11	3	17

One reduction of note is in the number of care leavers who are homeless. Housing Options is working more closely with colleagues on the 16+ Team to encourage and support the delivery of earlier housing advice to those young people leaving care.

Prevention and relief of homelessness

Homelessness prevention involves providing people with the ways and means to address their housing and other needs to avoid homelessness.

Homelessness prevention concerns cases previously at risk of homelessness, for which homelessness was prevented through positive action (either allowing the household to remain in their existing home, or assisting the household to obtain alternative accommodation)

Homelessness relief concerns cases that had become homeless (but were not accepted as owed a main duty), for which homelessness was relieved through positive action (assistance in securing accommodation)

Prevention work is carried out with partner agencies such as the CAB, Floating Support providers, etc.

Homelessness relief occurs when an authority has made a negative homeless decision, that is, that a household is either intentionally homeless or is non-priority as defined within part VII of the Housing Act 1996 (amended 2002), but helps someone to secure alternative accommodation, even though it is under no statutory obligation to do so.

Good levels of prevention have been recorded which shows a preference for prevention, where 1,813 (82.4%) were assisted to find alternative accommodation,

rather than remain in their own home (385). A priority for the new Homelessness Strategy will be to explore new ways to help more households to remain in their own home.

The number of successful prevention cases has increased year on year for the past 3 years, with just a decrease of 1.6% % between 2015 and 2016. The majority of the households have been assisted to move into social housing via Homechoice, evidence that Cheshire East allocations policy gives 'reasonable preference' to those households threatened with homelessness. The numbers being assisted to remain in their own homes has remained static, with an average of 128 per year over the last 3 years.

Table 30: total number of cases of homelessness prevention and relief by outcome

Number of cases where positive action was successful in <i>preventing</i> homelessness of which household			Total	Cases where positive action was successful in <i>relieving</i> homelessness	Total cases of prevention and relief
Able to remain in existing home	Assisted to obtain alternative accommodation				
2014	135	436	571	6	577
2015	122	663	785	21	806
2016	128	714	842	36	878
Total	385	1,813	2,198	63	2,261

Early intervention can help prevent households from losing their homes. 49.2% (200) of cases had homelessness prevented through a resolution of rent or service charge arrears.

421 family / couple households were prevented from becoming homeless during 2015/2016.

Table 31: Homelessness prevented - household able to remain in existing home as a result of:

	2014	2015	2016	Total
Mediation using external or internal trained family mediators	13	5	4	22
Conciliation including home visits for family/friend threatened exclusions	10	4	2	16
Financial payments from a homeless prevention fund	7	12	8	27
Debt advice	1	2	3	6
Resolving Housing Benefit problems	18	16	19	53

Resolving rent or service charge arrears in the social or private rented sector	66	62	72	200
Sanctuary scheme measures for domestic violence	1	0	0	1
Crisis intervention - providing emergency support	3	1	0	4
Negotiation or legal advocacy to ensure that someone can remain in accommodation in the private rented sector	7	1	5	13
Providing other assistance that will enable someone to remain in accommodation in the private or social rented sector	8	13	6	27
Mortgage arrears interventions or mortgage rescue	18	5	16	39
Other	0	0	0	0
Total	152	121	133	406

Table 32: Homelessness prevented or relieved-household assisted to obtain alternative accommodation, in the form of

The largest interventions across both prevention and relief have been 49.3% (1,043) Nominations to RP partners and 27% (570) referred to supported housing.

	2014		2015		2016		Total
	Prevention	Relief	Prevention	Relief	Prevention	Relief	
Any form of hostel or House in Multiple Occupation (HMO) with or without support	24	0	28	0	4	0	56
Private rented sector accommodation with landlord incentive scheme (eg. cashless BOND, finders fee, deposit payment, rent in advance , landlord insurance payment)	79	9	101	4	66	10	269
Private rented sector accommodation without landlord incentive scheme	41	3	35	1	33	2	115
Accommodation arranged with friends or relatives	7	0	5	0	6	0	18
Supported accommodation	108	7	194	24	208	29	570

(including supported lodging schemes, successful referrals to supported housing projects)							
Social Housing - management move of existing LA tenant	2	0	1	0	9	0	12
Social Housing - Part 6 offer of LA own accommodation or nomination to a Registered Provider	320	0	357	2	361	3	1,043
Social Housing - negotiation with an RP outside Part 6 nomination agreement	5	0	14	2	4	1	26
Low cost home ownership scheme, low cost market housing solution	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	1
Total	587	19	735	35	693	45	2,114

The next table shows the footfall, or people approaching Housing Options. The majority of clients per year are in Crewe. The footfall between 2015/16 and 2016/17 has been reasonable steady with an increase of 1.2%.

Total No of referrals				
	Crewe	Macclesfield	Total	% Change
2014/2015	657	511	1168	N/A
2015/2016	780	548	1328	13.7% increase
2016/2017	756	588	1344	1.2% increase

The next table shows the reasons why clients approached Housing Options by month.

Table 33: Reasons for clients approaching Housing Options in 2015 / 2016 (by month):

Crewe & Macclesfield	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Affordability / Debt / Welfare Reform	1	1	1	2	5	2	2	0	0	2	1	1	18
Discharge - Prison	6	1	3	4	9	12	9	7	8	7	6	8	80
Discharge - Hospital	6	3	2	3	3	4	4	4	5	8	5	3	50
Disrepair / Condemned	0	0	1	2	1	0	1	0	0	0	1	1	7
Emergency - Fire / Flood	0	0	1	0	0	1	0	1	0	0	0	1	4
End of PVT (S21)	2	3	3	2	11	11	6	3	2	5	2	7	57
Eviction by Friends	7	8	6	9	8	11	8	20	6	11	8	8	110
Eviction by Parents	12	8	8	19	22	17	17	11	10	17	15	13	169
Eviction by Relatives	7	6	1	3	5	1	4	6	5	3	3	4	48
Harassment - Landlord	1	0	2	0	0	1	0	2	1	1	0	0	8
Harassment - Racial	0	0	0	0	1	0	1	0	1	0	1	0	4
Harassment - Other	0	1	1	5	1	2	4	4	4	3	2	0	27
Illegal Eviction - PVT	0	0	1	0	2	0	1	2	3	1	1	1	12
Leaving Care Eviction	0	0	0	0	0	0	0	0	0	0	0	0	0
Leaving HM	0	0	0	0	0	0	0	0	0	0	0	0	0

Forces													
Leaving NASS accom	0	0	0	0	0	0	0	0	1	1	1	0	3
Loss of Social (ASB)	0	0	3	0	0	2	2	1	0	1	0	2	11
Loss of Social (Arrears)	8	3	3	10	9	11	6	10	5	22	19	8	114
Loss of PVT (Arrears)	5	0	3	2	1	3	0	5	1	4	2	3	29
Mortgage Arrears	0	0	1	1	1	0	3	3	1	2	2	2	16
Overcrowding	0	0	0	0	0	0	0	0	0	0	0	0	0
Refugee / Asylum Seeker	0	0	0	0	0	0	0	0	0	0	1	0	1
R/Breakdown Non-Violent	13	5	11	18	12	8	13	18	9	9	10	10	136
R/Breakdown Violent	5	5	6	7	5	12	13	10	9	14	9	5	100
Returned from Abroad	0	0	3	1	0	1	1	1	0	1	1	0	9
Rough Sleeper	2	8	8	2	5	10	11	11	5	12	5	3	82
Supported accom Eviction	5	7	13	10	13	12	10	11	9	13	13	10	126
Not Listed	11	6	9	5	5	10	7	13	12	19	3	7	107
Total	91	65	90	105	119	131	123	143	97	156	111	97	1,328

Temporary Accommodation

Sufficient numbers of suitable Temporary Accommodation (TA) are provided through Housing Options contacts to ensure that the use of bed and breakfast is only used in an emergency and as a very last resort. Figures for the use of bed and breakfast have historically been low in Cheshire East, and over recent years the overall use of TA has been reduced, in line with Government targets.

In 2013 there was a significant increase in use of TA and bed and breakfast accommodation, due to an increase in homeless presentations, and a reduction in the availability of permanent accommodation as the turnover of RP properties was reduced. The numbers in bed and breakfast reduced by 30.1% over 2015-2016. This is a consequence of a recent review and restructuring of the Housing Options team and improved effectiveness.

The use of temporary accommodation is closely monitored. The length of time spent in bed and breakfast accommodation should be as short as is possible. Cheshire East is especially working on 2 Gold standard challenges, to not place any 16 or 17 year olds in B&B accommodation, and to not place any families in B&B accommodation unless in an emergency, and then for no longer than 6 weeks.

Table 34: Bed and breakfast usage by household type

Household Type (Grouped)	2014-15	2015-16	2016-17	Total	Average length of stay (days)
Single males	85	86	58	174	18.1
Single females (including pregnant)	31	52	34	12	10
Childless couples	9	9	13	13	54.7
Families	30	19	27	9	10.7
Total	155	166	132	208	23.3

Of those using Bed and Breakfast, 83% were single males, 6.2% childless couples 5.7% single females, and 4.3% families. The total numbers placed in B&B has fallen by 20.4% between 2016 and 2017. This is in line with the Government's intention to see reduced use of B&B.

There are no known trends or wider issues which cause spikes in the use of temporary accommodation. Bed & Breakfast as interim accommodation is only used as a last resort and costs significantly reduced from £116,000 in 2015 to £94,910 in 2016. In 2016 – 2017 there was a decrease of almost 50% to £48,432 as 132 households were accommodated in Bed and Breakfast for a total of 960 nights (an average of 23 nights per household). In 2016, 69% (£33,355) of the cost was recoverable through the payment of Housing Benefit.

Table 35: Bed and Breakfast expenditure

B&B Costs (By Year)	Cost (Pure B&B)	Cost Decrease	% Cost reduction
2014/2015	£116,118	-	-
2015/2016	£94,910	-£21,208	-18.26%
2016/2017	£48,432	-£46,478	-48.97%

Hostel use

Roe Street is a hostel for use by homeless households.

Again, the largest percentage of use of the hostel is 80.5% by single male households, followed by 6% childless couples, 5.5% single females, and 4.1% families.

Table 36: Roe Street usage by household type

Household Type (Grouped)	2014-15	2015-16	2016-17	Total	Average length of stay (days)
Single males	27	55	58	140	42.6
Single females (including pregnant)	10	13	20	43	28.4
Childless couples	3	2	7	12	65.7
Families	7	5	9	21	45.7
Total	47	75	94	216	45.6

During 2015/16 of 75 households, the following outcomes were recorded.

Table 37: Homeless household pathways:

Household type	Number of households	Outcome
Single	66	15 social housing 4 PRS 25 supported housing 3 temporary accommodation 19 other
Couples	2	2 supported housing
Families	5	3 social housing 1 PRS 1 supported housing

Rough sleeping

Rough sleeping is the most visible face of homelessness. Cheshire East has typically had low levels of rough sleeping. However, the number of rough sleepers is continuously monitored by the Council, through information from partners, who also provide an estimate of rough sleeping on one night each year chosen between 1st October and 30th November. This is a snapshot on a single night, and not an assessment of the total number of rough sleepers over the whole year.

Table 38: Rough sleeping figures in Cheshire East

2014	2015	2016
12	0	4

There is no outreach service available in Cheshire East, but when report of a person sleeping rough comes in from Streetlink, a rough sleeping hotline, an attempt is made to find the person.

Severe Weather Emergency Protocol (SWEP)

10 verified rough sleepers were recorded during the recent SWEP during the Winter of 2016/17. The SWEP is triggered when night time temperatures between November and March will fall below 0C for 3 consecutive nights, therefore increasing the likelihood of a death. The following shows the age and nationality of people during the SWEP.

Table 39: SWEP clients

Age	British Nationals	Polish Nationals	Totals
18 – 24	1	2	3
25 – 34	1	0	1
35 – 44	1	0	1
45 – 54	3	1	4
55 – 64	0	1	1
65+	0	0	0
Total	6	4	10

Additionally, 92 people at risk of either sleeping rough, or who would have had to sleep rough that night if accommodation wasn't provided, were assisted in 2015/16.

Table 40: rough sleeping preventions

Age	Number of people assisted
18-24	36
25-34	26
35-44	13
45-54	14
55-64	1

The Council continues to monitor levels of rough sleeping. One aspect of monitoring is to prevent as far as possible the issue of double counting. This is when the same person contacts 2 services who then record 2 rough sleepers.

To remedy this, the new Homelessness Strategy will look at improvements to the monitoring and recording of rough sleepers. This may include use of a multi agency form to ensure that double counting is avoided.

Improved reporting options will be explored, apart from Streetlink, through things like wider links being established with street-based services, such as community and parking enforcement, and local businesses, which may come across people sleeping rough.

The Government has launched a rough sleeping programme, and Cheshire East, in partnership with Warrington and Cheshire West and Chester, has secured over £300,000 of Government funding, running between 2017 and 2019 to help new rough sleepers, or people at imminent risk of sleeping rough, to get the rapid support they need to recover and move-on from their homelessness. It is expected that 100 people in Cheshire East will be assisted by this project through the work of 'Upstream', a sub-regional scheme to prevent rough sleeping across the local authority areas of Cheshire.

No second Night Out (NSNO)

NSNO is a Government initiative rolled out nationwide. Local services, with the addition of 'Streetlink', help to connect rough sleepers quickly to the help they need. Rough sleepers may be identified through NSNO, the Severe Weather Emergency Protocol (SWEP) provision, housing options services, and third sector organisations.

Local data from services (commissioned and non-commissioned) across the sub-region in the last 12 months have identified 137 different rough sleepers. Of these some are known to services and have been seen up to 8 times rough sleeping, but the majority are new to the streets or have slept rough for 5 days or less. In Cheshire East a total of 50 Clients have used NSNO over the past 12 months and were prevented from having to sleep on the streets.

The next table looks at what happened to people sleeping rough once they engaged with local services. 24 (48%) moved into supported housing where they received accommodation with support to prevent them from becoming homeless again. However, 38% (19) either left the service or had to leave due to difficult behaviour.

Table 41: NSNO outcomes

Outcome	Clients
Planned move on to supported housing	24
Re-housed due to high need threshold	4
Homechoice application	1
Private rented	1
Returned home	1
Withdrew from NSNO	11
Asked to leave NSNO accommodation due to rule breaches	8

WHAM

Local churches organise the WHAM (Winter Hope Accommodation Macclesfield) winter weekend shelters. 6 churches provided cover each weekend between December 2016 and March 2017. Volunteers from over 15 churches helped to staff the shelter. There have also been volunteers from individuals without known church connections

During the latest shelter period, 22 different male guests were given at least one night's shelter, with 104 nights of accommodation provided in total. Guests, on average, stayed for 2.25 nights over a weekend.

Guests have said that they value the safety and security offered at the WHAM, and the opportunities to talk with people.

There have been good relationships and support from Cheshire Police and the Housing Options Team and the local CAB.

There are plans to provide a similar service in 2017/2018.

The next table shows 2014 to 2017 data for weekend provision. There has been no change between 2016 and 2017.

Table 42: WHAM provision

	Total nights	Number accommodated
2014/15	88	21
2015/16	104	22
2016/17	104	22

Rural homelessness

About 50% of Cheshire East residents live in rural locations. There are significant levels of inequality and deprivation to which rural communities are vulnerable. Often there are limited transport options. Circumstances in rural areas can make delivering services to prevent and relieve homelessness particularly difficult.

Recent research by the Institute for Public Policy Research (IPPR) has said that central to addressing homelessness in rural areas is making sure rural housing markets work for their resident populations by providing affordable accommodation across a range of tenures and types of home.

Cheshire East has no specific information about homelessness in local rural settlements. We will address this issue in the new homelessness Strategy, and if evidence suggests this is a significant problem, then a number of things could be pursued, such as a rural-specific homelessness strategy, new models of partnership working, and improved monitoring.

Housing Related Support

Homeless preventions are good. However, whilst there isn't a solution for all clients all the time, the housing-related support is an effective model.

Housing-related support is the provision of short term hostel accommodation, or maintains independent living through support at a client's home. This enables people to maintain their support networks as well as their independence. It aims to provide a complete wrap-around service.

A new housing-related support contract began in Cheshire East in April 2017. It has split services into 3 areas: Cheshire East North, Central, and South.

Once live, feedback from service-users and stakeholders will be captured. There is a requirement to link this into tenancy sustainment as a key element of prevention work.

Table 43: Housing related support bed spaces and cost per head

North

Bed spaces	Client group
45	Non-statutory homeless, mixed gender, 16 or over, low-medium complexity.
49	Floating support (up from 25). This was resettlement, but is now housing related.
10	Women only and to include single parents.

Centre

Bed spaces	Client group
20	Non-statutory homeless, generic, 16 or over, low – medium complexities.
8	Vulnerable women (including expecting dependent children)
37	Floating support

South

Bed spaces	Client group
62	77, including 5 bed spaces for statutory homeless
10	Vulnerable women (including expecting dependent children)
69	Floating support (up from 25)

The next table shows how much the cost of each scheme per year will be.

Table 44: The cost per head of providing Housing Related Support

Contract	Accommodation units	Floating Support Units	Total Units	Unit Cost per year
Generic North	45	49	94	£3,095.74
Women's North	8	0	8	£7,747.25
Generic Central	28	37	65	£3,936.16
Generic South	72	69	141	£2,523.57

Welfare Reform and homelessness

The Government has introduced various reforms to the welfare system which are, in many cases, reducing the amount of housing assistance many households in Cheshire East can receive. The changes include:

- The benefit cap is a limit on the total amount of benefit that most people aged 16 to 64 can get (£20,000 maximum outside of London)
- The capping of Housing Benefit (HB) in line with private sector Local Housing Allowance (LHA) for tenancies for those under 35
- The ending of HB payments to those aged 21 and under.

It is estimated that 200 households, already social housing tenants, will be affected by the under 35 cap.

Welfare Reform is likely to have an impact in the following ways:

- A downward pressure on rents
- An increased demand for room renters, house shares, bedsits and one bed properties
- A reduced demand for two bed properties
- Increasing homeless presentations, and
- A possible decline in supply if landlords leave the sector

LHA changes are likely to create limited choices and geographies for households dependent on LHA. By definition, households receiving LHA are on low income and so the impact for them of the welfare changes will be significant.

Also, it is reasonable to assume that many private landlords will limit access to their properties to those tenants whom they are confident will pay their rent. More vulnerable groups are likely to struggle to find accommodation within the private rented sector. This is likely to lead to increased pressure on affordable housing stock.

Benefit data shows where those most likely to be impacted by welfare reform live. The largest cohort is found in Crewe, followed by Macclesfield, Congleton, Bollington, Wilmslow, and Nantwich.

Table 45: location of all Cheshire East claimants aged under 35

Township	Number of claimants
Crewe	1,056
Middlewich	104
Sandbach	98
Congleton	274
Audlem	5
Holmes Chapel	15
Nantwich	184
Bollington	211
Macclesfield	394
Poynton	46

Wilmslow	209
Alsager	99
Knutsford	98

The Homelessness Reduction Act

The Government has published the Homelessness Reduction Act. The Act amends the 1996 Housing Act to change the definition of being 'threatened with homelessness', obliging councils to assess people at risk of homelessness at an earlier stage.

Before the Act, the threat of homelessness was defined as beginning 28 days before a person is likely to become homeless. The new Act has extended that period to 56 days, giving people longer to seek help from Cheshire East.

The categories of people eligible for Council support is also expanded, in a move away from the current focus on 'priority housing lists' based on applicants' vulnerabilities, and moving Council priorities from 'crisis management' to a pro-active approach to preventing homelessness.

The exact implications of this change are still uncertain, as is the level of financial support which the Government will provide. Secondary legislation and an updated Code of Guidance are expected to be published later on in 2017. Our new Homelessness Strategy will appropriately reflect any direction from new legislation and guidance.

Gold Standard

The Department for Communities and Local Government (DCLG) has established the National Practitioner Support Service (NPSS) with the priority of developing the Gold Standard to assist local authorities to deliver the best possible homeless and prevention service. The ultimate aim is to ensure that services offered by Housing Options Teams are robust, fit for purpose, and respond effectively to residents with a housing need. Cheshire East has made the pledge to strive for continuous improvement through the Gold Standard.

This involves a structured process of self assessment, benchmarking and peer review. The challenge follows a 10-step continuous improvement approach designed to help local authorities deliver more efficient and cost effective homelessness prevention services. 10 challenges are answered in three stages: Bronze, Silver and Gold. We have already achieved the 'Bronze' award, and intend throughout 2017 to achieve the 'Silver' award, finally achieving the 'Gold' Standard.

The 10 Gold Standard challenges are:

- Local Challenge One: Adopt a corporate commitment to prevent homelessness which has buy in across all local authority services

- Local Challenge Two: Work in partnership with Voluntary Sector stakeholders and other local partners to address support, education, employment and training need
- Local Challenge Three: Offer a Housing Options prevention service, including written advice, to all clients
- Local Challenge Four: Adopt a No Second Night Out model or an effective local alternative
- Local Challenge Five: Have housing pathways agreed or in development with each key partner and client group that include appropriate accommodation and support
- Local Challenge Six: Develop a suitable private rented sector offer for all client groups, including advice and support to both client and landlord
- Local Challenge Seven: Actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
- Local Challenge Eight: Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs
- Local Challenge Nine: Not place any 16 or 17 year olds in B&B accommodation
- Local Challenge Ten: Not place any families in B&B accommodation unless in an emergency and then for no longer than 6 weeks

Achievements

Since 2014 the Council has made measurable progress in reducing homelessness in CE. What follows are just some examples, which include:

Strategic Priority	What has been achieved
Providing effective early interventions	<ul style="list-style-type: none"> - Worked with RPs to prepare for the introduction of UC - Provided info to partners on how Welfare Reform may affect their clients - Worked with health services to reduce the number of unplanned discharges, especially from mental health services - Developed a mental health discharge protocol and provided support through 2 link workers and bed spaces of emergency accommodation - Prevented rough sleeping, and secured over £100,000 DCLG Rough Sleeping Grant Funding to assist over 100 people over 3 years as part of a cross Cheshire initiative - Developed a private sector landlord offer. Accreditation is on-going. There has been an 18% increase, with 11 landlords reaching the Council's Landlord 'Gold Standard'. This shows an increase in landlords willing to engage with Cheshire East. - Total cases of prevention and relief have increased from 577 to 878 (an increase of 52%)

	<ul style="list-style-type: none"> - Achieved the Bronze level in the Gold Standard having shown evidence that we have adopted a corporate commitment to prevent homelessness which has buy in across all local authority services.
Complex needs and crisis management	<ul style="list-style-type: none"> - Explored options for substance misuse clients (see HRS contract) - Provided advice and training for partner agencies about assisting clients with no recourse to public funds
Support	<ul style="list-style-type: none"> - Developed an Enhanced Housing Options Service, along with improved use of the SPA by increasing awareness of the service amongst stakeholders - Reduced households in temporary accommodation by 30% (TA figures here) -
Accommodation and affordability	<ul style="list-style-type: none"> - Enabled move on from supported accommodation to PRS for high risk tenancies which would have been homeless otherwise. - Reviewed the Allocations Policy with a Review of Homechoice and IT carried out - In partnership with Registered Providers and the Homes and Communities Agency (HCA) new affordable units have been delivered, and set to meet a 3 year target of 1,050 units

Task and Finish Groups have met and objectives in the Homelessness Strategy action plan have been designated Red, Amber, or Green, and assessed as an 'improvement', 'deterioration', or as 'stable'.

The groups have identified those tasks which have been achieved over the course of 2014-2017, and those which will be included in the new Homelessness Strategy for 2018-2020. The action plans use the 'RAG' (red, amber, green) format. More specific details on what has been achieved, what issues are still current, along with emerging themes can be found in Appendix x

Value for Money

Research nationally has highlighted the savings that could be made by using prevention methods. Cheshire East's Housing Options Service uses a number of prevention tools and the savings are therefore made on a routine basis.

The average cost of providing temporary accommodation to a homeless household is an average of £13,000 per year.

The costs per person of successful mediation are estimated at £600, around 9 times less expensive than providing alternate settled accommodation. These savings are based on the running costs of £30,000 per annum for an external service.

The costs of home visits are estimated to be 3.5 times less expensive than providing alternate settled accommodation. This based on the running costs of around £15,000 per annum, assuming 50% of a case officers' time.

Advice on housing options (e.g. resolving Housing Benefit problems, rent or service charge arrears, negotiation/legal advocacy) is estimated at around 9 times less expensive than providing alternate settled accommodation. This based on the assumption of operating costs at £71,000 per annum, based on 355 cases in one year.

The costs of the rent deposit scheme are estimated to be 8.5 times less than the costs of providing accommodation under the main homelessness duty. This based on the assumption of an average of £800 per case totalling 246 cases with repayment of 25% of deposits awarded.

The cost of operating a rent bond scheme is 37 times less the average cost of providing accommodation under the main homelessness duty. This based on the assumption that the average claim rate of Bonds at 10% per annum.

A sanctuary scheme for those facing domestic abuse represents a saving of 5.5 times the costs of providing accommodation under the main homelessness duty. This is based on the assumption of each installation costing an average of £790, with 64 installations in one year.

Table 46: Value for money savings

Value for Money	Prevention Measure	Savings compared to cost of meeting main homelessness duty
1.	Rent bond scheme	37 x
2.	Advice on housing options	9 x
3.	Mediation	9 x
4.	Rent deposit scheme	8.5 x
5.	Sanctuary scheme	5.5 x
6.	Home visits	3.5 x

Homeless Prevention Fund

The Housing Options Team has a good relationship with the Housing Benefits Service, and can request fast-tracked payments, and it is rare that any refusals occur.

Approvals for funding are made on the same day in urgent cases and turned around in 2 days in non-urgent cases. The HB team are available face to face or over the telephone with a direct contact if the Housing Options Team have a question or a query, or need to discuss a case in more detail. The DHP process is effective and has a good success rate. This is down to the ability to make direct contact to explain the circumstances and to a good understanding by the Benefits Service staff about

what is being achieved with preventing homelessness and keeping people in their own home.

Benefits Service officers are engaged in the Homeless Strategy and understand the early intervention priority for Cheshire East as well as the difficulties in finding alternative accommodation for certain households. This has resulted in some priority given to Housing Options referrals and a favourable allocation of funding to the referred households. There is no cap on the DHP allocation per household, which has benefitted large households with limited other choices.

One officer has secured £20,261.51 from the DHP fund in 2016-2017 to help households threatened with homelessness.

Emergency assistance scheme

Emergency Assistance is a new scheme introduced by Cheshire East following the changes to the Social Fund by the Department for Work and Pensions (DWP) from April 2013. Following the abolition of Community Care Grants and Crisis Loans, the Council has developed this policy to provide support for the most vulnerable households facing immediate short-term needs in an emergency, or as a consequence of a disaster, to prevent a serious risk to the health and safety of themselves or their family.

Any award is intended:

- to support vulnerable people facing immediate hardship, following a crisis or disaster
- to prevent homelessness, in conjunction with support from the Housing Options Team
- to keep families together and safeguard vulnerable people

Alternatively, support may be required to assist vulnerable people to return to or remain in the community, or to ease exceptional pressure on families.

The Emergency Assistance scheme is available to vulnerable people who are in receipt of state benefits. In exceptional circumstances awards may be allowed to those on a low wage.

Awards are means-tested and are only be made to those living within Cheshire East or who have connections with, and are moving to, the area.

'Vulnerable' means a person who is:

- physically impaired or has a mental health condition, learning disability or acquired brain injury, and in receipt of Disability Living Allowance (DLA) or Personal Independence Payments (PIP) or has supporting medical evidence from a professional.
- terminally ill
- has a dependant child living with them, for which they are in receipt of, or applied for, child benefit

- homeless or facing homelessness
- fleeing domestic violence
- has reached the qualifying age for state pension

Only one award, to an applicant or their partner, may be made in a rolling twelve month period for either/both:

- emergency crisis and/or
- award to secure or retain a home, including help with housing costs

Housing Benefits who administer the scheme did not cap the amount anyone could have and paid both rent in advance and deposits as well as large amounts for administration fees. By early in 2014/2015 HB realised this spending was not sustainable and now only pay deposits and up to £200 in administration fees- there was no set budget for this. The Homeless Prevention Fund is always £42,000 and this covers both prevention payments and claims on Bonds. Some money is recouped via credit union payments and deposits are paid back from landlords at the end of tenancies to replenish the prevention pot.

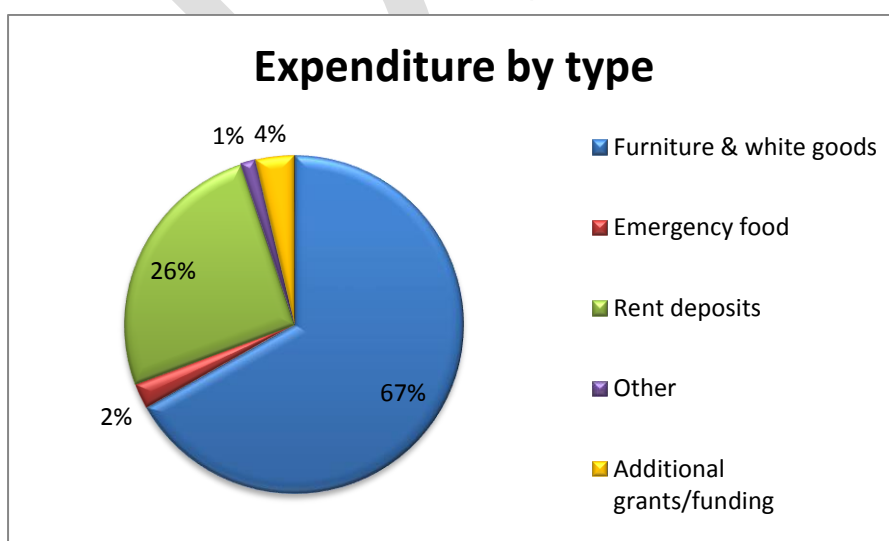
The next table shows what the fund break down looks like.

Table 47: Emergency Assistance payments

	2013/14	2014/15	2015/16	2016/17
EA paid out	£167,224	£137,166	£70,965	£64,967
Prevention fund & bonds	£38,714	£42,023	£40,710	£42,771
Households assisted via prevention fund	76	129	146	146
Number of bonds granted	30	40	44	23
Average prevention spend	£509	£325	£279	£293

The next chart shows a breakdown of awards made. The majority of expenditure(67%) is for furniture and white goods, as people typically move into a new home lacking furniture and a fridge, etc. 26% was used as a rent deposit.

Chart 10: breakdown of Emergency Assistance Awards



The Single Point of Access

Housing related support applications are received and processed by the Single Point of Access (SPA), which is contracted by and managed by the Housing Options Service. The SPA is a secure web-based application system. It is set up for referral agencies to make referrals for people with housing related support needs.

An analysis of 234 clients leaving services between September 2015 and April 2016 was carried out in December 2016 (8 months plus from leaving service) to help inform how successful services have been in helping clients to move on in a positive and sustainable way. Research was completed using SPA and Homechoice data to help inform whether clients had continued to live independently and manage their own tenancy, or if they had returned needing further support.

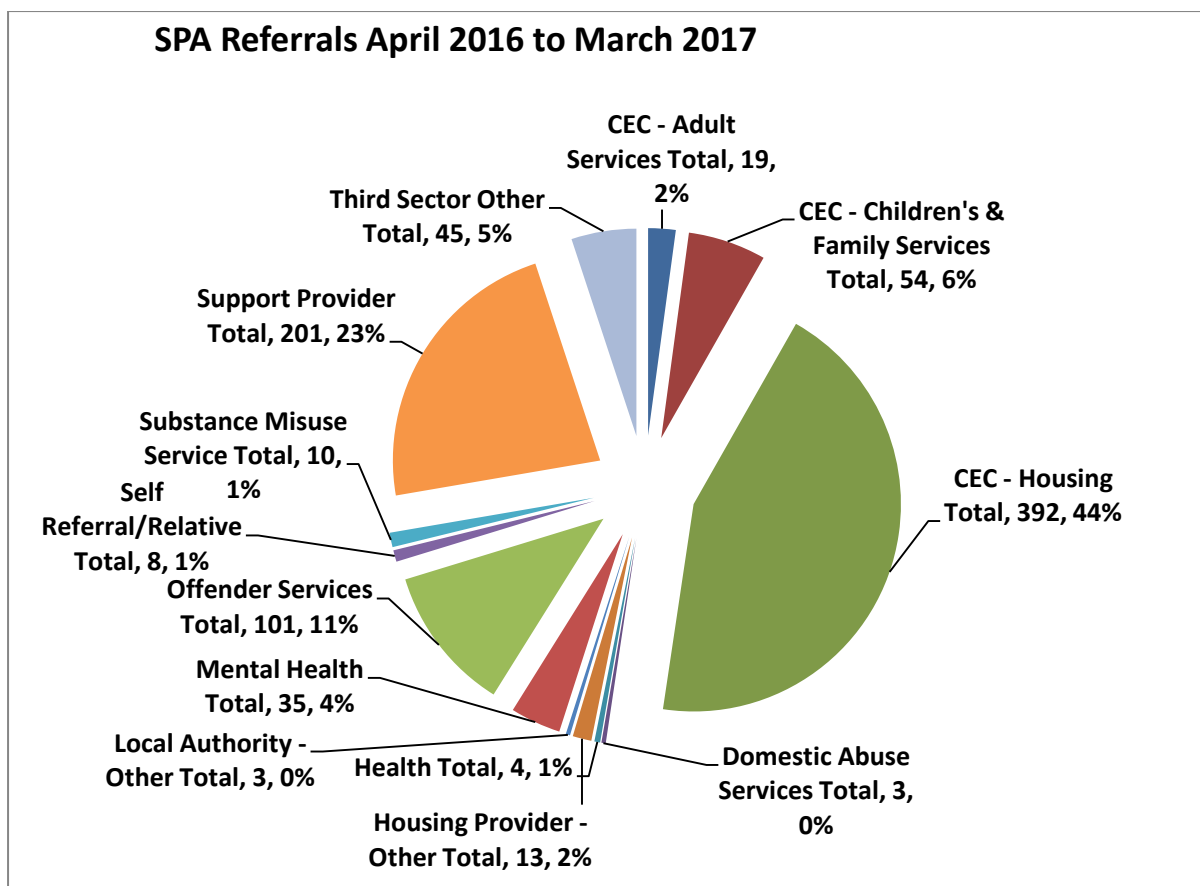
Referring agencies

888 referrals have been made to the SPA during 2016 – 2017. 44% of total referrals have been made by the Housing Options team, of which, 89% came from the Homelessness Team, with the remainder from enhanced housing options or Homechoice.

23% of referrals have come from support providers, of which, 20% from Crewe YMCA, 20% from Plus Dane, 18% from Adullam Homes, and 15% from the Richmond Fellowship. The remaining 50% of clients were referred by 5 organisations between them.

Offender Service referrals saw 50 of referrals from the Probation Service, with 43% from Shelter. Cheshire East and Greater Manchester Community rehabilitation and Cheshire Police Navigate teams made the rest of the referrals.

Chart 11: SPA referral sources



Detailed referring agencies' information is available at appendix 4.

Single people

The number of single applicants on Homechoice in late 2016 was 2,031.

There were 455 homeless preventions for single people during 2015/2016, with 51 single homeless people accepted as homeless.

629 single people were placed in supported accommodation through the SPA.

Table 47: Single people and homelessness pathways

On Homechoice	2,031
Prevented from becoming homeless	455 <i>of which aged 55+ 69</i>
Homeless acceptances	51
Rehoused via the SPA	629
Of which:	
Re-housed in social housing	393
Re-housed in the private rented sector (without landlord incentive in some cases)	138

6% of referrals were made by Children and Families Services. Some ongoing work is needed with Children's Services regarding the joint working protocol for 16/17 year olds. This will be addressed in the new Homelessness Strategy, which will look at increased priority for care leavers / young people within the Cheshire East allocations policy.

Third Sector referrals came mainly from the Nantwich Food Bank (36%), Nacro (31%), with the rest from Catch 22 , Cheshire Community Action, and the CAB.

Transition from accommodation-based services to floating support

Typically, clients who left services in a negative or an unplanned way were more likely to return, needing more support, than clients that had left services in a positive or a planned way.

Only a small number of the clients who left services at this time appear to have been offered Floating Support (resettlement) as part of their move on from services. Of those that did receive floating support the outcomes appear more positive with only 15% requiring further SPA placements compared to 32% overall.

In total, out of the 234 clients that left services, 32% (74) went on to need further SPA placements. However 41% (96) of clients that had moved on negatively needed further SPA placements compared with 26% (61) of clients that had moved on positively.

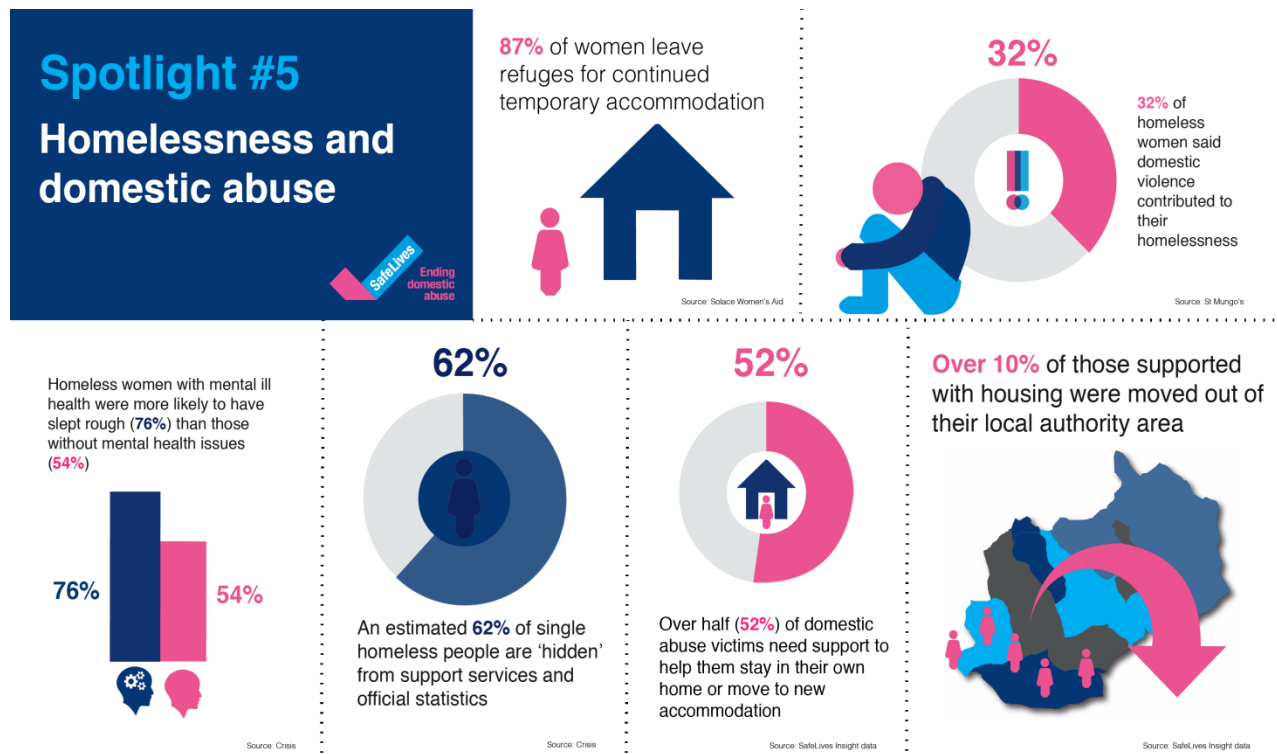
Out of 234 clients leaving services only 20 (9%) clients had floating support in place when they moved on from their accommodation based service. Of these, 12 clients went into a general needs tenancy with floating support. The other 8 clients also left services with floating support in place (this includes clients that went into a private tenancy or went to stay with family or friends, etc.).

4 clients were referred to floating support services some time after leaving accommodation based services.

Of the 20 clients that had floating support in place when they left, 3 (15%) have returned needing further SPA placements. Out of the remaining 17 clients, 14 accepted properties via HomeChoice with no further contact, 1 went into private accommodation with no further contact, and there was no further contact from the 2 clients.

Domestic Abuse

Nationally, victims and survivors of domestic abuse are also likely to face homelessness, often with additional difficulties in accessing support. The charity SafeLives has said that:



The next table is from P1E data showing domestic violence as a cause of homelessness in Cheshire East between July 2015 – June 2016. The majority of cases (66.6%) are as a result of violence from a partner in the relationship. 30.5% of cases involve people fleeing their home due to violence or the threat of it, if it is domestic abuse.

Table 48: Domestic violence as a cause of homelessness 2015-2016

	Vulnerable as a result of having fled their home because of violence or a threat of violence, of which domestic violence	Violent breakdown of relationship involving partner	Violent breakdown of relationship involving associated persons	Overall total
Total	11	24	1	36

Responses to domestic abuse, including Housing need, are co-ordinated through the work of Cheshire East Domestic and Sexual Abuse Partnership (CEDSAP), which is a single point of contact for information, consultation, referral, triage and case allocation for families affected by domestic abuse and those who support them, either formally or informally. CEDSAP has prevention of homelessness as a key priority, working to keep people safe in their homes where possible and 'exporting' people out of area only as a very last resort. This is achieved in a range of ways:

- Earliest and easiest access to services through CEDAH, a central point of information, consultation, and referral for all
- Identification of housing need in all assessments
- Support for victims to remain in their accommodation where it is safe to do so
- Target hardening of properties to achieve this goal
- Support for victims to use Council services to get help with accommodation problems
- Support for victims to access civil orders to secure properties or keep those causing harm away from homes
- Support in relation to barriers to maintaining or securing housing such as debt
- Provision and prioritisation of high risk victims through Multi Agency Risk Assessment Conferencing and the work of Independent Domestic Violence Advocates (IDVA)
- holding the person who is causing harm accountable through the criminal and civil justice processes and an offer of change work. This includes Domestic Violence Protection Orders which police can seek in the aftermath of incidents when no further action is being taken to prosecute as well as measures linked to the pursuit of justice
- commissioning of temporary specialist and supported accommodation for people fleeing domestic abuse who cannot safely stay in their homes (14 dispersed units) through a whole family Council commission

1,566 referrals were made to CEDAH (Hub) and 662 to the IDVA service and all those contacted were assessed for housing need and supported to address need where the offer of help was accepted.

31 homes in the private sector were subject to target hardening paid for by Cheshire East Housing while Registered Social Landlords have completed similar work to protect residents in their housing stock.

20 referrals were made by Housing Providers to Cheshire East Domestic Abuse Hub for support

The Council's specialist domestic abuse commission which is a partnership of Barnardo's working with Cheshire without Abuse has 14 units of accommodation in dispersed accommodation.

Below is a table of referrals and outcomes to their provision:

118 referrals of which 53 (45%) were from within Cheshire East (*NB the reason why the referrals in the South are consistently higher is that CWA are listed on the national database 'Refuges online' as a provider on behalf of the Borough*)

- 26 new residents were accommodated over the course of the year
- 25 were eligible for accommodation but we had no space
- 19 were inappropriate
- 29 were found alternative accommodation
- 3 had no recourse to public funds
- 5 could not be accommodated as they needed 24/7 staffed accommodation

Table 49: CEDAH referrals

Area/Activity	Q1		Q2		Q3		Q4	
	North	South	North	South	North	South	North	South
Referrals per Q	8	21	8	23	9	20	8	21
Referrals from within CE	7	9	8	3	9	8	6	7
Refused Accommodation								
24hr service needed						4	1	
Inappropriate	2	3	2	5	2	1	2	2
Found alternative	4	5	2	9		1		8
No Recourse						1		2
No space available		12		4	4		1	4
New Residents Q4	2	1	4	4	3	5	2	5
Gender of New Residents	2F	1F	4F	4F	3F	5F	1F 1M	5F

There are challenges, which are being addressed.

1. **Responding to complexity** – the Cheshire East model of dispersed housing was established partly to address the challenge of accommodating a wide

range of clients including those with additional needs such as mental ill health and/or substance misuse and who cannot be accommodated in traditional hostel type accommodation which is shared with children. Our providers are far from being risk averse in terms of the client need to which they respond but there remains a small proportion of clients who cannot be accommodated because they need on site 24/7 support. We are responding to this need in two key ways:

- a. Working with partners in the sub region, using DCLG grant funding, to extend the accommodation offer across Cheshire and improve skills across the workforce to address complex needs
- b. Strengthening our joint work with recently commissioned providers of local accommodation for those with additional needs across Cheshire East

2. **Responding to demand** – the success of our Hub service has led to an increased number of people seeking support (over 20%) including related to accommodation. Services are working hard to find ways of continuing to provide quality services to respond to all service need, including housing. We will be reviewing the adequacy of 14 units of accommodation currently provided.

Mental Health

Data has been gathered from the NHS / Cheshire and Wirral Partnership (CWP) and from Housing Options looking at the numbers of people discharged from hospital who don't have somewhere to return to (homeless or 'no fixed abode').

Between 2014 and 2016 there have been 29 planned hospital discharges of people with no fixed abode reported by health services.

The Housing Options Team has recorded over the same time period 29 people subject to a planned discharge, and a further 29 people have presented as homeless without any prior notification.

Table 50: mental health presentations:

2014 - 2016	Planned discharge (<i>Housing Options contacted by ward prior</i>)	Unplanned discharge (<i>no prior contact</i>)	Total
Presented to Macclesfield	28	22	50
Presented to Crewe	1	7	8
Totals	29	29	58

An initiative is being developed to reduce the number of discharged people facing homelessness and / or a return to hospital. 2 link workers will provide a wrap-around service and access to emergency accommodation so that rough sleeping is prevented, until more settled accommodation can be secured for the client.

Offenders

National research finds a clear evidenced link between accommodation and reduction in re-offending rates. However although accommodation is necessary to reduce re-offending it is not on its own sufficient.

In certain groups of offenders such as those subject to Multi-Agency Public Protection Arrangements (MAPPA) and those defined as Prolific and other Priority Offenders (PPO) the link between accommodation and a reduction in re-offending is even stronger.

There is a robust case for providing appropriate accommodation to reduce re-offending and increase community safety.

Accommodation and support that offenders/ex-offenders do access is not appropriate if it is the wrong type in the wrong area. Often there is a lack of ability for high risk offenders/ex-offenders to move areas.

There is a general under-use of the private rented sector as an option for high risk offenders / ex-offenders. There are, however, challenges in using the private sector which stand in the way.

A recent successful cross-Cheshire bid to the DCLG Rough Sleeping Grant Funding will provide interventions for over 200 people over 2 years.

This initiative will enhance the multi-agency partnerships that already exist through the Cheshire and Warrington Complex Dependency Programme, the New Leaf project and the Reducing Re-offending Front Door. The bid will work alongside these programmes and will give an opportunity to tie into existing funded work, integrated joined up models, services that tackle the causes of crisis, and new work with offenders. There is also an opportunity to work with a diverse range of specialist partners that offer local support to tackle financial problems, manage transition to Universal Credit, resolve housing problems, improve skills, increase confidence, improve IT skills, tackle digital exclusion and improve health and wellbeing.

The impact of these enhanced partnerships on clients will mean they will not only get their housing issues addressed, but will also be provided with a wrap-around package of services to enable them to become independent and stable.

The new service will have the flexibility to co-locate with existing community-based integrated teams such as the Reducing Re-Offending Front Door. This will ensure that information is up to date, accurate, and received at the critical point to maximise the opportunity of working with the offender.

An important aspect of the project was to recruit mentors with experience of homelessness to provide targeted interventions. Using former service users with these life experiences will enable delivery of an improved model of intervention.

Additionally, a local service has recently carried out an assessment of a community drug and alcohol service using a Social Return on Investment Framework model. This demonstrated for every £1 spent there is a £4.44 return (cashable savings to the police, prisons, B&B, hospitals, etc.). It is estimated that the new prevention service will bring similar returns.

Referrals can be made to another local provider from statutory services such as Cheshire East, Health Services, GPs, the Probation Service, Substance Misuse Services, and police /prisons. Direct / self referrals are also accepted to the service, which provides accommodation-related support to 39 residents and service users through tailored support programmes, based on an individuals' need, which enables residents to improve their quality of life and live independently.

The properties and services will enable the development of a recovery community in new locations in Cheshire East.

One theme to emerge during consultation with service providers is the need for improvements in the links between the Probation Service, Housing Options, and accommodation providers. This will be addressed in the new Homelessness Strategy later in the year.

Substance Misuse

The Cheshire East Substance Misuse Service (SMS) is an integrated drug and alcohol treatment and recovery service for adults and young people. The current provider is Cheshire and Wirral Partnership NHS Trust (CWP) who subcontract recovery elements of the service to Acorn Recovery and Intuitive Thinking Skills. There are also subcontracting arrangements with GPs and Pharmacies who deliver some aspects of clinical treatment in the community.

Commissioners are currently working with key stakeholders to re-commission the Cheshire East Substance Misuse Service. A core value and key principle of the re-commissioning process has been engagement, co-production and co-design with service users. An extensive programme of engagement and co-production has been embedded within the re-commissioning process. The ambition is that this will continue to be embedded within the procurement process and the future co-delivery and co-evaluation of the re-commissioned SMS. The programme of engagement and co-production has included the development of the Cheshire East Service Users Journey. This has involved talking to service users (using a number of methods) about their experiences of treatment and recovery (My Journey) to inform service improvement and service design for the re-commissioning of SMS. Young person engagement and co-production has been developed by 'Young Advisors' who have delivered their own version of the Service User Journey for young people. A full report is in the process of being produced, including case studies, key themes, recommendations, and a visualisation of what the current Service User Journey looks like and what it should look like within the re-commissioned SMS model.

Priority outcomes are in place, with specifically the aim to reduce alcohol related crime, anti-social behaviour and domestic abuse particularly connected to homelessness and the risk of homelessness.

This will be addressed in more detail in the Homelessness Strategy later in 2017.

Ex-Armed forces

Cheshire has a long history of armed forces being based within the county and, Cheshire East has become a signatory to the Cheshire, Halton & Warrington Community Covenant. The Community Covenant is a voluntary statement of support between communities and the armed forces community.

There have been no ex-members of HM Forces who have received a homeless decision since 2014. Cheshire East will continue to monitor this and ensure that ex-members of HM Forces receive the appropriate banding and local connection on Homechoice.

Gypsies and Travellers

The Council assesses the accommodation needs of all people living in Cheshire East, including vulnerable groups such as Gypsies and Travellers. Gypsies and Travellers are protected by Law from discrimination and unfair treatment.

The Council is responsible for licensing all caravan sites, known as authorised sites. Sometimes unauthorised encampments may be established on Council land or private land and may be an indication that the Gypsies and Travellers have no home.

Gypsies and Travellers can contact Cheshire East council and ask to make a homeless application if they have nowhere to stay, if, for example, there is nowhere safe to legally park a caravan or a mobile home.

Those households which move around should contact the local authority in the area where there is the strongest connection. This may include work, family connections, or where the household has stayed for the longest time.

Households can ask to make a homeless application immediately if they have been evicted or are likely to be evicted from a site within the following 28 days and have nowhere to go.

The council has a 24-hour emergency number to call if households become homeless out of office hours.

Human Trafficking / Human Slavery

Cheshire East under the Care Act has a statutory duty for Adult Safeguarding. The types of abuse include categories for human trafficking, and therefore, Cheshire East has a statutory duty to identify, report, and support victims of human trafficking as well as the duty as first responders.

Although there have been only 2 individual cases between 2014 and 2016, Cheshire East Council may need to respond to an incidence of the uncovering of mass human trafficking in the Borough.

Given the seriousness of trafficking there is a need for joined up working between departments and local agencies, to promote a strategic response and good practice in supporting people in need. The Council's Emergency Plan will establish how much temporary accommodation would be needed in the event of an incident.

Next steps

Consultation Outcomes

During the lifespan of the Homelessness Strategy, the Council has carried out continuous assessment and reviews of strategic outputs through consultations with service – users, service providers, and with commissioners of services.

The Strategy has been reviewed using new priorities, which were in line with the Gold Standard and the Homeless Reduction Act.

In May and June 2017 information gathering was carried out with service providers and service users. There will further be consultation with tenants of local Registered Providers, and an online consultation opportunity.

The next steps are to incorporate the outcomes of the consultation into the Review. This will ensure that as far as possible service provider and service user views are captured in the Review.

Based on the consultation and the data examined in the review, a new Strategy will be produced for Cheshire East covering 2018 – 2021.

The Homelessness Strategy 2018 – 2021 will be a Strategy based upon the findings and recommendations following the review of homeless services undertaken with the active engagement of service-users and providers. The Strategy will continue to build on local good practice and to meet gaps in existing service- provision identified during the period of the Review and on on-going monitoring.

The Strategy will have an Action Plan which is Specific, Measurable, Achievable, Realistic, and Timed (SMART). To ensure the Strategy remains relevant, and flexible to change, it will be monitored by the Homelessness Strategy Steering Group and also reviewed by all relevant stakeholders on a regular basis.

The Council is seeking to address all 10 challenges contained in the Gold Standard, and will ensure that there is continuous improvement in service delivery and outcomes for vulnerable people in Cheshire East.

It will ensure the following are improved:

- Effective use of the SPA and Part VI - to prevent homelessness & to achieve move on

- Evidence of effective partnership working
- Strong Corporate commitment to the service

Gaps

Gaps in services and in provision have been identified, with the remedies of:

- Pooling resources across directorates and with Registered Providers
- Working with partners to support young people and single people into suitable sustainable accommodation
- Providing a range of advice available for homeowners and tenants who are experiencing financial difficulties

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Appendices

Appendix 1

Repossessions

This data is from local Court activity as recorded by the Ministry of Justice.

Mortgages						
2013	Q1	Q2	Q3	Q4	Total	Q4 2012/2013 percentage change
Claims	97	84	103	78	362	-22
Outright Orders	36	41	35	44	156	-2.2
Suspended orders	45	33	34	34	146	+13.3
Warrants	91	106	94	83	374	-6.7
Repossessions	38	36	25	32	131	+3.2
2014	Q1	Q2	Q3	Q4		Q4 2013/214 percentage change
Claims	85	65	58	55	263	-29.4
Outright orders	32	30	21	26	109	-40.9
Suspended orders	36	21	16	12	85	-64.7
Warrants	95	72	69	59	295	-28.9
Repossessions	37	28	25	20	110	-37.5
2015	Q1	Q2	Q3	Q4		Q4 2014/2015 percentage change
Claims	19	30	27	25	101	-54.5
Outright orders	13	8	11	14	46	-46.1
Suspended orders	12	13	8	8	41	-33.3
Warrants	32	38	33	31	134	-47.4
Repossessions	9	9	3	2	23	-90%
2016	Q1	Q2	Q3	Q4		Q4 2015/2016 percentage change
Claims	30	31	23	33	117	+32%
Outright orders	10	17	8	12	47	-14.2%
Suspended orders	11	17	4	5	37	-37.5%
Warrants	47	21	35	24	127	-22.5%
Repossessions	7	8	5	8	28	+300%

Appendix 2

Private Rental Market Statistics (£s per month)

Studio				
Count of rents	Mean	Lower quartile	Median	Upper quartile
40	420	360	445	495

Room				
Count of rents	Mean	Lower quartile	Median	Upper quartile
220	347	303	347	390

One Bedroom				
Count of rents	Mean	Lower quartile	Median	Upper quartile
650	479	400	450	525

Two Bedrooms				
Count of rents	Mean	Lower quartile	Median	Upper quartile
2,670	635	525	580	700

Three Bedrooms				
Count of rents	Mean	Lower quartile	Median	Upper quartile
1,440	800	600	725	875

Four or more Bedrooms				
Count of rents	Mean	Lower quartile	Median	Upper quartile
570	1,546	935	1,250	1,800

All categories				
Count of rents	Mean	Lower quartile	Median	Upper quartile
5,590	740	500	600	800

Area	Median rent
Cheshire East	600
Cheshire West and Chester	600
Halton	525
Warrington	575

Appendix 3

At the end of 2016 the Homelessness Strategy Action Plan was reviewed by 4 task and finish groups made up of service providers and landlords involved in delivering the objectives in the 4 action plans (the 5th action plan – ‘Communication’ – was incorporated into elements of the other 4 action plans for the purpose of the review).

Outputs were rated using a RAG (Red, Amber, or Green) system and assessed as ‘achieved’, ‘no longer relevant’, or to be ‘rolled over into the new Homelessness Strategy’. Many of those assessed as having been achieved are in the section earlier, called ‘Achievements’.







This information is being tied into the Gold Standard work in 2017.

The status and tracking of the action plan Strategic Priorities:

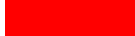
- Accommodation and Affordability,
- Complex Needs and Crisis Management,
- Providing Effective Early Interventions, and
- Support



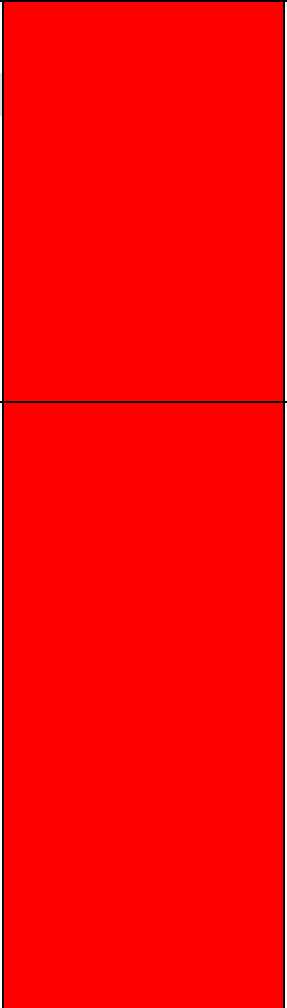


are below.

Strategic Priority: Accommodation and Affordability

Status and Tracking		
		
No or minor issue	Significant Issues (but manageable)	Issues require immediate action
		
Improvement	Stable	Deterioration

 Completed during 2014-2017

 Rolled over to 2018-2021

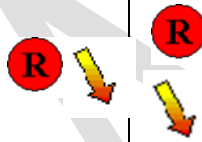
Key Issue	Action	2014	2017	Direction of travel	Notes
Accommodation	Increase accommodation available to single people	 -	 -		Supported housing exemption. 3-6 months qualification for the 1 bed rate rather than shared rate. Wulvern has had 24 applications, of which 22 were care leavers.
	Actions from V&OPS to address physical and sensory disabilities	 -	 -		Does Homechoice capture this? If landlords have adapted use that property for a direct let. Adaptations service is seeing cuts. Peaks and Plains lack of clarity re: their lets. Wulvern - 10 people in an adapted house, with a £40k extension. If it becomes



					vacant what happens to all that extension work? Lots of homes being built in CE - how many suitable for adaptations?
	SP stock is used to best effect				SPA holds waiting lists. Referrals are made to voids. End up chasing people who don't want that area. Adullam more voids than usual. New contracts are starting to show improvements. The offer should be around the person and not around the property.
	Promote development of single persons' accommodation				Aim is a mixture of new build. Exploring use of HMOs, and conversion of larger properties to HMOs for under 35s. Wulvern - buying 3 bed properties. 1 bed are causing housing management issues (noise, DA, parking). Sustainment Service at Wulvern, but increased management costs. Intending 4 - 6 properties, with 1 housing officer to manage.









	Bring empty homes back into use for h/ess h/holds	A -	A →		Number of empty RP homes is falling, from 200 to 33. How is the decrease in empties impacting on homelessness ?
	Discuss with Childrens' Services options to pool emergency accommodation	A -	A -		There is a massive increase in demand. Trafford Housing Trust is interested in delivery of services in CE. There are 5 beds for care leavers, and 2 rooms at Bridges at Crewe YMCA. SPA can refer to Crewe YMCA or supported accommodation. The HRS contract will help to meet this need.
	Enable move on from supported accommodation to PRS	A -	A -		My Space in centre of CE, but no move on north or central CE. More voids in social housing in south (Crewe area). Need for a shared accommodation register. PRS is a problem due to a shortage and the cost. Housing company in Macclesfield but not managed very well. Safeguarding issues exist and a house

					full of people with the same complex needs leads to ASB. Understanding of the issue is needed to help reassure neighbours, Elected Members, etc. Crew
	Enable move on from supported accommodation to PRS				Crewe YMCA is looking into creating a social lettings company - brief interventions, with floating support. It will be small scale initially. It is being scoped out. We need to look at what we are doing as well as what we are not. 11 cases of high risk tenancies have been closed in last Q which would have been homeless otherwise. HMO landlords refer everyone for support. They expect providers to simply manage.
	Review Allocations Policy				The HRB will have a major impact. Upstreaming will be necessary. Communication is important. Review of Homechoice and IT has been done. Allocations Policy is causing bed blocking.



















Affordability issues	Complete affordability checks for people linking with previous or PSLO				<p>Adullam - when Homechoice review done 2 year review for tenants put in place, but Adullam clients have to move on after 6 months. What about the other 18 months? CW and C requests detailed information.</p>
	Use prevention fund for people with affordability issues				

Strategic Priority: Complex Needs & Crisis Management

Status and Tracking		
		
No or minor issue	Significant Issues (but manageable)	Issues require immediate action
		
Improvement	Stable	Deterioration

 Completed during 2014-2017







 Rolled over to 2018-2021

Key Issue	Action	2014	2017	Direction of travel	Notes
Clients with substance misuse issues	Explore options for substance misuse clients				This has been achieved, with outcomes awaited in quarterly contract monitoring. Meeting in January 2017. The new HRS will provide increased options.
Clients with complex needs	Explore options for specialist accommodation				A case worker post has been deleted. However a budget for this work still exists. Options for an alternative delivery, such as key worker, who follows the client, to be explored. Emerging Futures may be a suitable provider focusing on prevention and mediation.
	Develop a protocol for repeat presenters who have exhausted all options				Possibilities around a 'hard to house' panel which finds solutions for those who have exhausted all housing options is being explored.
	Advice and training for partner agencies				Invites have been sent out to Housing Uncovered, £75 per delegate. Outposts to go to for information on the CE offer. This may assist those with no recourse to public funds.
Clients with mental health issues	Improve liaison with MH services				2 rooms at the YMCA are available for mental health cases. This is to be linked to the Hospital Discharge service. There is a perceived lack of support from mental health partners. Emerging Futures are receiving people with dual diagnoses. There is a lack of psychiatric liaison for young


					people. The Richmond Fellowship is doing regular ward visits.
	Train HOT staff on mental illness	G	A		An emerging issue is the use of 'legal highs', which is a 'ticking time bomb'. No one is yet aware of the outcomes of this. There needs to be joint work between mental health, police, and substance misuse services.



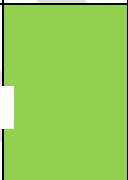

















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Strategic Priority: Providing Effective Early Interventions

Status and Tracking		
		
No or minor issue	Significant Issues (but manageable)	Issues require immediate action
		
Improvement	Stable	Deterioration




 Completed during 2014-2017

 Rolled over to 2018-2021

Key Issue	Action	2014	2017	Direct ion of travel	Notes
Welfare Reform	Provide debt advice to households who need direct payment to landlord	 -	 -		Group on hold as targets have been met.
	Work with RPs to prep for UC				Monthly meetings stopped. More of an issue at roll out.
	Provide info to partners on how WR may affect their clients				WR on hold, with no issues. RPs to refer tenants to the SPA. 350 families are affected locally, 50% PRS, 50% RP
	Train HO staff on impact of WR	 	 -		This has been rolled out to all staff.
Single Homeless Clients	Explore possibility of drop in facility in south for holistic advice for Young People		 		Issues will see improvement as HRS is delivered after April 2017. In some cases complex needs clients are mixing with young people. CAB get few referrals, Just Drop In Macclesfield only. This needs revisiting and how engagement is carried out -explore social media, adverts.
	Consider role of Young People housing advice		 -		P3 has stopped the service due to low number of referrals with no explanation. Funding is still available. Waiting to see what impact not having the service has, and it can be re-







					established if necessary.
	Ensure stakeholders are aware of service for single homeless	A - A			Referrals to the SPA are high, but often services available are not appropriate.
Homeless from institutions/ Leaving Care	Improve delivery of advice to care leavers	A → A			Proving difficult to engage with young people. The New Belongings aims to improve the lives of vulnerable young people leaving care. Explore options around CT discount for young people. DCLG is offering support and free advice.
	Continue to work closely with 16+ team	A - G			5 bed spaces have been provided in the north which meet an identified need.
	Work with prisons and offender services to ensure they are aware of services	R - R			2 Probation Officers have been attending the Salvation Army for support and advice. Links with Probation need improvement.
	Work with health services to reduce numbers if unplanned discharges, esp. mental health units	R - A			Work is on-going with partners visiting wards. This is being formalised with a discharge protocol being agreed and link workers being employed for 12 months. This should see major improvements.
	Improve links with probation services	R - R			Work is being done pan Cheshire. Once this has settled down this needs picking up.
Preventing rough sleeping	Build on NSNO to extend service	G - G			This work is being considered in light of the HRS contracts. DCLG funding has been secured to provide a number of mentors who will identify those at risk of rough sleeping and prevent it from happening. Rough sleeping is not a fast track to housing. Problems placing women and those with no recourse to public funds.
	Work with partners and churches to provide services to rough sleepers	G → G			No one has tendered for this. The YMCA with church support has been providing. There is no offer in the north.
	Accurate picture of rough sleeping is	R - A			A street count was carried out. Information gathered from partners on hotspots. A clearer

	established				picture of rough sleeping issues will be gathered from the new mentors once in place.
Homeless from social rented sector	Work with RSLs to provide timely advice for ppl in rent arrears in social sector	R	R	→	Evictions from RPs properties will be monitored. Floating support is available to 69 people in the south and 50 in the north, and this may help with rent arrears cases. Some people are below the level needed for support.
	Monitor evictions from social housing	A	A	→	Evictions from RPs properties will be monitored. It appears that people are being evicted for rent arrears, and UC problems.
	Use prevention fund to help people with arrears in social sector	A	A	→	This is being used as a bargaining chip.
Homeless from the private rented sector	Develop a private sector landlord offer	G	G	→	Accreditation is on-going. There has been an 18% increase, with 11 landlords reaching the Council's "Gold Standard". This shows an increase in landlords willing to engage.
	Monitor reasons for S21	G	G	→	Evictions from PR properties will be monitored. This is one of the leading causes of homelessness.
	Review and relaunch bond scheme	A	G	→	If emergency assistance is reduced then the Bond scheme will be used more.
Homeless due to relationship breakdown	Link into VAOHS and develop info sharing protocols	R	R	→	This has now slipped over to 2017/18 and the adoption of the Local Plan. However, development in Q4 of a new Housing Strategy makes links to housing demand and supply intelligence.
	Link in with services addressing domestic violence, for e.g. MARAC	A	A	→	£5k per year from Housing which covers target hardening for the last 2 years. 17-18 not been confirmed yet. Refuge provision is now part of our commission and there are 14 units. A sub-Regional bid to the DCLG was successful and we will be working with partners across Cheshire to provide more support and accommodation options for people with complex needs.
	Work with appropriate agencies to prevent	A	A	→	Parents no longer willing or able to accommodate is one of the leading causes of homelessness (+140% over


	parental eviction				2015/16 from 5 to 12).
	Housing staff to get domestic abuse and relationship breakdown training				Training and awareness-raising has been carried out.





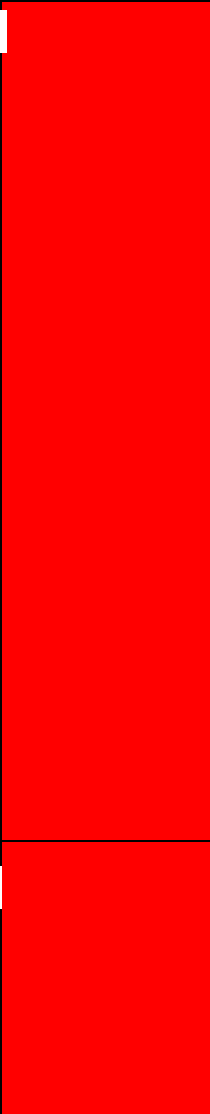




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Strategic Priority: Support

Status and Tracking		
		
No or minor issue	Significant Issues (but manageable)	Issues require immediate action
		
Improvement	Stable	Deterioration

 Completed during 2014-2017

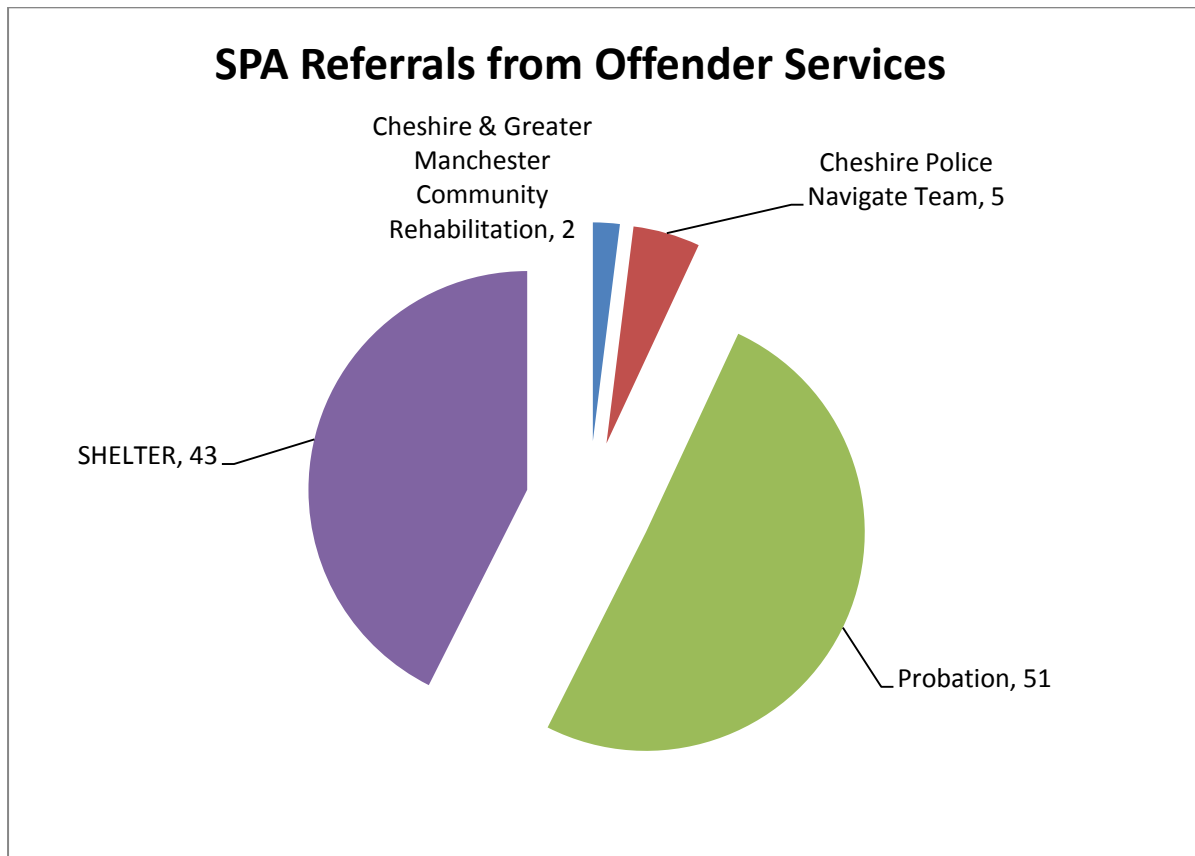
 Rolled over to 2018-2021

Key Issue	Action	2014	2017	Direction of travel	Notes
Single Point of Access	Improve use of the SPA by increasing awareness of the service amongst stakeholders	 	 		Referrals slightly down. Increase in the number of agencies has increased. Monthly meetings with providers take place, except Probation, who engage infrequently with the SPA. Some referrals are poor quality. Once HRS is finalised can we have a re-launch. Weak areas are floating support and mental health. MH can be linked to Upstreaming work. Advertising - buses, 6-sheets, bus shelters, etc.
	Providers will be encouraged to promote their services to other agencies and potential service users.	 	 		The SPA is helping to reduce homelessness and saves HO officers' time. Providers have been visited, and meet the SPA and Homechoice -

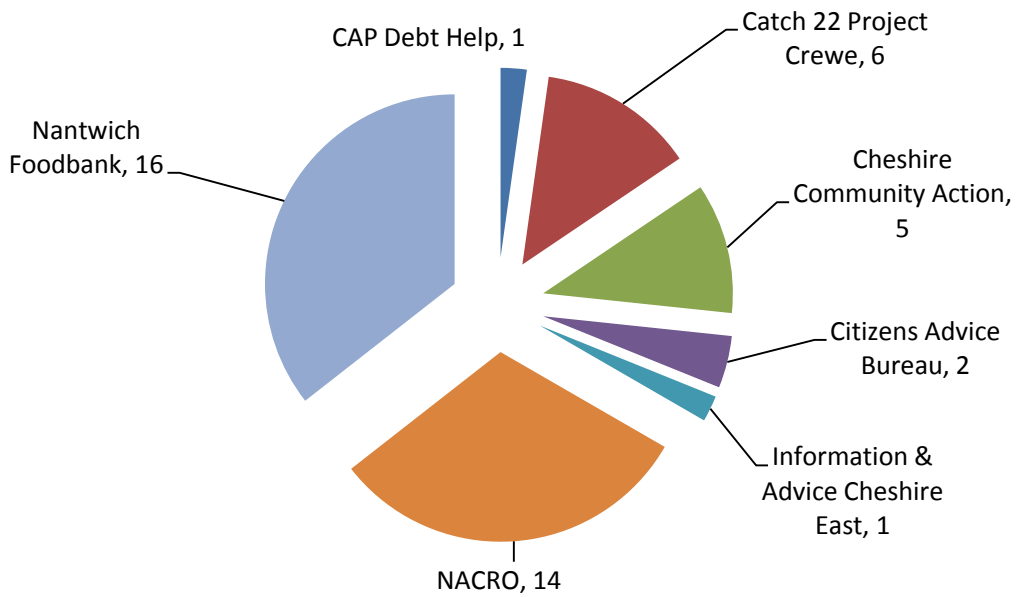
					awareness of training needs is necessary as cuts produce changes.
	Housing will work with Supporting People to ensure that the short term service contracts are meeting need by monitoring applications and referrals through the SPA				The SPA is meeting with service providers. Expectations are high. Many clients with debt. Homechoice is working with households getting the right priority (not ex-offenders). RPs are changing and are engaging less with providers.
Welfare reform	Cheshire East will work with other agencies, statutory and voluntary to ensure that support is available to those clients affected by welfare reform issues, particularly Universal Credit.				CAB has been contracted to provide debt advice. Job Centres / DWP are not making referrals. Welfare Reform Strategy to also address this.
Enhanced Housing Options	Housing will promote the use of the Enhanced Housing Options module on the Homechoice system to facilitate access to support for residents of the borough across a range of issues.				Good quality information is available on the system. Improvements seen around prevention. IT for Homechoice is being improved. Need to look at publicity. EHO is going further than required. This is good practice and needs linking to Homelessness Reduction Bill.

Appendix 4

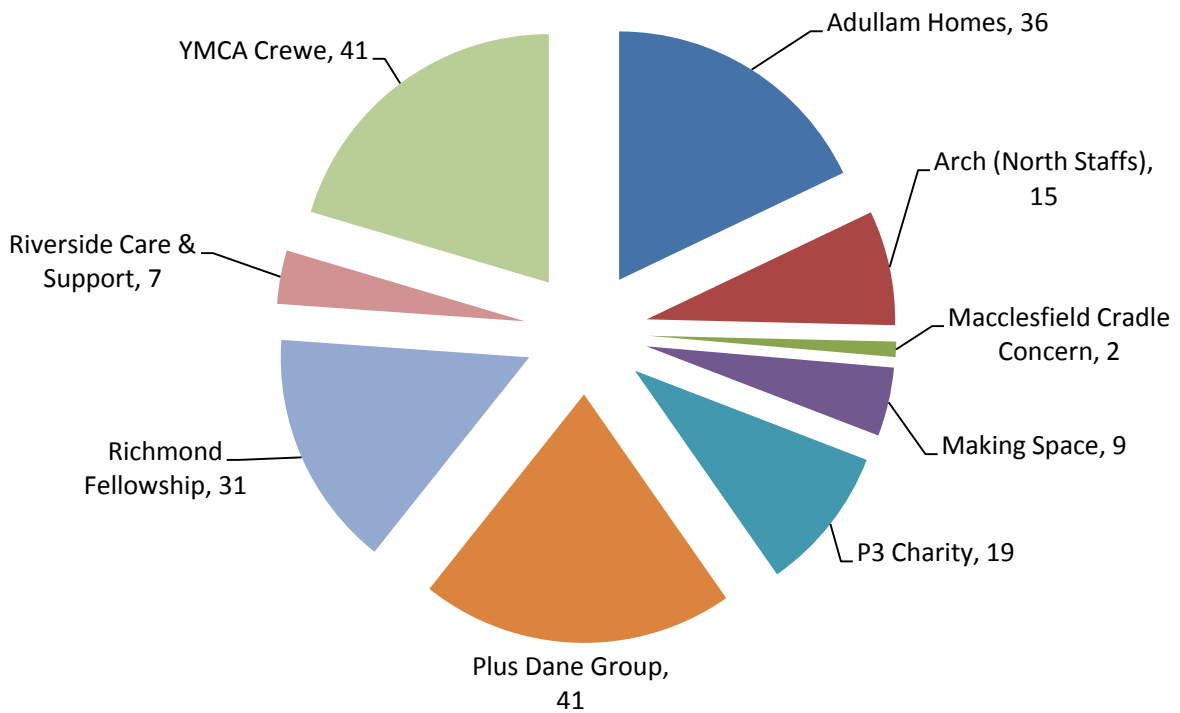
SPA referrals data



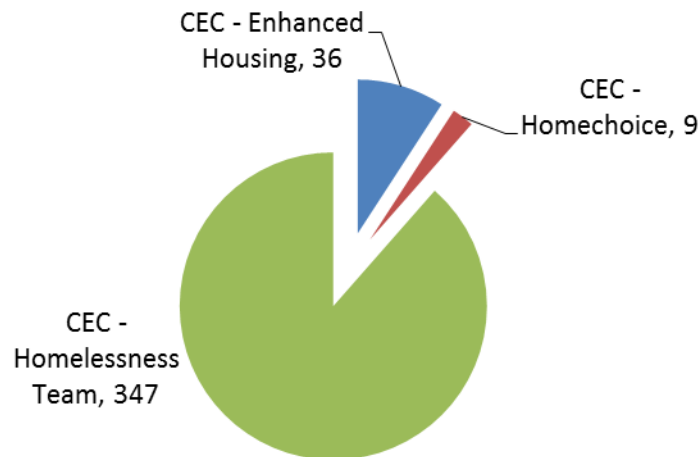
SPA Referrals from the Third Sector - 45 Referrals



SPA Referrals from Support Providers - 201 Referrals



SPA Referrals from Housing - 392 Referrals



Appendix 5

Homechoice priority bands

Band A

Households assessed as statutorily homeless by Cheshire East Council, to whom a full housing duty is owed.

Households who are unable to occupy their current accommodation.

Households who meet the downsizing criteria.

Band B

Households who have been assessed as potentially homeless

Households who do not have access to a toilet or cooking facilities (access can be to shared or communal facilities)

Households who are required to leave their home within 28 days as a result of a Prohibition Order served in relation to the premises under the Housing Act 2004 prohibiting use of all or part of the property, a Demolition Order served in relation to the premises under the Housing Act 2004, or a declaration of a Clearance Area affecting the premises served under the Housing Act 1985.

Households who are leaving supported accommodation and are ready to move on (confirmed by accommodation provider).

Households assessed with an urgent housing need

Care Leavers – with additional housing need

Band C

Households assessed as non-statutorily homeless

Those living in temporary accommodation awaiting a homeless decision.

Households in supported accommodation (excluding sheltered accommodation), but not confirmed as ready to move on

Households who are overcrowded – In alignment with the bedroom standard

Households who under occupy a property owned by a register provider in Cheshire East

Households with a lack of security of tenure

Households whose housing is impacting on a medical condition

Households whose housing is impacting on their welfare

Band D

Households who do not meet any of the reasonable preference criteria and/or are otherwise adequately housed

Band E

Households who have no local connection to the sub region of Cheshire East

Households who have had preference reduced

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Glossary

AST	Assured Shorthold Tenancy
BME	Black & Minority Ethnic
CAB	Citizen Advice Bureau
CDAP	Cheshire Domestic Abuse Partnership
DCLG	Department for Communities and Local Government
DGS	Deposit Guarantee Scheme
EHO	Enhanced Housing Options
HB	Housing Benefit
HMO	House in Multiple Occupation
IMD	Indices of Multiple Deprivation
JSNA	Joint Strategic Housing Needs Assessment
LA	Local authority
LHA	Local Housing Allowance
MAPPA	Multi Agency Public Protection Panel
MARAC	Multi Agency Risk Assessment Conference
NSNO	No Second Night Out
PSL	Private Sector Leasing
P1E	Government statistical return on statutorily homeless households
RP	Registered provider
RSL	Registered social landlord
SMART	Specific, measurable, achievable, realistic, time bound
SPA	Single Point Of Access
SWEP	Severe Weather Emergency Protocol
WHAM	Winter Hope Accommodation Macclesfield