



Trafford Homelessness Strategy 2015 – 2018

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1. Background

This Strategy represents Trafford Council's commitment to provide a comprehensive, high quality service to homeless households, and in particular, to prevent homelessness occurring. The Strategy will assist in ensuring that this commitment is Council-wide and includes working in partnership with social landlords and the private rented sector.

The Trafford Corporate Management Team in December 2013 agreed that the service should be externally benchmarked and should achieve the Government's highest standard for the provision of homelessness services, the Gold Standard.

In view of the cross-cutting nature of homelessness issues and the scope for support from other Council service areas and external agencies, the Strategy will be referred to the Strategic Housing Partnership and Stronger Communities Board and also circulated to Departmental Management Teams.

In March 2014 Trafford Council also consulted on the pre-existing Strategy experience with all relevant partners and stakeholders. The consultation focused on Trafford Council's Homeless Prevention Strategy 2008-2011. The consultation considered what the existing policy and practise had achieved, what it had not achieved, and in addition to these outcomes, the potential remedies for any shortfalls in the service.

Service-users were also consulted during the spring of 2014 and their feedback was gained through structured focus groups, questionnaires and surveys.

Statistical information from the National Practitioners Support Service, Diagnostic Peer Review and the Continuous Improvement Plan has also been used to develop the new Strategy.

Based on the extensive consultation on the existing Strategy outcomes, a new Strategy has been produced with the title Working Together to End Homelessness in Trafford 2015 – 2018.

The Strategy will be monitored quarterly by the Homelessness Champions Group and also reviewed by all relevant stakeholders on an annual basis. This will ensure that following publication, any continuing service shortfalls will receive scrutiny, and any new emerging needs will be taken into account.

Executive Member Forward

Trafford Council takes its obligations towards meeting the needs of those who are homeless or threatened with homelessness seriously. The Council also takes seriously the requirement to assist those households to which it has no statutory duty.

Trafford Council is pleased to present its Homelessness Strategy titled Working Together to End Homelessness in Trafford 2015 – 2018 which sets out the key challenges, objectives and priorities for tackling homelessness in Trafford, and how these will be addressed over the coming years.

I know that many people are facing real hardship as a result of the downturn in the economy and the impact on the supply and quality of housing. To respond to this, and in particular the impact on homelessness, we need to ensure we are working effectively as a Council with all key stakeholders. The key focus of the Council will be to work collaboratively to prevent homelessness, and where this cannot be achieved, to ensure the right housing and support is in place in response.

Working Together to End Homelessness in Trafford 2015 – 2018 is a Strategy based upon the findings and recommendations following a comprehensive review of current homeless services undertaken with the active engagement of service-users and providers. The Strategy continues to build on good practice in place and to meet the gaps in existing service provision.

The Strategy is supported by an Action Plan which clearly sets out the short, medium and long term solutions identified to deliver effective change to the service. To ensure the Strategy remains relevant and flexible to change it will be regularly monitored and also separately reviewed annually.

I would like to thank very much indeed all the individuals and organisations who have contributed to the development of the Strategy and I truly believe that no one needs to be homeless and Trafford Council and its partners will make that a reality.

Councillor Michael Hyman

Executive Member for Economic Growth, Environment and Infrastructure

2. Introduction

“So the vision of this report is simple, but bold. There is no place for homelessness in the 21st Century”

(Making every contact count, DCLG, August 2012).

In August 2012 the Department for Communities and Local Government (DCLG) published ‘Making every contact count: a joint approach to preventing homelessness’. The report sets out the results of work undertaken through the Ministerial Working Group on Homelessness, and sets ten local challenges for local authorities, and partners, to deliver a **Gold Standard** homeless service.

Trafford Council welcomes the action taken by Central Government through the Ministerial Working Group and the challenge to local authorities, and in this, Trafford’s fourth Homelessness Strategy, the Council sets out how it intends to meet this challenge. The overall objectives of this Strategy during the period 2015 - 2018 are:-

A Gold Standard Service: Working Together to End Homelessness in Trafford.

Keeping Accommodation	Temporary Accommodation	Sustaining Accommodation
<ul style="list-style-type: none">• Eliminate rough sleeping in the Borough• Increase the proportion of homelessness prevention	<ul style="list-style-type: none">• End the use of bed and breakfast accommodation• Increase the number of homeless households receiving support	<ul style="list-style-type: none">• Increase the number of homeless households re-housed in the private rented sector• Increase housing options for single people in response to emerging needs

The Trafford ambition is to ensure that during the lifetime of this Strategy the Council meets the key Government requirements and delivers a **‘Gold Standard’** service.

3. Strategic Context

3.1 National Housing Strategy

The Government is committed to encouraging housing growth and improving housing services within reduced public sector expenditure limits for local government. Within this context the Government's National Housing Strategy outlines a commitment to providing choice, opportunity, and appropriate support to vulnerable households, families on low incomes, and those looking to meet their aspirations through work.

The Government's specific agenda for homelessness is to:

Tackle the complex underlying causes of homelessness
Prevent homelessness at an earlier stage, and
Deliver integrated services for the support of the homeless

The continuing fragility of the UK economy and downturn in housing supply has put additional pressure on homelessness services. There has been an increase in levels of homelessness across the country, and an increase in the use of Bed & Breakfast accommodation. Whilst levels of mortgage repossessions have not risen as dramatically as they have in previous recessions (due predominately to low interest rates), stagnation in the construction industry and the retreat of the private rented sector from accepting local authority nominations have increased pressure on all sectors. This can be seen in a reduced turnover in the social rented sector and an overall rise in homelessness.

Welfare Reform Act 2012

The Government is implementing wide-ranging reforms of the welfare system through the Welfare Reform Act, which aim to introduce a simpler and fairer system that rewards people who are in work and who are actively seeking employment. These reforms include:

Universal Credit: This will bring together a wide range of current benefits into a single payment.

Personal Independence Payment: Replaces Disability Living Allowance for working age people (aged 16-64).

Local Housing Allowance (LHA): Rates have been reduced and the shared room rate now applies for most single people aged under 35 (this means the maximum LHA they receive will be based on the rent for a shared room rather than a one bedroom property);

Under-occupancy: Social landlord tenants of working age who are under-occupying their property have had their housing benefit reduced, by 14% if under-occupying by one bedroom, and 25% if under-occupying by two or more.

Weekly Benefit Cap: A weekly cap or maximum amount of benefit receivable has been introduced. This cap has been set at £500.

These reforms are affecting the socially rented housing sector. Research by the Joseph Rowntree Foundation published in April 2014 identified that (i) more social housing tenants are out of work than in work and rely heavily on benefits, and so are particularly affected by welfare reform (ii) specific welfare reforms such as the under occupancy charge are changing the way social landlords relate to their tenants with more re-classifications, sanctions and exclusions (iii) both tenants and landlords expect evictions to rise. These changes have been taken into account in developing this strategy.

Localism Act

The Localism Act has given Local Authorities greater flexibility in the way local services are delivered and the way in which social housing can be allocated. New freedoms are available which allow Local Authorities to make greater use of the private-rented sector in order to discharge their homelessness duties.

Local housing authorities have now for several years been able to discharge their duty by offering a homeless applicant a suitable property let on an assured shorthold tenancy from a private landlord. The former position, where an applicant could refuse an assured shorthold tenancy without losing his or her entitlement no longer applies. There is now a right, only exercisable once, to further accommodation on re-application during the period of two years following acceptance of a private sector offer, even if the applicant lost his or her priority need while in the accommodation.

The level of housing benefit payable in respect of a privately rented property is based on the median rent level of the lowest 30% of the rents charged in any area (see Rent Officers (Housing Benefit Functions) Amendment Order 2010 SI No 2836). Given that many of those seeking assistance under Housing Act 1996 Part 7 are entitled to benefits as their primary means of paying their rent, only a relatively small proportion of the private rented stock in Trafford will be affordable. This is the biggest obstacle to the use of the private rented sector.

Homelessness Act

The 2002 Homelessness Act introduced a requirement on Local Authorities to ensure that they take a strategic approach to dealing with the issue of homelessness within their borders. This is to be done by:

- Carrying out a review of homelessness within their area; and
- Producing a Homelessness Strategy based on the findings of this review

The Act goes on to state that the purpose of this strategic approach is to:

- Prevent homelessness in the district of the authority
- Ensure that accommodation is or will be available for people in the district who are or may become homeless; and
- Provide support for people in the district (who are or may become homeless)

3.2 Regional Context

The Greater Manchester Housing Strategy

The Greater Manchester Housing Strategy published in December 2009 takes forward the housing priorities set out in the Greater Manchester Strategy into an agreed programme of joint priorities and actions. It is designed to complement existing Greater Manchester Local Authority Housing Strategies and identifies opportunities for joint working, in particular shared approaches to allocations, debt management, and financial inclusion.

Greater Manchester Housing Needs Group

Trafford Council works collaboratively with the other Greater Manchester Councils to deliver the objectives contained within the Greater Manchester Housing Needs Action Plan. A grant of £910,000 has been made to the GM Housing Needs Group by the DCLG. This funding has been used to help tackle rough sleeping through the No second Night Out Initiative, and the Help With Rent Service, which advises tenants affected by Welfare Reform.

3.3 Local Context

Trafford is a thriving, diverse, prosperous and culturally vibrant Borough. It is at the heart of the Manchester City Region and is celebrated as the enterprise capital of the North West and home to internationally renowned cultural and sporting attractions.

Housing is one of the pillars of the Council's Community Strategy, with the objective by 2021 of:

'Better housing choice with more new and affordable homes. Homes will be more sustainable as more homes are built on previously developed land and are better designed and environmentally friendly. A wider range of high quality support services will be in place to support people such as the elderly and vulnerable to stay in their houses for longer and maintain independent living.'

Decent affordable housing is the basis for increasing life opportunities for Trafford residents. The Council aims to spread the opportunity for access to a choice of housing by working with partners and stakeholders to tackle barriers that exist. Affordability is a key issue in some parts of the Borough, with an average house price in Trafford being seven times the average income. The housing waiting list is growing, and the number of available properties in the social rented sector is unable to meet growing demand; many of those on the waiting list may never receive an offer of property.

Strong Economy

Trafford Partnership's Vision 2021 includes the following commitment:

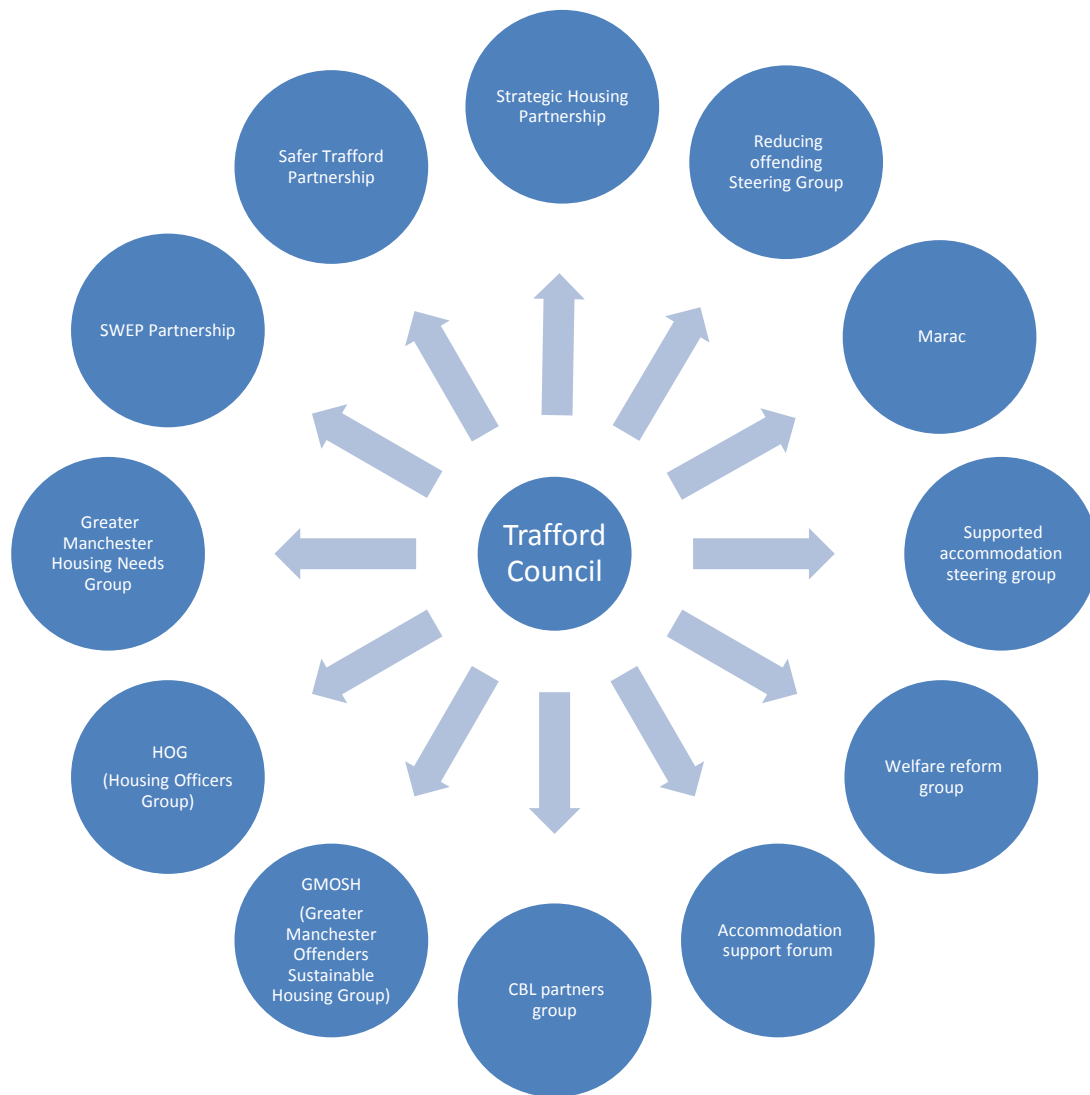
'By 2021 Trafford will have a high performing economy that makes a significant contribution to the Manchester City Region. Trafford will have a well skilled and adaptable workforce which meets the changing needs of the employers. Residents will participate in and benefit from the success of the local economy and the Manchester City Region economy.'

Trafford is the economic engine room of Greater Manchester. Ensuring that more of the population are able to benefit from economic growth through gaining employment remains a priority for the Council.

Trafford Partnerships

During a peer review which took place in January 2014 it was clear that Trafford has well established mechanisms for partnership working which are effective. There are a number of protocols in place such as a Children and Young Peoples' Protocol, an Ex-Offender Protocol, and a Hospital Discharge Protocol. In addition to this there are multi-agency meetings when needed to focus on complex cases.

Chart 1: partnerships active within Trafford and Greater Manchester



Trafford Council has a Severe Weather Emergency Protocol (SWEP) in place during periods of night-time temperatures of minus zero for three nights in a row, between November and February each year. The protocol has been developed to reduce the risk of homeless people dying on the streets during cold weather.

Trafford Council also works and supports the voluntary sector in the delivery of homelessness services. Under the SWEP Protocol a local church has in the past provided accommodation for non-statutory single homeless people. Negotiations with other voluntary groups to extend SWEP and the No Second Night Out (NSNO) scheme to other areas of the Borough are highlighted in the action plan.

A newly established Homeless Forum has been set up during the development of this Strategy called the Homelessness Champions Group. This group will have the overall responsibility of monitoring and reviewing the aims, objectives and delivery of this Strategy. A full review of the Strategy will take place annually to ensure that it is fit for purpose. This group will link into the broader Strategic Housing Partnership.

Value for Money

There is more emphasis now on value for money than ever before. Services are being delivered with reducing financial resources, which means that new ways of working need to be developed. Some of Trafford's services are jointly commissioned, and this is evident in various schemes, for example, Pomona Gardens and Meadow Lodge, which provide accommodation for single people in Trafford. Salford Council, contracted to provide homelessness services in Trafford, manages properties owned by Trafford Housing Trust as temporary accommodation for families.

This joint commissioning and voluntary sector partnership approach has had a positive impact on financial resources particularly during SWEP periods, as the cost of placing single non-statutory persons in bed and breakfast during SWEP can be very costly.

An options appraisal of the Homelessness Service was carried out in 2010 which looked at various options for improving the delivery of the Service. Following this appraisal, the Council undertook a procurement exercise to seek a new partnership to deliver the Housing Options Service Trafford (HOST). The contract was awarded to Salford City Council with effect from 1st September 2011. The new service has reduced costs by a third, and has provided customers with an easy to access service where they can make and update applications and place expressions of interest on properties online themselves. Both choice-based lettings and homelessness services have been brought together and are now delivered by the same Service.

Trafford Council recognises and supports the need for prevention and the savings that can be made. Therefore, Housing Services receive the full Preventing Homelessness Grant provided by DCLG and this is used to fund the Housing Options Service and its preventative work.

The temporary accommodation for families is self-financing and does not place any added financial pressures on the service.

Further opportunities for funding applications and jointly commissioned initiatives and services with partners will continue to be explored.

Housing Pathways

In Trafford's Homelessness Prevention Strategy 2008-2011 the second priority was identified as increasing the rate of successful and sustainable move-on from temporary accommodation, including supported housing, hospitals, and prisons. One of the most effective protocols in Trafford is the Children and Young Peoples' Protocol. The protocol defines clear responsibilities for the provision of accommodation for young people and has helped to establish understanding and good working relationships between partners. Hospital Discharge and Ex-Offender Protocols have also been established. The development of further protocols will continue as identified in the action plan.

For those homeless applicants where there is no duty owed, a full range of information is available on the Council's website so that other options can be explored.

Key Supporting Documents

The Homelessness Strategy links into various relevant, existing strategies (see the linked Strategies below). These Strategies have been developed with stakeholders, partners and customers relevant to this Homelessness Strategy.

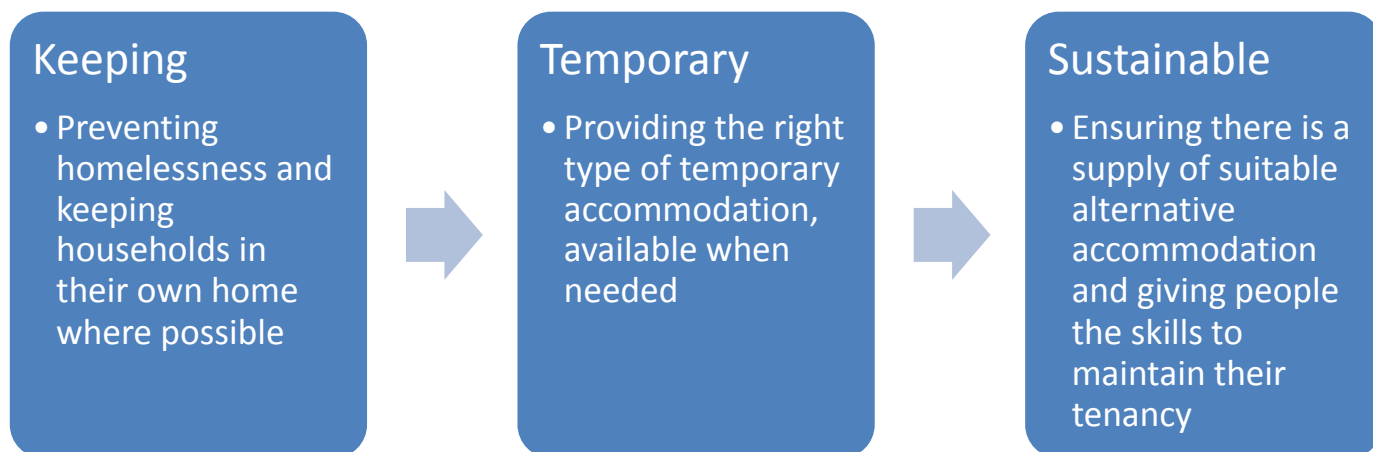
- Trafford Housing Strategy 2009-12
- Trafford Allocations Policy
- Local Tenancy Strategy 2012
- Crime Prevention Strategy: Reducing Crime, Protecting People 2012-2015
- Trafford Alcohol Strategy
- Children & Young Persons Strategy 2011 – 2014
- Greater Manchester Strategy
- Joint Health and Wellbeing Strategy 2013 - 2016

The Impact of Supporting People Budget Reductions

The biggest impact on services will be the effects of Welfare Reform and the reduction on available funding that is available within Local Authorities. The adjustments in Supporting People funding has required existing supported provision to be delivered in new ways. To address and alleviate this continuing pressure, Trafford Council will work with its partners to develop a new shared housing offer for single at risk non-statutory homeless persons who, without support, will become statutorily homeless.

4. Homelessness and Housing Need in Trafford

In developing this Strategy a detailed review of homelessness in Trafford has been undertaken. The review has considered a range of empirical information on the causes of homelessness and is supported by customer and partner consultation. This review has considered three stages of the homelessness pathway to assist and identify the critical interventions required to prevent homelessness where possible, and support the transition to sustainable accommodation if required. These three key stages have set the Strategic Objectives for this Strategy, to ensure there is a strategic focus and targeted approach on critical interventions which will have the greatest impact.



4.1 Keeping Accommodation

The objective for the HOST will always be to prevent homelessness, either through enabling a household to remain in their existing accommodation as a first priority, or in supporting the smooth transition into alternative accommodation if required. A strong service ethos of understanding the “who” and “why” of homeless households in Trafford will help frame sensitive and targeted interventions to prevent people losing their accommodation.

Statutory Homelessness

Homelessness in Trafford is increasing, with the number of households accepted with a full homeless duty rising by 41% from 2011/12 to 2012/13 and decreasing between 2012/13 and 2013/14. While the increase is aligned to the national trend the recent reduction is related to the improvements in homelessness prevention.

Table 1: Homelessness Decisions and Acceptances 2009 to 2014

Homelessness applications	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Decisions	237	254	338	281	382	326
Acceptances	111	135	135	156	220	168

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

- Younger – around half are aged 25-44 and around a third are aged 16-44
- Single parent households – around two thirds are single person households
- Female – around two thirds are single women or women with children
- White British – over 70% of households classed themselves as White British, but there is an over-representation from BME households at 28% of homeless acceptances compared to a 12% BME population (2011 census)

The 3 main causes of homelessness in Trafford are:

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

Despite the upward trend of homelessness over the last few years, the proportion of applications due to these three causes has remained relatively constant at around 70%. This suggests that the rise in homelessness may be due to a decrease in the supply of suitable alternative accommodation, and not as a direct consequence of the economic downturn and the ability of households to sustain accommodation costs. For example, in previous recessions there has been a significant increase in the number of households becoming homeless due to mortgage repossession, but these numbers have not changed significantly over the last five years. This is as a result of action at both a national and local level to prevent repossessions, with mortgage interest rates having been kept at a historically low level for a sustained period.

It is still too early to assess any potential consequences from the welfare reform changes, most of which are being implemented from April 2014.

In 2013/14 the Council found that it did not owe a full homeless duty to 190 homeless applicants. Of these over half were deemed to be not in priority need, and a further third not homeless. 45 applicants were assessed as being homeless intentionally.

Advice and Support

In 2013/14 HOST were contacted by over 13,279 households seeking housing advice, and prevented homelessness for 288 households. The provision of free impartial advice is a crucial element in preventing homelessness. The Council and partners have carried out a full review of advice and information services in the Borough, and have now completed the first stage of implementing the outcome of that review. This has involved the co-location of HOST alongside Access Trafford, Welfare Rights and Citizen's Advice Bureau at Sale Waterside, enabling the delivery of a comprehensive, seamless service.

The Impact of Welfare Reform

The number of households in Trafford currently affected by Welfare Reform is being monitored by the Universal Support – Delivered Locally Working Group. Trafford is carrying out extensive work with those households affected, and has put in place a number of measures to provide assistance and prevent homelessness.

The Universal Support – Delivered Locally Working Group is prioritising specific groups affected by the changes and are working with landlords, Housing Benefit services, Trafford Assist and other support agencies. Since April 2011 Trafford has received Department of Works and Pensions (DWP) Transitional Funding which has been used to provide assistance to tenants who are struggling to meet their rental payments. The funding is used to support the work of the Help with Rent Team who provide advice, and negotiate with landlords on behalf of tenants where there is a shortfall in rent. In 2012/13 Trafford received £33,407 of funding.

Under-occupancy

Since the introduction of the under-occupancy charge in the social rented sector there has been a significant increase in tenants accruing arrears due to shortfalls in Housing Benefit payments. This has increased the demand for Discretionary Housing Payments (DHP). In April 2014 the Council will receive an additional £50,000 of DHP award which will be used to help tenants to remain in their homes until suitable alternative accommodation can be found.

Table 2: Under-Occupancy and Arrears Levels

Arrears Range	Over £1000	£500-999	£250-499	£100-249	£10-99	£0-9
Estimated Trafford profile based on all Social Housing providers (other providers account for approximately half of all affected tenants)	£177,100	£115,423	£81,641	£45,370	£20,165	£693
Total						£440,392

Currently there are 10,937 social tenants in Trafford that are claiming Housing Benefit. The

following table shows a breakdown of social housing tenants receiving benefits and the number of bedrooms in their property.

Table 3: social housing tenants receiving housing benefit by bedroom size

Number of Rooms	Number of Claims
1 room	3,878
2 room	3,683
3 room	3,002
4 room	315
5 room	44
6 room	13
7 room	1
8 room	1

Buy Them Time Scheme

The Buy Them Time scheme is delivered by Trafford’s Victim Support Service. The Service provides a range of measures to assist victims of domestic abuse who are seeking to stay at home, or escape abusive relationships, such as increasing personal safety and improving home security and supplying urgent services and provisions, such as personal attack alarms, home link alarms, door and window alarms, replacement locks, additional bolts, food vouchers, fleeing packs, taxis, and translators. Fleeing packs include pyjamas, nappies, sanitary products, razors, shower gel, soap, toothbrushes, toothpaste, towels, and underwear.

Table 4: Buy Them Time Assistance provided since April 2013:

77 orders have been issued
43 security visits (lock changes, additional bolts, etc.)
18 issues of food vouchers
6 taxis
3 bulk orders for security items
3 removals
2 translation services
1 bulk order for fleeing pack items
1 hotel fee overnight

4.2 Temporary Accommodation

Currently the overall level of temporary accommodation that is available for a variety of client groups is limited. Trafford does not have any direct access schemes and emergency accommodation is not readily available. Temporary accommodation is largely available for families and single applicants who are homeless and have support needs.

Rough sleeping

Total rough sleeping figures across Greater Manchester range from 1 to 24 (as recorded in the Greater Manchester survey in 2013). Traditionally Trafford has had low levels of rough sleeping. However, the number of rough sleepers is continuously monitored by the Council with partners, who also provide an estimate of rough sleeping on one night each year chosen between 1st October and 30th November. In 2014 the Council estimated that there were 2 rough sleepers in the Borough. This is a snapshot on a single night and not an assessment of the total number of rough sleepers over the whole year.

The Council also has in place extended cold weather provision, which covers nights when the SWEP is not in operation but where very cold weather means that the lives of people sleeping rough may be in jeopardy. Additionally the Council is a partner in the Greater Manchester No Second Night Out initiative.

NSNO aims to help people who are sleeping rough for the first time, and find them an immediate alternative, so that they do not need to spend another night on the streets.

Direct Access Accommodation

There is no direct access emergency accommodation within Trafford for single homeless people with no priority need, which means that those applicants are placed outside of the Borough. Due to a wide range of factors the availability of this type of facility elsewhere in Greater Manchester has also reduced in recent years

During the winter months Trafford in the past has relied on the support of a local church to provide shelter when the SWEP protocol is in place. This service was run by volunteers. During the lifetime of this Strategy other access points will be developed.

Bed and Breakfast

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

During the winter of 2012/13 there was a significant increase in use of TA and bed and breakfast. This was due to an increase in homeless presentations and a fall in the availability of permanent accommodation as the turnover of properties with our Registered Provider partners reduced. The numbers in B&B reduced through Spring 2013 but the use of temporary accommodation is closely monitored.

Households placed in TA or bed and breakfast will receive a one to one consultation with a dedicated officer from HOST who will then signpost to other relevant services in preparation for move on if support is required. This will improve the sustainability of their next settled home and help to maintain their tenancy.

Supported Accommodation

Trafford has a number of supported accommodation schemes which are identified below. Most of the schemes have specific performance requirements aimed at reducing the length of stay in TA or increasing the sustainability of the move on accommodation. The introduction of a single point of contact post in HOST funded from the Supporting People budget is designed to improve successful outcomes for vulnerable single people at risk of becoming statutorily homeless, and to secure a better focus on the Council's priority groups, including Children in Care and Looked After Children, in line with the Corporate Parenting Responsibility of the Council. The initiative is called the Trafford Accommodation Pathway.

Greenbank is a scheme that provides supported accommodation for young single people who are homeless and looking to move into their own tenancy. Residents work through and are supported in completing the Independent Living Skills workbook which provides them with the skills and knowledge to be able to maintain and sustain a tenancy. They are also supported to access training, education and employment opportunities.

Meadow Lodge provides supported accommodation for single homeless male and females aged 18+. The scheme will accept referrals from clients with substance misuse who must be engaged in treatment services. Accommodation is in self-contained flats.

Christine Court is accommodation-based support for teenage parents aged 16-19. The scheme can accommodate up to 10 service-users.

Pomona Gardens provides supported accommodation for single homeless people. The scheme will accept referrals from clients with substance misuse issues who must be engaged in treatment services

All supported accommodation providers offer in depth and comprehensive support to ensure that their tenants are “tenancy ready” when they are in a position to move into settled accommodation of their own.

Table 5: Void rates in supported accommodation

	Meadow Lodge	Pomona Gardens	Christine Court	Greenbank
October 2012 / 2013	0%	0%	0%	1.25%
October 2013 / 2014	0%	0%	0%	9%

The Trafford Accommodation Pathway uses Meadow Lodge and Pomona Gardens and this accommodation does not carry any voids. Christine Court does not carry any voids. There is always a long waiting list and so any voids are filled immediately. The void rate for Greenbank has increased in line with the decrease in the upper age limit for the property from 25 to 19.

Table 6: Trafford Accommodation Pathway Demand

	18-25 year olds Oct 12 /Oct 13	26-65 year old Oct 12 /Oct 13	18-25 year olds Oct 13 /Sep 14	26-65 year old Oct 13 /Sep 14
Referrals received	76	91	66	96
Meets Statutory responsibility	43 (57%)	35 (39%)	44 (67%)	50 (52%)
Declined following assessment	19 (25%)	21(23%)	8 (13%)	34 (36%)
Of the declines how many re-presented	19 (25%)	21(23%)	8 (13%)	34 (36%)
How many move ons to secured permanent accommodation	17 (23%)	17(19%)	26 (40%)	37 (39%)

The demand for supported accommodation has remained constant over the last twelve months. Single persons presenting who meet the statutory requirements have increased and it is expected this will continue to rise as Welfare Reform continues. Against this background the focus is on increasing the movement through supported accommodation in order to maximise the use of units throughout each year. Evidence of this can be seen in the table above.

Some of those who have presented and who did not meet the statutory duty have fallen just below the level of meeting the statutory duty and return at a later date. Some applicants are deemed too high risk or too vulnerable to be placed in supported accommodation and are therefore declined. The Council continues to work with declined clients as they still have complex support needs. There is limited specialist supported accommodation within Trafford that is available to this group.

4.3 Permanent Accommodation

The table below highlights the current tenure of Trafford residents and the number of dwellings within each tenure. In Trafford there are high levels of home ownership, over 75% compared to the national average of 68%. Therefore the numbers of private and social renters is lower. Data suggests that Trafford also has a slightly smaller than average private rented sector (7.56% of households compared with around 10% nationally).

Table 7: Housing Tenure in Trafford

Tenure	Number of dwellings	% of dwellings
Private sector (owned)	72,974	75.9
Private sector (rent)	7,269	7.56
Social rented	15,888	16.5
All properties	96,131	100

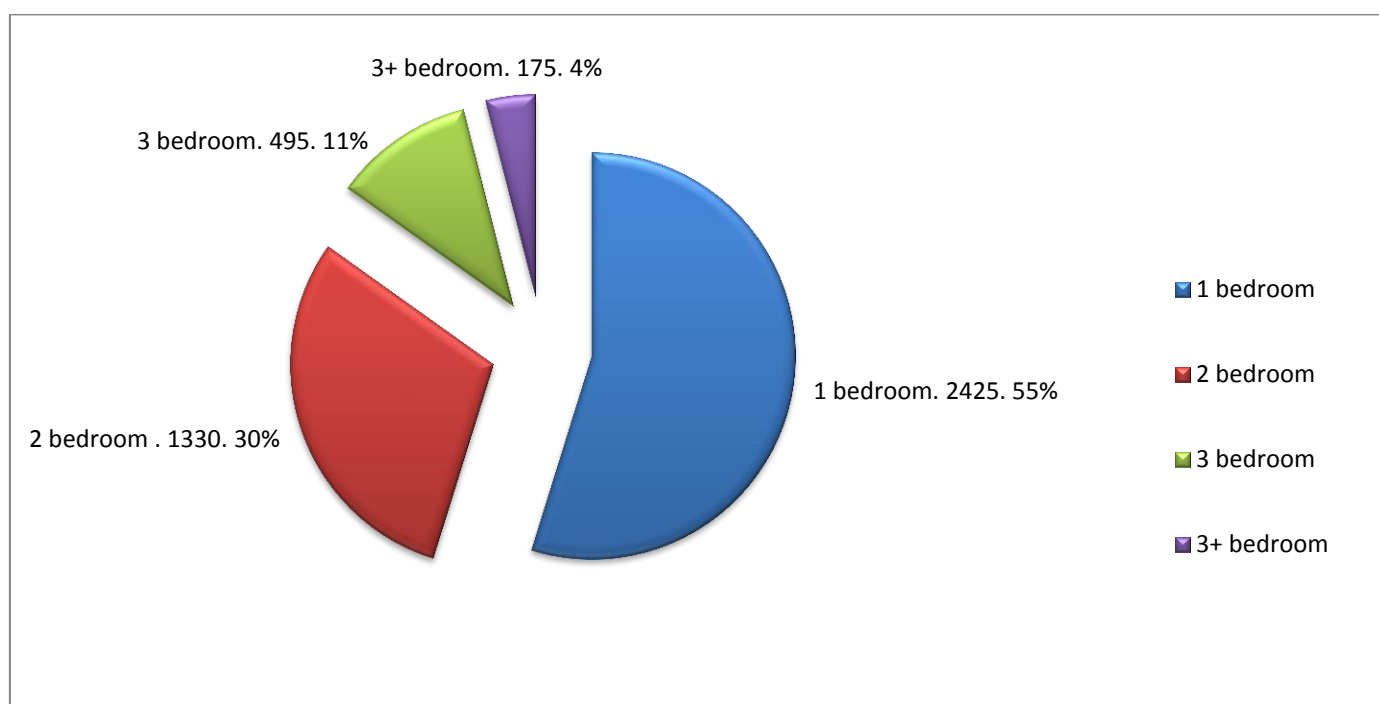
Social Rented

Following a full review of the waiting list in 2012 the number of applicants on the list reduced significantly, but numbers are now increasing, with over 400 new applications a month. The demographic groups within Trafford most likely to fall into affordable housing need are single working age households, lone parent households and other households with one child.

The total number of applicants that are considered to be active and are able to place bids stands at 4,307 (November 2014). There are 168 applicants that have had a positive homeless decision and are owed a full duty, 78 that are non-priority, and 288 have been helped through homeless prevention.

There is a shortage of small affordable accommodation to meet need and household aspiration. Over half (55%) of applicants want a property with 1 bedroom, with 30% waiting for a 2 bed property. The remaining 16% want a larger sized property.

Chart 2: Breakdown of applicants on the housing waiting list by bedrooms required



Owner-Occupation

Trafford is an affluent Borough with average house prices of £261,025 which is significantly higher than average house prices for the North West which stand at £159,265. Trafford average weekly earnings are also relatively high (£434.30), above both the regional and national average and the third highest in the North West. However there is a significant and growing affordability gap with the ratio of earnings to house prices over 7:1.

The Mortgage Rescue Scheme has assisted households who can't pay their mortgage and where their lender is taking action to repossess their home. This scheme has been available if there are dependent children or anyone in the household is pregnant, elderly, disabled or suffers from a long-term illness, and if the household would otherwise be able to get help as homeless if their home was repossessed. If the people in the household earn more than £60,000 a year, they cannot use this scheme, and there are limits on the value of the property that may make applications ineligible for this help. The scheme in Trafford has assisted 6 households since 2009.

In April 2014 the Government Mortgage Rescue Scheme closed to new applicants. Assistance will continue through the Support for Mortgage Interest and also the Mortgage Interest Run On schemes providing that applicants are in receipt of specific benefits. Although repossessions have been low an alternative option needs to be considered. Although the number of households assisted under the Mortgage Rescue Scheme is low due to ineligibility in Trafford there has been a significant number of households who have received advice and assistance which has prevented their homelessness.

For those households who have not been eligible for the Mortgage Rescue Scheme the Homeless Prevention Fund has been used to allocate 0% interest loans which have helped to prevent homelessness. The loans are repaid and recycled to assist others facing eviction from their lender. In addition to the above, households are able to access free legal advice and

representation either at the time of a court hearing or by attending a half hour consultation run by a local solicitor.

Registered Providers

There are around 20 registered providers with properties in Trafford. The main providers are Trafford Housing Trust, Irwell Valley and Your Housing Group. The total number of properties is 15,888 of which around a fifth of social rented stock is sheltered housing for older people.

Table 8: breakdown of general needs stock in Trafford (excluding sheltered) held by the 3 largest Registered Providers by bedroom size

Bedroom size	THT	YHG	IVHA	Total number of properties
Bedsit (0 Bed) or studio flat	12	4	12	28
1 Bed	628	538	419	1,585
2 Beds	2,411	1,606	531	4,548
3 Beds	2,980	1,052	591	4,623
4 Beds	122	287	75	484
5+ Beds	6	0	13	19

As shown in Chart 1 above there are 2,425 applicants on the waiting list requiring a one bedroom property. Out of the three main stock holders in Trafford there are only 1,585 one bedroom properties. This shows that there is a lack of suitable accommodation for single people and couples in Trafford. This Strategy will work to address the gap.

There has been a rise in the number of tenants experiencing hardship which has resulted in higher levels of arrears. A snap shot of this has been provided by the largest Registered Provider in the Borough, which has shown that out of 1,083 tenants 35% were affected by the under-occupancy charge and had fallen into arrears previously.

In response to the increasing arrears, Trafford Housing Trust has recruited additional staff. This includes pre-tenancy staff, Money Support officers to deal with financial capability casework, and Welfare Rights and Debt Advisors.

The second largest registered provider has also reported that there are currently 237 households affected by the Under Occupancy Charge. Between May 2013 and January 2014 arrears for those households have increased by £40,074. To manage this workload additional resources for the income team have been made available so that a targeted approach can be taken in the most at-risk areas. Investments in their money advice, tenancy support, and employment and skills teams have also been made. In addition to this the registered provider is working with local partners and residents to introduce / re-introduce them into the local labour market.

Allocations

Following a 2013 review the Council has adopted a new Allocations Policy, which sets out how applications for housing are prioritised. The new approach aims to make best use of the limited affordable housing stock in the Borough whilst meeting local housing need. Within the Trafford context this means:

- Continued support for statutory and reasonable preference groups, including homeless households;
- Additional priority for households leaving the armed forces;
- Additional support for households in work or making a positive contribution to the local economy;
- Low priority for households earning above an agreed income threshold;
- The ability to fulfil our duty to statutorily homeless applicants by re-housing in suitable privately rented accommodation.

Tenancy Support

The main provider of tenancy support services is currently Trafford Compass, funded through Supporting People. Trafford Compass provide long term tenancy support solutions which include short-term interventions such as resolving issues around benefit claims, debts, anti-social behaviour, provision of household goods, and resettlement support. This work also links into Pomona Gardens (single homeless persons), Meadow Lodge (single homeless persons), Greenbank (young people) and Christine Court (mother and baby unit).

In addition to Trafford Compass a number of larger Registered Providers within Trafford provide tenancy support for their own tenants which include move-on services. The Council also funds services linked to the Trafford Domestic Abuse Service which supports male and female victims of domestic violence to continue to reside in their own homes. In addition to this the Council also funds care and support services which would include support to maintain tenancies for people living in their own home with learning disabilities, physical disabilities, and mental health needs. The stronger families programme also carries out support work linked to tenancy support for those eligible under the scheme.

Funding for the service provided by Trafford Compass is due to finish at the end of March 2015. The Council is exploring opportunities in partnership with Registered Providers to develop a Tenancy Sustainment package in light of this.

Private Rented Sector

Private rented stock represents an important contribution to the wider housing 'offer' and can provide an invaluable role in relieving the pressure of demand for social rented properties. At present only limited use is made of the private rented sector for homeless households and one of the challenges for this Strategy is to address this.

The Council continues to use the rent and bond scheme as a homelessness prevention tool and has helped to rehouse 40 households in 2013. However, rental levels in Trafford remain relatively high, and the combination of limited supply and high prices makes access to this sector difficult.

Recent changes in Welfare Reform have placed added pressure on under 35 year olds accessing accommodation which is within the Local Housing Allowance. This not only restricts the type of accommodation available to single applicants but also places greater demand on HOST due to the lack of shared accommodation available in the Borough.

Current resources such as Houses of Multiple Occupation (HMO) could be used as shared accommodation for single people under the age of 25 years. Trafford will need to work closely with landlords in both the social and private rented sector to ensure accommodation is suitable and affordable.

The Localism Act gives Local Authorities the option to discharge duty in the private rented sector. Trafford will work to increase the number of homeless applicants accessing private rented accommodation. A private sector offer policy will be developed to increase the number of units of suitable accommodation made available.

Table 9: Private Property Rents in Trafford by Number of Bedrooms

	Average Rent per calendar month (Trafford)	Average Rent per calendar month (Greater Manchester)
One bedroom	£479	£480
Two bedrooms	£665	£583
Three bedrooms	£687	£728
Four bedrooms	£928	£1,043

Repeat Homelessness

The total number of homeless acceptances from applicants who had previously been accepted by the Council as 'eligible, unintentionally homeless and in priority need, where a main duty was ended within the past two years', has been very low. Between 2009 and 2014 there were no cases identified as being repeat homeless. This does indicate that homeless households are generally appropriately re-housed and provided with tenancy support as required.

5. Meeting the Gold Standard: Reducing Homeless in Trafford

The Gold Standard is a new initiative announced by the Government for Local Authority Housing Options Services. The Gold Standard has a 10 step approach aimed at improving front line housing services (see Appendix 2 for more information).

The Challenge is a Local Authority sector-led peer review scheme, designed to help Local Authorities deliver more efficient and cost effective homelessness prevention services. The challenge follows a 10 step continuous improvement approach that starts with a pledge for local authorities aspiring to '*strive for continuous improvement in front line housing services*', moves through a peer review by other local authorities, and culminates in an application for the Gold Standard Challenge.

The Council has used the framework provided by the Gold Standard, together with the review of homelessness in the Borough, to develop this Strategy and its Strategic Objectives and Priorities. The Council has already made significant strides to develop a Gold Standard Service, and through the delivery of this Strategy will ensure that high levels of service are developed and maintained.

The Executive Member for Economic Growth, Environment and Infrastructure has been nominated as the Member Champion for Homelessness, supported by the Corporate Director for Economic Growth, Environment and Infrastructure. This demonstrates the Council's commitment at a senior level to both support the Service and reduce incidences of homelessness in the Borough.

Challenge one of the gold standard will ensure that there is Corporate Commitment throughout all Directorates of the Council by supporting the delivery of the action plan (see Appendix 1).

To apply for the Gold Standard a peer assessment will need to be carried out. Depending on the outcome of the review, the Council will be awarded bronze, silver or gold in addition to the continuous improvement plan which will assist the Council in striving to provide a Gold Standard service.

In February 2014 an assessment of Trafford's homelessness services was reviewed by another Local Authority and the Association of Greater Manchester Authorities (AGMA). A continuous improvement plan will be developed from the findings of the review and Trafford will strive to achieve Gold Standard in its homelessness services. This Strategy will help to achieve that aim. The Strategy will take into account emerging needs within Trafford and will be reviewed annually.

The Council has made the pledge to strive for continuous improvement and is committed to achieving the Gold Standard as it fits in with the Council's vision of ending homelessness. The table on the next page highlights the clear links between the Gold Standard and the Strategic Priorities and Objectives of the Council.

Vision

**A Gold Standard Service:
Working Together to End
Homelessness in Trafford**

Strategic
Priorities

Keeping
Accommodation

Temporary
Accommodation

Sustainable
Accommodation

Objectives

Eliminate rough sleeping
Increase the proportion of
homelessness preventions

Stop the use of Bed & breakfast
accommodation
Increase the number of
homeless people receiving
support

Increase the number of
households rehoused in the
private rented sector
Increase housing options for
single people in response to
emerging needs

Gold
Standard

A corporate commitment to
prevent homelessness
To adopt a *No Second Night Out*
model
To offer a housing options
prevention service to all clients
To prevent mortgage
repossessions

To actively work in partnership
to address support, education,
employment and training
needs
To not place 16 /17 year olds
in B&B
To not place any families in
B&B unless in an emergency

To develop a suitable private
rented sector offer
A homelessness strategy
responsive to emerging needs
To have housing pathways
agreed with each key partner

7. Delivery

During the development of this Strategy there has been a cross-Directorate commitment to working together to ensure that objectives are met.

The following table shows how the Objectives of the Strategy link into the Council's Strategic Priorities and what actions will be taken to achieve the aims.

Strategic Priority	Keeping Accommodation	Temporary Accommodation	Sustainable Accommodation
Objectives	<ul style="list-style-type: none"> Eliminate rough sleeping Increase the proportion of homelessness preventions 	<ul style="list-style-type: none"> Stop the use of B&B Increase the number of homeless people receiving support 	<ul style="list-style-type: none"> Increase the number of households re-housed in the private rented sector increase housing options for single people in response to emerging needs
Key targets for 2016	<p>0 rough sleepers</p> <p>Homelessness prevented for 60% of all homelessness applications</p>	<p>0 use of B&B for 16/17 year olds</p> <p>0 use of B&B for more than one week for any homeless household</p>	<p>5% of statutorily homeless households re-housed in the private rented sector</p>
Key actions for 2015/16	<p>Expand use of SWEP accommodation during winter months to all year round</p>	<p>Develop private rented offer to discharge duty into and reduce the need for B&B</p>	<p>Increase housing options for single people by developing a shared accommodation scheme</p>

The following action plan is split up into ten challenges which the Council will work to achieve by working jointly with both internal and external partners (see Appendix 1).

The review of Trafford's Homelessness Strategy 2008-2011 and emerging needs has led to the agreed actions and outcomes in the revised Homelessness Strategy. The actions are a result of consultation, and highlight the work required to meet the 10 challenges which form the objectives of this Strategy.

8. Monitoring

The monitoring of the action plan will be carried out by the Homeless Champions Group on a quarterly basis. Progress will then be fed into the Strategic Housing Partnership. Quarterly briefings will be forwarded to Elected Members to ensure that information and achievements are being shared.

A full review of the Strategy will also take place on an annual basis. Amendments and updates on targets will be made on an on-going basis.

In addition to the above, smaller peer reviews will be carried out internally throughout the existence of the Strategy.

Appendix 1:

TRAFFORD HOMELESSNESS STRATEGY

This Strategy identifies how Trafford Council intends to meet the requirements of the Homelessness Act 2002 and in accordance with its duties under the Homelessness Act how Trafford Council will (a) prevent homelessness (b) secure sufficient accommodation and (c) secure sufficient support for people who are homeless

KEEPING ACCOMMODATION

Challenge 1: Prevent Homelessness. Adopt a corporate commitment to prevent homelessness across all local authority services

Aim	Task	Lead	When	Outcome	Resource	Monitoring
Corporate commitment from all Directorates to deliver the outcomes of the Homeless Strategy	Promote the aims, objectives and actions in the Strategy in a coordinated approach and to ensure that the Councils overall objectives are achieved including the Councils Corporate Parenting responsibilities	Director of Growth and Regulatory Services. Lead Member	Dec 2014 March 2015 July 2015	Corporate Management Team commitment secured. Peer Review. Gold Standard submission made.	Council Departments, HOST, external organisations.	Corporate Work Plan Monitoring
Enhanced Housing Options Service	Review specification of current Housing Options Service	Director of Growth and Regulatory Services.	April 2016	New Value for Money Contract in place.	Housing Strategy. Council Departments,	Corporate Work Plan Monitoring
Raise the profile and awareness of	Raise awareness of progress in delivering the	Housing Group	Jan 2015	Quarterly briefings available to all	Housing Strategy.	Homelessness Champion Group

the aims of the Homelessness Strategy	aims of the strategy through updates, briefings and training		to Jan 2016	Directorates, Members and External Partners.		
Challenge 3: Prevent Homelessness. Offer a Housing Options prevention service to all clients including written advice						
<i>Aim</i>	<i>Task</i>	<i>Lead</i>	<i>When</i>	<i>Outcome</i>	<i>Resource</i>	<i>Monitoring</i>
Greater customer satisfaction	Improve assessment of customer satisfaction through customer feedback forms, mystery shopping and focus groups.	HOST	Mar 2016	90% Positive satisfaction feedback with service from customers in 2015/16	HOST Management	Continuous Improvement Plan Contract monitoring
	Carry out regular peer reviews to gain best practice and share information	Housing Services	Start in Oct 2015	6 monthly review of Homeless Services	Housing Services Officers	Continuous Improvement Plan Contract monitoring
	Develop information packs for non-statutory homeless available on the website and in reception	HOST	Jun 2015	Minimum of 2 downloadable documents on the website and available in reception containing information for non-stat service users.	HOST Management	Continuous Improvement Plan Contract monitoring

	Improve decisions made by HOST via access to training through NPSS and updates on case law	HOST	Mar 2017	Reduce number of appeals overturned by 50%	HOST Management	Continuous Improvement Plan Contract monitoring
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Challenge 7: Prevention of Homelessness. Actively engage in preventing mortgage repossessions including through Mortgage Rescue Scheme

Aim	Task	Lead	When	Outcome	Resource	Monitoring
Support in place to cover for loss of the Mortgage Rescue Scheme.	Develop a multi-agency/partner mortgage repossession advice agreement for households facing repossession.	Housing Services Officers	April 2015	One stop mortgage repossession advice service for homeowners once a month	Housing Services/ Keoghs/ HOST/CAB	P1E Monitoring HOST Contract monitoring
	Early intervention for households that are at risk of repossession following lender notifications	Housing Services Officers	April 2016	5 households a month attending the one stop mortgage repossession service	Housing Services/ Keoghs/ HOST/CAB	P1E Monitoring HOST Contract monitoring
Secure a clear route to the Support for Mortgage Interest scheme and the Mortgage Interest Run On scheme	Provide specific guidance for households facing repossession.	Housing Services Officers	April 2015	Year on year reduction in repossession presentations.	Housing Services/ Keoghs/ HOST/CAB	Corporate Work Plan Monitoring. HOST Contract monitoring

Support for households attending court at risk of repossession	Promote free legal representation at County Court for all households at risk of repossession	Keoghs Solicitors	Jan 2016	5% (lender notifications) increase in applicants attending court	Housing Services/ Keoghs/ HOST/CAB	Corporate Work Plan Monitoring.
	Monitor the uptake of representation at County Court	Keoghs	Jan 2017	Recorded number of households attending court	Housing Services/ Keoghs/ HOST/CAB	Keoghs

Challenge 8: Prevention of Homelessness. Have a Homeless Strategy which sets out a proactive approach to preventing homelessness and is reviewed annually to be responsive to emerging needs

<i>Aim</i>	<i>Task</i>	<i>Lead</i>	<i>When</i>	<i>Outcome</i>	<i>Resource</i>	<i>Monitoring</i>
Achieve Gold Standard	Carry out benchmarking exercise of homeless services with 2 other Local Authorities	Housing Services / Wigan / Salford	Mar 2015	Peer review completed	Officer time	Continuous improvement plan
	Work with HOST and partners to implement improvements identified through the peer review	HOST/Housing Services	Mar 2015 to July 2015	Achieve a minimum score of 60% and apply for Gold Standard	HOST /Housing Services	Continuous improvement plan

	Carry out quarterly internal peer review of homeless services	Housing Services	Start Oct 2015	Achieve 70% minimum score	HOST /Housing Services	Continuous improvement plan
Collaborative data to inform Homeless Strategy Review	Collect and analyse comparative data to inform future homelessness/housing strategies	HOST/ Housing Services	Mar 2016	Set targets/actions for year 2 and year 3 taking into account emerging needs from comparative data	HOST /Housing Services	Continuous improvement plan
Mitigate the impacts of welfare reform	Adopt a positive approach to supporting households adversely affected by welfare reform.	DHP	Oct 2015	<ol style="list-style-type: none"> 1) 10 households accessing support to relive pressure of Under Occupancy Charge. 2) Open monitoring of outcomes of occupancy transfers and mutual exchanges 	Officer time/Transitional funding/DHP/ SHP	Welfare Reform Group

Challenge 9: Prevention of Homelessness. Accommodate the Homeless. No placements for young people aged 16 or 17 in bed and breakfast accommodation.

<i>Aim</i>	<i>Task</i>	<i>Lead</i>	<i>When</i>	<i>Outcome</i>	<i>Resource</i>	<i>Monitoring</i>
Provide an early	Prevent 10 young people	CYPS	Jan	Eliminate the use of bed	HOST /Housing	Single point of access

intervention service to young people at risk of becoming homeless.	from becoming homeless	(Youth Service)	2016	and breakfast for 16-17 year olds	Services	updates. HOST Contract monitoring
Ensure appropriate levels of emergency accommodation to meet the need of the number of homeless 16 – 17 year olds	Identify suitable accommodation as alternative to bed and breakfast	CYPS/ Irwell Valley Housing Association	Mar 2016	No 16-17 year olds placed into bed and breakfast accommodation.	HOST /Housing Services	Continuous improvement plan HOST Contract monitoring

TEMPORARY ACCOMMODATION

Challenge 4: Accommodate the Homeless. Provision of a No Second Night Out model and an effective local alternative

Aim	Task	Lead	When	Outcome	Resource	Monitoring
SWEP protocol in place throughout the Borough	Expand night shelter access in Trafford by identifying new volunteer organisation capacity.	Housing Services	Dec 2015 15/16 Year	Accommodation capacity secured for no second night out. No one sleeping rough more than one night	HOST /Housing Services/ Volunteers	Annual CLG rough sleeping figure
Direct access services for non-statutory street	Assist local voluntary groups in recruiting additional volunteers to provide a local rota	Housing Services	Oct 2015	Increased number of volunteers by 5% to meet the requirements of No Second Night Out	Voluntary Organisations	NSNO/SWEP Meeting

homeless	scheme			initiative		
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Challenge 5: Accommodate the Homeless. Support the Homeless. Have housing pathways agreed or in development with each key partner and client group, that include appropriate accommodation and support

Aim	Task	Lead	When	Outcome	Resource	Monitoring
Effective pathways for vulnerable clients	Review current Offenders Hospital Discharge and Young People's Joint Working Protocols to ensure effective partnerships continue.	Housing Services /CFW	Sept 2015	5% increase in offenders accessing supported accommodation by June 2015 No unplanned hospital discharges No young people placed in bed and breakfast	Housing Services Officers / Children Families Wellbeing Officers.	Corporate Work Plan Monitoring. Continuous Improvement Plan. HOST Contract monitoring.
	Develop new protocols for other client groups' i.e. Domestic Abuse (DA), Learning Difficulties (LD), Mental Health (MH) and Children Leaving Care (including Looked After Children).	Housing Services/ CFW/ CCG	Sept 2015	3 new protocols developed with clear defined priorities for DA, LD, MH and Care Leavers.	Housing Services Officers/ Children Families Wellbeing Officers/ CCG Officers	Corporate Work Plan Monitoring. Domestic Abuse Board, LD and MH Board.

Housing Options Service that reflects the cultural diversity of communities	Review service provision through equality impact assessments to ensure service is culturally sensitive and non-discriminatory	HOST	Mar 2017	Equality Impact Assessment completed BME Presentations reduced by 50%	HOST Management	P1E Monitoring
Introduce shared accommodation into the Trafford social housing sector	Develop a shared affordable accommodation scheme in partnership with landlords for single and couple households	Housing Services HOST/ GPHG/ THT/GMPT	Mar 2016	Four separate households rehoused into shared accommodation	Housing Services Officers	Contract Monitoring
Improve Trafford information resources for Tenants and landlords	Promote Illegal Eviction Protocol as part of an information pack around the rights and responsibilities of tenants and landlords	HOST/ Private Sector Housing/ RP's	Oct 2015	Borough wide information pack for tenants and landlords to assist in reducing homeless presentations	Housing Services Officers	P1E Monitoring
Improve move on from temporary accommodation and eliminate the use of bed and breakfast	Identify temporary accommodation schemes and develop improved move on procedures with partners	HOST	Mar 2017	Elimination of the use of bed and breakfast	Housing Services Officers	HOST Contract Monitoring/Single Point of Access

Effective target hardening scheme for victims of domestic violence.	Identify funding through the Commissioning Sub Group to increase delivery of target hardening	CWB	Oct 2016	Minimum of 5 victims of domestic violence remaining safely in their own homes	Housing Services Officers / Children Families Wellbeing	Domestic Abuse Programme Delivery Board
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Challenge 6: Accommodate the Homeless. Support the Homeless. Develop a suitable private rented sector offer for all client groups, including advice and support to both client and landlord.

<i>Aim</i>	<i>Task</i>	<i>Lead</i>	<i>When</i>	<i>Outcome</i>	<i>Resource</i>	<i>Monitoring</i>
Discharge homeless accommodation duty also using the private sector.	Develop options to discharge homeless duty into the private sector (Localism Act 2011) using new and current communication channels.	Housing Services/ Private Sector Housing/ agents/ private landlords/ HOST	April 2016. Sept 2016.	Agreed private rented sector accommodation supply solutions. Increase number of statutory homeless households being rehoused into the private sector by 5 % by June 2016.	Housing Services Officers	HOST Contract monitoring Corporate Work Plan Monitoring.
	Increase opportunities to access housing within private rental sector offer for homeless households	HOST/ Private Sector Housing	April 2016	Two private landlords engaging with HOST and providing suitable accommodation	Housing Services Officers	P1E Contract monitoring HOST Contract monitoring

Increase the use of the privately rented sector for those leaving supported accommodation.	Increase the number of individuals in temporary accommodation securing private rented accommodation	HOST / GPHG	April 2017	Reductions in temporary accommodation stay times and increase in sustainable move on accommodation options.	HOST Management	P1E/Contract Monitoring/Single Point of Access
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Challenge 10: Accommodate the Homeless. No placements for families in bed and breakfast accommodation unless in an emergency and for no longer than 6 weeks

<i>Aim</i>	<i>Task</i>	<i>Lead</i>	<i>When</i>	<i>Outcome</i>	<i>Resource</i>	<i>Monitoring</i>
Appropriate accommodation for families as alternative to bed and breakfast	Provide early intervention services and emergency accommodation for families including Stronger Families	HOST	Apr 2016	No homeless families placed in bed and breakfast longer than 6 weeks	HOST /Housing Services	P1E Contract monitoring
	Develop an out of hours service with EDT for out of hours to provide suitable emergency accommodation for families	HOST	Apr 2016	No families placed in bed and breakfast emergency accommodation out of hours	HOST /Housing Services	HOST Contract monitoring

SUSTAINING ACCOMMODATION

Challenge 2: Support the Homeless. Actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs

<i>Aim</i>	<i>Task</i>	<i>Lead</i>	<i>When</i>	<i>Outcome</i>	<i>Resource</i>	<i>Monitoring</i>
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Promote greater life chances.	Provide support for the acquiring of skills and knowledge by developing the current support packages around sustaining long term tenancies	Economic Growth / JCP/HOST/ RP's	Over 2 years ending March 2017.	Increase the sustained tenancies of previously homeless households by 10%.	All supported accommodation and temporary partnerships.	Supported Accommodation Steering Group
	Increase opportunities to access work through social support networks, education and training for service users in supported accommodation	HOST/ Economic Growth/JCP /Great Places	Over 2 years ending March 2017.	10% of residents in supported accommodation accessing education/training.	All supported accommodation and temporary partnerships.	Supported Accommodation Steering Group

Appendix 2:

Making every contact count. A joint approach to preventing homelessness, the 10 local challenges:

1. To adopt a Corporate Commitment to prevent homelessness which has buy-in across all Local Authority services
2. To actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs
3. To offer a Housing Options prevention service to all clients including written advice
4. To adopt a *No Second Night Out* model or an effective local alternative
5. To have housing pathways agreed or in development with each key partner and client group that include appropriate accommodation and support
6. To develop a suitable private- rented sector offer for all client groups, including advice and support to both client and landlord
7. To actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
8. To have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually to be responsive to emerging needs
9. To not place any young person aged 16 or 17 in Bed and Breakfast accommodation
10. To not place any families in Bed and Breakfast accommodation unless in an emergency and for no longer than 6 weeks

Some of these are already being developed in Trafford and the Council intends to ensure that all 10 challenges are met within the lifespan of this Strategy.