

# Trafford Council

## Homelessness Strategy 2019-2024

### Annual Statement 2021

---



# Contents

Introduction .....	2
Annual Review 2021 .....	3
Policy and Strategic Context .....	3
Achievements .....	8
Housing & Homelessness Performance in Trafford.....	9
Homelessness in Trafford 2021 .....	14
Delivery of the Homelessness Strategy Action Plan.....	22
Homelessness Strategy Action Plan Update 2021 .....	22
Appendix 1 .....	29
Homelessness Strategy Action Plan 2019-2024 .....	29

## Introduction

Trafford Homelessness Strategy 2019-2023 was launched in March 2019. The Strategy set out the priorities for Trafford over the next 5 years. It is a statutory requirement, as contained in the Homelessness Act 2002 (as amended by the Homelessness Reduction Act 2017), for every local authority to produce a Homelessness Strategy outlining the main causes of homelessness and the strategic plan and operational actions for the Council and partners to undertake to tackle homelessness in Trafford. The Strategy underpins the Council's Corporate Priorities and Housing Strategy 2018-2023.

The six Strategic Priorities of the Homelessness Strategy are to:

1. Prevent homelessness in Trafford.
2. Improve access to permanent affordable accommodation and supported homes, primarily through the increased supply of social housing.
3. Aim to eradicate the use of B&B and increase the provision of good quality temporary accommodation for homeless people in Trafford.
4. Work towards ending rough sleeping in Trafford.
5. Improve access to employment, education and training for homeless people in Trafford.
6. Improve health & wellbeing for homeless people in Trafford.

# Annual Review 2021

It is important that the Trafford Homelessness Strategy 2019-2024 is reviewed on a regular basis. This annual review provides an update on the following:

- Changes to the national and sub-regional homelessness initiatives, policies and strategies.
- A Review of Homelessness in Trafford 2020.
- Delivery of the Homelessness Strategy.
- The Homelessness Strategy Action Plan Update:
  - What have we achieved?
  - What are we working towards?
  - What do we still have to do?

## Policy and Strategic Context

### National Context

#### Covid-19

Trafford, along with the rest of the country, has experienced unprecedented times since March 2020 due to the Covid-19 pandemic. The Covid-19 outbreak had an impact on households' ability to retain their homes and its effects continue to be felt. In response to the pandemic, the government initially introduced a number of housing support measures to protect renters and those facing homelessness. These measures included:

- An extension to the length of notice periods that tenants are entitled to. This measure was introduced in March 2020 and was withdrawn in October 2021 when notice periods returned to pre-Covid lengths.
- A ban on evictions which was introduced in March 2020 and remained in place until 31<sup>st</sup> May 2021. It was speculated that the number of evictions would drastically increase once this measure had been lifted. However, although Trafford has seen a slight increase in the number of evictions since May 2021, the impact has not been as severe as anticipated. Trafford continues to work closely with local private landlords and Registered Providers to support tenants at risk of eviction to prevent homelessness wherever possible.
- An increase to Universal Credit equating to a £20 per week uplift. This measure was removed in October 2021.
- The introduction of the 'Everyone In' scheme which required all local authorities across England to provide accommodation for all rough sleepers regardless of priority need status. This scheme was brought to an end in October 2021.

## **Rough Sleeper Strategy<sup>1</sup>**

In August 2018, the government published the Rough Sleeping Strategy which committed to halving rough sleeping by 2022 and eradicating it by 2027. The vision is that by 2027 all parts of central and local government, in partnership with business, the public and wider society; are working together to ensure that no-one has to experience rough sleeping again. Linked to the delivery of this Strategy, the government announced a range of cross-government initiatives which will see the start of new joint working; including a health provision for people who sleep rough, and working in prisons to prevent people from sleeping rough in the first place.

In December 2018, the government published a Delivery Plan to set out progress and next steps to meet the objectives of the Rough Sleeper Strategy. Along with detailing what the government was already doing to deliver the Strategy and what its next steps would be, it reiterated the government's commitment to reviewing the Rough Sleeper Strategy annually from 2019. Unfortunately, due to the Covid-19 pandemic, this review was put on hold. There have since been calls by the National Audit Office and various charities for the review to take place as soon as possible following a more comprehensive understanding of the levels of rough sleeping provided by learnings from the pandemic.

## **Domestic Abuse Act 2021<sup>2</sup>**

The Domestic Abuse Act 2021 was introduced in April 2021. It aims to raise awareness and understanding of domestic abuse and its impacts on victims and their families, improve effectiveness of the justice system in providing protection for victims and bringing perpetrators to justice, and strengthen the support for victims of abuse and their children by statutory agencies. The Domestic Abuse Act places a duty on local authorities in England to provide support to victims of domestic abuse and their children in refuges and other safe accommodation. It amends Part 7 of the Housing Act 1996 to provide that all eligible homeless victims of domestic abuse automatically have priority need for homelessness assistance, and requires that local authorities grant a new lifetime tenancy to social tenants leaving existing lifetime tenancies for reasons connected to domestic abuse. Following the introduction of the Domestic Abuse Act, the government also updated the Homelessness Code of Guidance<sup>3</sup>.

## **Regional Context**

### **Greater Manchester Housing Strategy<sup>4</sup>**

The Greater Manchester (GM) Housing Strategy 2019-2024 identified decent and affordable housing as a priority. The GM Housing Strategy details how the Mayor of Greater Manchester, the GM Combined Authority (GMCA) and the ten Greater Manchester authorities will maximise the leverage of the resources available to them. Also the GMCA has agreed to invest surpluses from the £300 million GM Housing Investment Loan Fund to help support the delivery of truly affordable housing, tackle empty homes, and issues in the private rented sector including rogue landlords as contained within the Housing Strategy.

---

<sup>1</sup>[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/733421/Rough-Sleeping-Strategy\\_WEB.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733421/Rough-Sleeping-Strategy_WEB.pdf)

<sup>2</sup> <https://www.legislation.gov.uk/ukpga/2021/17/contents/enacted>

<sup>3</sup> <https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities>

<sup>4</sup> <https://www.greatermanchester-ca.gov.uk/media/2257/gm-housing-strategy-2019-2024.pdf>

Since the launch of the Strategy, GMCA has developed an Implementation Plan to steer and track progress in the delivery of the agenda set out in the Housing Strategy. It captures activity already underway as well as new lines of work to be commenced in the coming months. The Implementation Plan is updated on a six-monthly reporting cycle, with updates taken to the Greater Manchester Planning and Housing Commission. The most recent update was published at the end of June 2021<sup>5</sup>.

### **A Bed Every Night (ABEN)**

The GM initiative “A Bed Every Night” (“ABEN”) is a commitment to meet the needs of those who are rough sleeping or at imminent risk of rough sleeping in GM and cannot access other accommodation. The programme was launched on 1<sup>st</sup> November 2018 with the aim to offer a GM response to acute need when other resources are unavailable.

The programme offers quick access to accommodation which will meet people’s basic needs and will include a food offer, access to bathing facilities etc. The programme makes every effort to address the needs of those rough sleeping and directs those with less acute housing need to more appropriate services. The service offers a rapid access process with fewer criteria than other forms of accommodation.

To date, the ABEN initiative has helped over 3,000 people across GM and has contributed to a reduction in rough sleeping across GM of 57% over the last 4 years<sup>6</sup>. The initiative has continued into 2021 and GM Councils have expanded provision to match demand, growing from 520 to over 630 beds and support.

### **Greater Manchester Housing First Pilot**

Housing First is an evidence-based approach which uses housing as a platform to enable individuals with multiple and complex needs to begin recovery and move away from homelessness. The GM Housing First (GMHF) pilot was commissioned for three years by the GMCA with funding from the then Ministry of Housing, Communities, and Local Government (now the Department for Levelling Up, Housing and Communities (DLUHC)). The pilot launched in April 2019 with the aim of rehousing more than 300 people, over the three years, who are homeless or at risk of homelessness within GM.

In October 2021, GMCA published an evaluation of the scheme which highlighted successful implementation. As of June 2021, the pilot had accepted 442 referrals and was providing support to 348 people. 221 people were accommodated in their own properties, with an overall tenancy sustainment rate of 89%. Following this review, the GMCA is working to establish whether funding will be available to enable the continuation of the Housing First scheme across Greater Manchester.

### **Greater Manchester Homelessness Prevention Strategy**

In October 2019, a plan to develop the GM Homelessness Prevention Strategy was approved by the GM Homelessness Programme Board and GM Homelessness Action Network Advisory Board. Despite some unavoidable delays caused by the Covid-19 pandemic, a draft version of the Strategy was published for consultation in May 2021<sup>7</sup>. The Strategy has been

---

<sup>5</sup> [gmhs-implementation-plan\\_june-2021.pdf \(greatermanchester-ca.gov.uk\)](#)

<sup>6</sup> [A Bed Every Night scheme to continue this winter; Mayor warns of increased pressure on services - Greater Manchester Combined Authority \(greatermanchester-ca.gov.uk\)](#)

<sup>7</sup> [Homelessness Prevention Strategy - Consultation Draft \(greatermanchester-ca.gov.uk\)](#)

co-produced by GMCA and people with lived experiences of homelessness and those who work with them; and takes a person-centred and trauma-informed approach to understanding and responding to issues around homelessness. An Action Plan was launched in October 2021<sup>8</sup> and will be reviewed every 6 months to identify progress, and once a year to allow for new or amended actions to be included.

## Local Context

There have been a number of new local strategies that have affected the housing sector in Trafford since the Housing Strategy was published in 2018. These include:

### **Trafford Corporate Plan 2021-2024<sup>9</sup>**

Trafford Council has recently refreshed its Corporate Plan and created a new overarching vision: “*Trafford – Where our residents, communities and businesses prosper*”. This vision will ensure Trafford builds back better out of the Covid pandemic to develop a borough fit for everyone. To achieve this vision, three new Corporate priorities have been set:

1. Reducing health inequalities: Working with people, communities and partners, particularly in deprived areas, to improve the physical and mental health of all our residents.
2. Supporting people out of poverty: Tackling the root causes to prevent people from falling into poverty, and raising people out of it.
3. Addressing our Climate Crisis: Reducing our carbon footprint and tackling the impact of climate change.

The Corporate Plan 2021-2024 details how performance will be measured in respect of delivering on these priorities, and outlines a commitment to produce quarterly reports on how successfully the priorities are being achieved.

### **Trafford Supported Housing Strategy 2022-2027**

The Trafford Housing Strategy 2019-2023 highlighted a need to produce a Supported Housing Strategy to determine current and future need for supported housing in Trafford. Trafford Council began drafting the Supported Housing Strategy in 2019, but progress was delayed by the Covid-19 pandemic. In 2020, the draft was refreshed updated and included the addition of a section focusing on domestic abuse in light of the implementation of the Domestic Abuse Act 2021. In September 2021, an initial consultation was carried out with both residents and stakeholders with the findings utilised to help formulate a full draft Supported Housing Strategy.

Trafford Council is intending to consult on the draft Strategy in early 2022 with expected publication in autumn 2022.

### **Trafford Together Locality Plan 2019-2024<sup>10</sup>**

The Locality Plan 2019-2024 is the blueprint for the transformation of health and social care over a 5 year period. This is part of a wider Trafford Partnership which includes the

---

<sup>8</sup> [gm-homelessness-prevention-action-plan.pdf \(gmhan.net\)](#)

<sup>9</sup> [Trafford Council Corporate Plan 2021-24](#)

<sup>10</sup> <http://www.traffordpartnership.org/locality-working/Docs/Trafford-Together-Locality-Plan.pdf>

many areas of change that health and social care is part of to share resources and aspirations. The plan is set around four main principles:

- our population,
- the people we serve,
- the place where we live and work and,
- the partnerships we create.

The objective is to improve the lives of the most vulnerable, to improve the wellbeing for all residents, and to improve connections across communities. Central to this is a belief that people should be supported to live independently in their own homes for as long as possible, remaining connected to families, friends and their local communities.

### **Trafford Domestic Abuse Strategy 2022 – 2025<sup>11</sup>**

This Strategy sets out Trafford's vision of enabling our residents, their families, and communities to live a healthy life, free from abuse and violence. The Strategy outlines that this vision will be supported by reducing the impact of domestic abuse on the population of Trafford by developing and implementing a sustainable system wide approach to prevention, early intervention, response, and support.

The Strategy outlines four priorities that will enable Trafford to work towards a long-term response that meets the needs of victims, their children, and perpetrators across the borough. These are:

1. Ensure that every victim is identified early and has access to the support they need.
2. Ensure the support for families is co-ordinated.
3. Ensure that communities are able to spot the signs of abuse and know where to get help.
4. Ensure multi-agency system is joined up so that individuals, families and communities who seek support can find it, and access it.

The Strategy also sets out thirteen objectives which will be used to work towards delivering the strategies priorities. The objectives will be delivered by the Domestic Abuse Partnership through an implementation plan which is contained within the Strategy's appendix. An annual report will be produced annually outlining achievements and providing a refreshed implementation plan.

In line with Part 4 of the Domestic Abuse Act 2021, Trafford Council established a Domestic Abuse Partnership Board in July 2021. The Board is made up of representatives from Community Safety, Public Health, Commissioning, Adult and Children's Social Care, Housing, Education, Emergency Services (police, fire, and ambulance), Probation, TDAS, Women MATTA, LGBT Foundation, and Talk Listen Change. The Board is responsible for providing advice to the Council about the exercise of the functions under section 57 of the Domestic Abuse Act 2021, and the provision of other local authority support in the authority's area. The functions of the Board are to assess the need for accommodation-based support in Trafford, prepare and publish a Strategy for the provision of such support, and monitor and evaluate the effectiveness of the Strategy.

---

<sup>11</sup> [Domestic Abuse Strategy 2021.pdf \(trafford.gov.uk\)](#)

## Achievements 2020/21



HOST  
successfully  
transferred  
back to the  
Council from 1<sup>st</sup>  
April 2021



Number of  
rough sleepers  
decreased  
from 4 at the  
start of year to  
3 at the end



Average length  
of stay for  
families placed  
in B&B has  
decreased by  
41%



HOST  
provided  
housing advice  
to 41,392  
households



303  
households  
prevented  
from becoming  
homeless



149  
placements  
were made  
into the A Bed  
Every Night  
Scheme



66 people were  
re-housed from  
the A Bed  
Every Night  
Scheme



13 rough  
sleepers have  
secured  
permanent  
accommodation



HOST  
Tenancy  
Support visited  
4,362  
households



33 new  
affordable  
housing units  
have been  
completed



313 affordable  
housing units  
have  
commenced  
development



HOST received  
compliments  
from 40  
customers

## Housing & Homelessness Performance in Trafford

Housing Options Service Trafford (HOST) delivers the Council's statutory homelessness service. The service was contracted to Salix Homes from 1<sup>st</sup> April 2016 until 1<sup>st</sup> April 2021. Following successful collaborative working between HOST and Trafford's Housing Strategy & Growth, HR, Finance, Legal, IT, Modernisation, and Payroll and Procurement teams the service was transferred back to the Council on 1<sup>st</sup> April 2021.

### Housing Options and Homelessness

The figures in the table below are taken from the HOST Contract Monitoring Workbook for 2020/21 compared to the previous year 2019/20.

Category	2019/20	2020/21	% change
Homeless Applications	2262	3374	49%
Number of homeless households seeking advice only (included in the number of Applications overall)	1338	2490	86%
Actual Homeless Cases/Applications	924	884	-4%
Number of Personal Homelessness Plans (PHPs) opened	638	838	31%
Number of PHPs closed	685	818	19%
Number of visits undertaken	2360	1501	-36%
Number of Prison Visits undertaken	1	0	-100%
Number of Hospital Visits undertaken	11	0	-100%
Number of applicants within the Prevention Duty (as at the end of the year)	144	69	-39%
Number of applicants prevented from becoming homeless in 2020/21	444	303	-32%
Number of applicants within the Relief Duty (as at the end of the year)	97	96	-1%
Number of applicants in Main Duty (as at the end of the year)	143	117	-18%
Decisions made in period (Main Duty)	363	236	-35%
Eligible, unintentional and in priority need	226	155	-31%
Eligible, homeless but not in priority need	102	69	-32%
Ineligible	0	0	-
Intentionally homeless	2	6	200%
Total number of applicants where any duty ceased due to an offer of accommodation in the Private Rented Sector (PRS) in the year	78	78	-
Total number of applicants where any duty ceased due to an offer of accommodation in Social Rented Sector in the year	318	219	-31%

The total number of homeless applications received by HOST increased by 49% in 2020/21 compared to 2019/20. This is likely the result of the Covid-19 pandemic which caused financial hardship to Trafford's tenants, landlords, and homeowners alike; and put a strain on informal living arrangements made between family and friends.

Despite the increase in applications overall, there was a 4% decrease in the actual number of homeless applications taken once an assessment had taken place, which demonstrates that most people contacting HOST in 2020/21 required advice only and not a full application. This is expected giving the confusion caused by various changes to housing and homelessness legislation, the introduction of interventions such as the Everybody In campaign, and changes to welfare benefit entitlement made over the course of the year.

The number of applicants within the Prevention Duty has decreased by 39% in 2020/21 compared to 2019/20 which is due to the impacts of Covid-19 making it more difficult to prevent homelessness as fewer visits were possible, more people fell into financial hardship rendering their homes unaffordable, and accommodation options were limited as a result of the closure of the housing market in Spring 2020. This also accounts for the decrease in number of households prevented from becoming homeless in 2020/21.

Despite the above, the number of applicants within the Relief Duty decreased slightly by 1% and the number of applicants owed the Main Duty decreased by 18%. This is likely due to the eviction ban which was introduced by the government in March 2020 in response to the Covid-19 pandemic and remained in place until the 31<sup>st</sup> May 2021. These figures also reflect the resilience and hard work of HOST, who continued delivering the Council's homelessness service throughout the pandemic.

There has been a 35% decrease in the number of decisions made on Main Duty applications in 2020/21 compared to 2019/20. This was due to difficulties in collecting the detailed information required to form these decisions; assessments were largely conducted virtually and evidence from external sources such as GP's and previous landlords was more difficult to obtain due to the impacts of Covid-19.

Although less decisions were made in 2020/21, the number of applicants who received an intentionally homeless decision increased by 200%. This may be due to the stay of possession proceedings being lifted from September 2020, and the fact the eviction ban did not apply to those seeking possession based on grounds of anti-social behaviour and substantial rent arrears which can often lead to a household being deemed intentionally homeless.

### Housing Advice Enquiries

	2019/20	2020/21	% change
Advice Enquiries (Reception, email and telephone)	34,485	41,392	20%
Number of cases relating to Domestic Abuse	77	126	64%
Number of cases relating to affordability/ benefit issues	287	256	-10%

There has been a 20% increase in the number of advice enquiries received in 2020/21 compared to 2019/20. This is in line with the increase in number of homeless applications and is again a likely the result of the Covid-19 pandemic.

There was a significant increase (64%) in the number of cases relating to domestic abuse in 2020/21. It has been widely reported that the number of domestic abuse incidents increased during the lockdown periods, and that the restrictions imposed by the government in response to Covid-19 led to more domestic abuse incidents occurring. In response to this increase, Trafford Council began holding regular meetings with Greater Manchester Police and local domestic abuse services to work collaboratively to ensure victims remain fully supported.

There has been a slight decrease in the number of cases relating to affordability and benefit issues in 2020/21, which was unexpected given the financial difficulties brought on by the pandemic. It may be that households who were experiencing financial difficulties were not prompted to contact HOST as the eviction ban and other government interventions offered some protection against eviction/homelessness. It could be speculated that individuals chose to instead focus their efforts on increasing their income by seeking benefit advice or help to access employment, rather than seeking housing advice.

### Tenancy Support

	2019/20	2020/21	% change
Number of referrals to Tenancy Support received this quarter	281	204	-27%
Number of visits undertaken during the year	2346	4362	86%
Number of applicants prevented from becoming homeless as a result of support	97	73	-25%

The number of referrals to Tenancy Support decreased by 27% in 2020/21. This is due to the limitations experienced by the service as a result of Covid-19 and the national lockdowns. However, there was a significant increase in number of visits undertaken by Tenancy Support in 2020/21. This is because this figure now includes contact made via telephone where physical visits are not possible. Physical visits were limited due to Covid-19 restrictions which prevented households mixing indoors and the instruction that people should work from home wherever possible. For the majority of 2020/21, Tenancy Support have therefore only carried out physical visits to the most vulnerable residents.

### Households in Temporary Accommodation

	2019/20	2020/21	% change
Total number of applicants in self-contained Temporary Accommodation (at end of year)	93	114	19%
Total number of applicants in self-contained Temporary Accommodation (Relief)	24	41	71%
Total number of applicants in self-contained Temporary Accommodation (Main)	69	73	6%
Families in self- contained TA	67	71	6%
Intentional Households in self -contained TA	0	0	-

HOST currently lease 46 units of temporary accommodation from Trafford Housing Trust (THT). In 2018/19 an additional 68 units were secured within the private sector for use as Temporary Accommodation, bringing the total number of units available up to 114. HOST continues to proactively work to increase the provision of temporary accommodation in Trafford to try and eradicate the use of B&B.

As a result of the Covid-19 pandemic, and the subsequent challenges experienced in securing settled accommodation for homeless households, there was an overall increase in the number of applicants within temporary accommodation during 2020/21.

## Households in Bed and Breakfast accommodation (B&B)

	<b>2019/20</b>	<b>2020/21</b>	<b>% change</b>
Total number of B&B placements made	26	95	262%
Number of families/ pregnant households over 6 weeks as at end of the year	0	0	-
Average Length of stay in B&B - Singles & Families (nights)	26	28.9	11%
Average Length of stay in B&B - Singles (nights)	29.8	35.3	18%
Average Length of stay in B&B - Families (nights)	16	9.4	-41%

There has been a significant increase in the number of B&B placements made in 2020/21, which is due to the impacts of Covid-19. During the pandemic there were less move-on properties available which resulted in fewer voids within Trafford's temporary accommodation. The government's 'Everybody In' scheme also resulted in more applicants being owed an accommodation duty which made preventing homelessness more challenging with the overall lack of available temporary and move on accommodation. This issue resulted in more applicants requiring emergency accommodation in B&B due to the accommodation shortage.

For the same reasons as above, the average length of stay in B&B for single applicants increased slightly from 2019/20. However, the average length of stay for families decreased by 41% which is a great achievement given the challenges brought on by the pandemic. This reduction shows that HOST are honouring their commitment to avoid placing children into B&B style accommodation wherever possible.

## Rough Sleepers

	<b>2019/20</b>	<b>2020/21</b>	<b>% change</b>
Number of rough sleepers reported during the year	71	160	125%
Number of visits to reports of rough sleepers during the year	374	623	67%
Number of rough sleepers re-housed in the year	21	13	-38%
Number of actual rough sleepers at the end of the year	4	3	-25%

The reporting of rough sleepers in the above format was a new indicator for 2019/20. Since then, the GMCA provided funding to allow for the recruitment of two Outreach Workers to work with rough sleepers across the Stockport and Trafford boroughs. The recruitment of the Outreach Workers accounts for the significant increase in the number of visits to rough sleepers in 2020/21. The Outreach Worker make regular welfare checks to each rough sleeper in an effort to build trust and engage the individual into accepting an offer of accommodation.

Despite this positive work, there was a reduction in the number of rough sleepers that were rehoused into settled accommodation in 2020/21. This is due to the difficulties experienced throughout the year in securing accommodation due to the Covid-19 pandemic and government restrictions.

As part of the MHCLG Rough Sleeper Initiative (RSI) funding, Trafford Council carry out a rough sleeper count every two months. These counts are facilitated using HOST and Housing Strategy & Growth staff. This year's annual rough sleeper count was conducted on 26<sup>th</sup> November 2021. It would usually take the form of a physical count during the early hours of the morning with all 10 GM authorities conducting a count on the same night to avoid individuals being counted more than once. However in 2020, due to Covid-19, the decision was made to provide an intelligence based estimate.

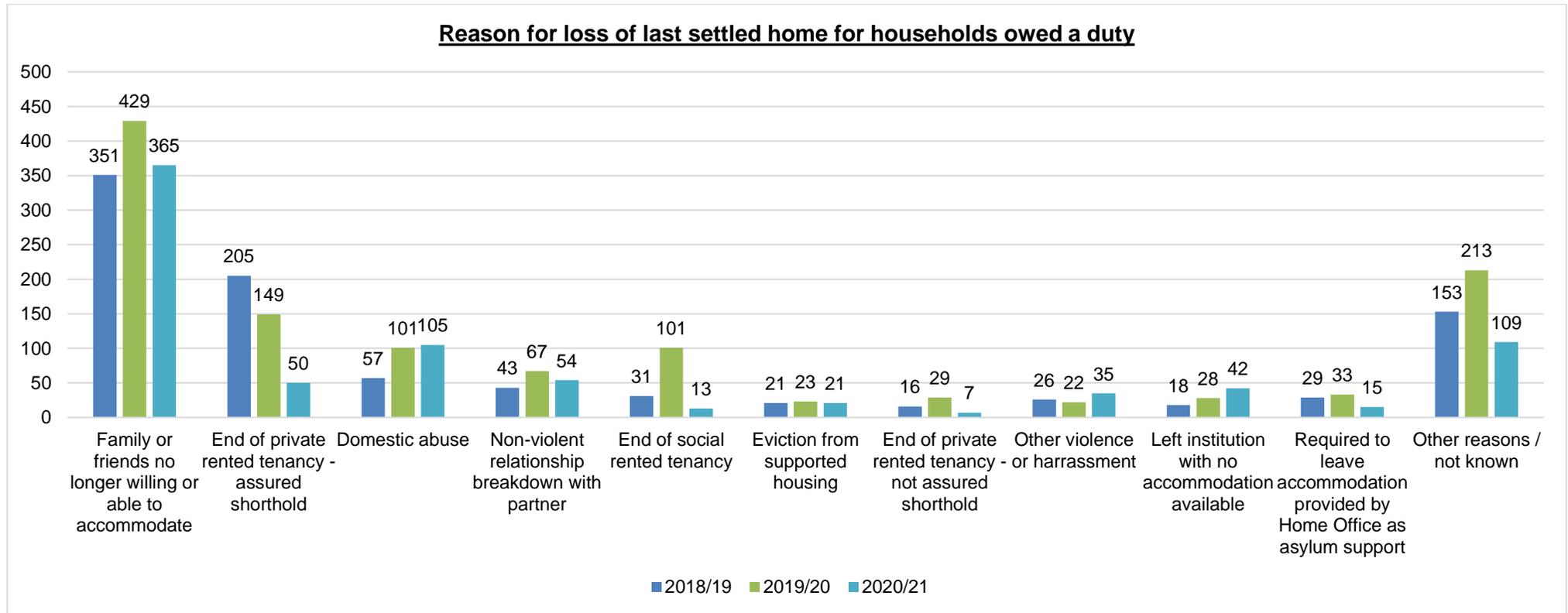
The figure for the number of actual rough sleepers is taken from information provided by the Outreach Workers. There are currently 3 entrenched rough sleepers in Trafford who are all well known to the service but have so far refused to accept offers of assistance.

# Homelessness in Trafford 2021

Since the Homelessness Strategy was launched in March 2019, the data collected by MHCLG has changed and the original P1E form has been replaced with H-CLIC.

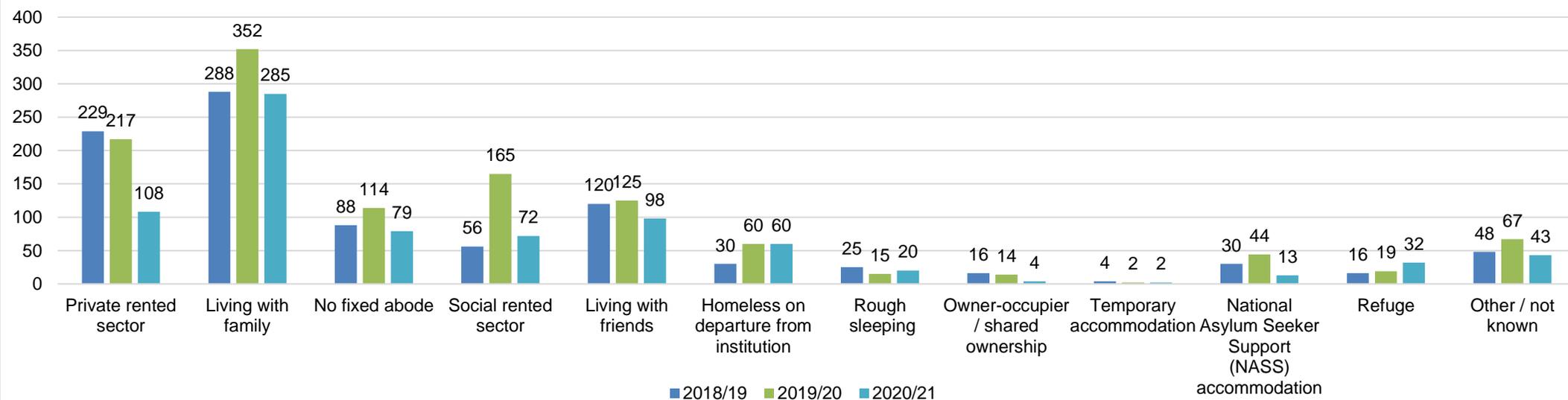
A summary of the analysis of the H-CLIC data available for Trafford has been undertaken.

## Initial Assessment



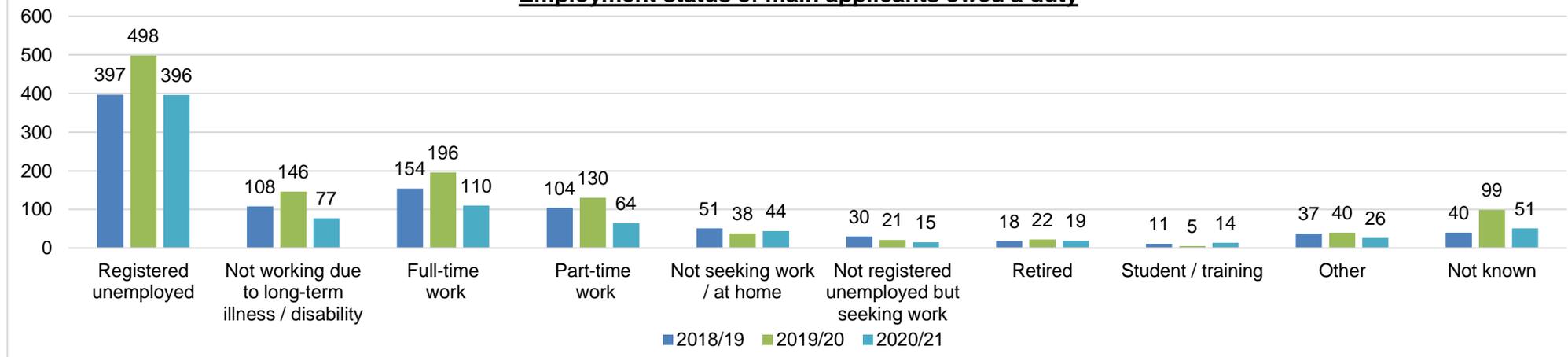
The majority of homeless applicants in 2020/21 lost their last settled home due to family or friends no longer being willing/able to accommodate them, which has remained the most common reason for homeless applications in the borough for the last 3 years.

### Accommodation at time of application for those owed a duty



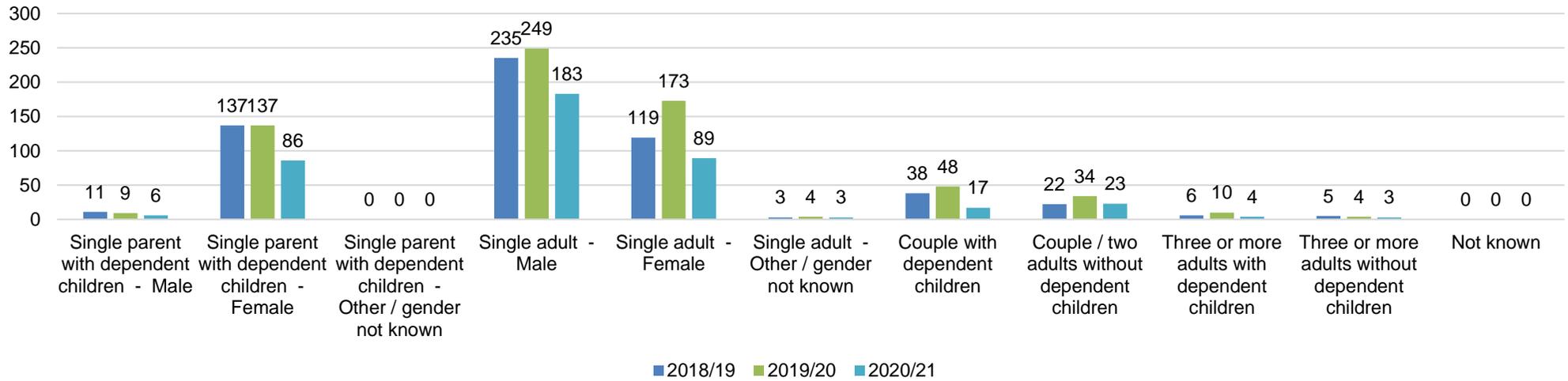
The majority of homeless applicants in 2020/21 were residing with family at the point they approached Trafford Council for homelessness assistance.

### Employment status of main applicants owed a duty

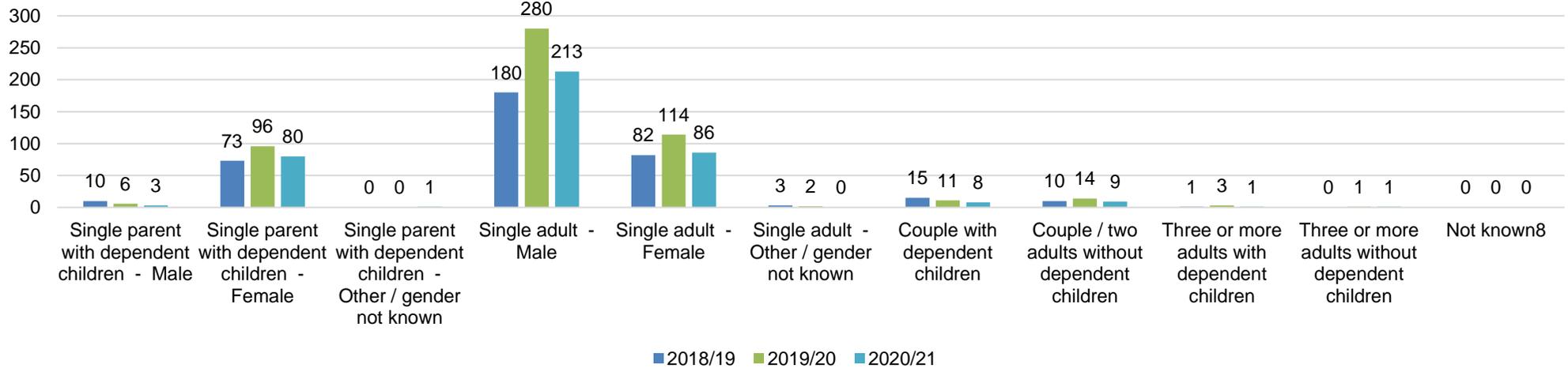


Most people who approached Trafford Council in 2020/21 to make a homeless application were registered unemployed. The second most common employment status of homeless applicants in 2020/21 was 'in full time work'. This is consistent with 2018/19 and 2019/20.

**Household makeup of applicants owed a prevention duty**

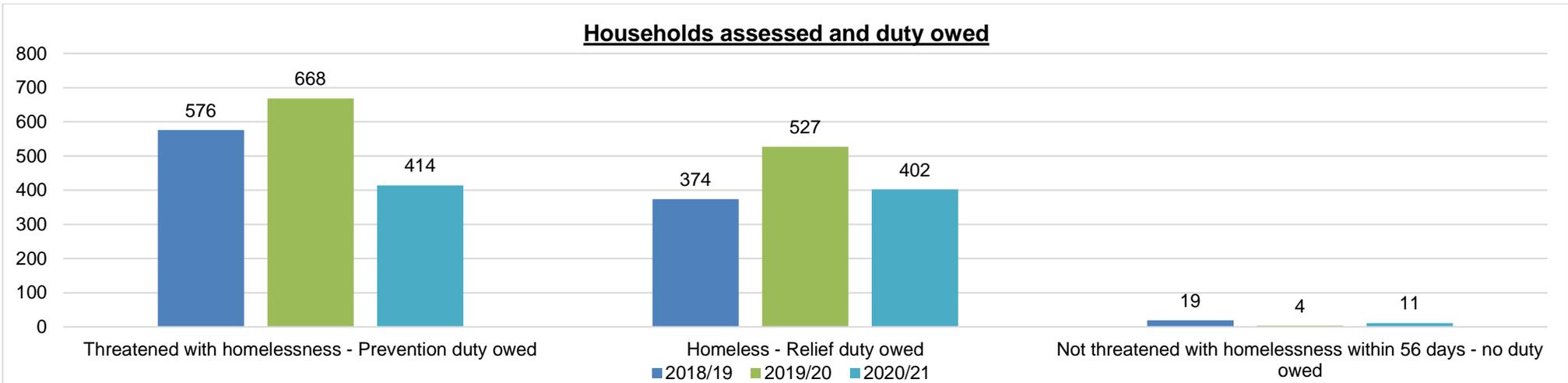


**Household makeup of applicants owed a relief duty**



The majority of homeless applicants owed a duty in 2020/21 were single males. Single female households were the second most common household type, with single female with dependent child/children being the third most common.

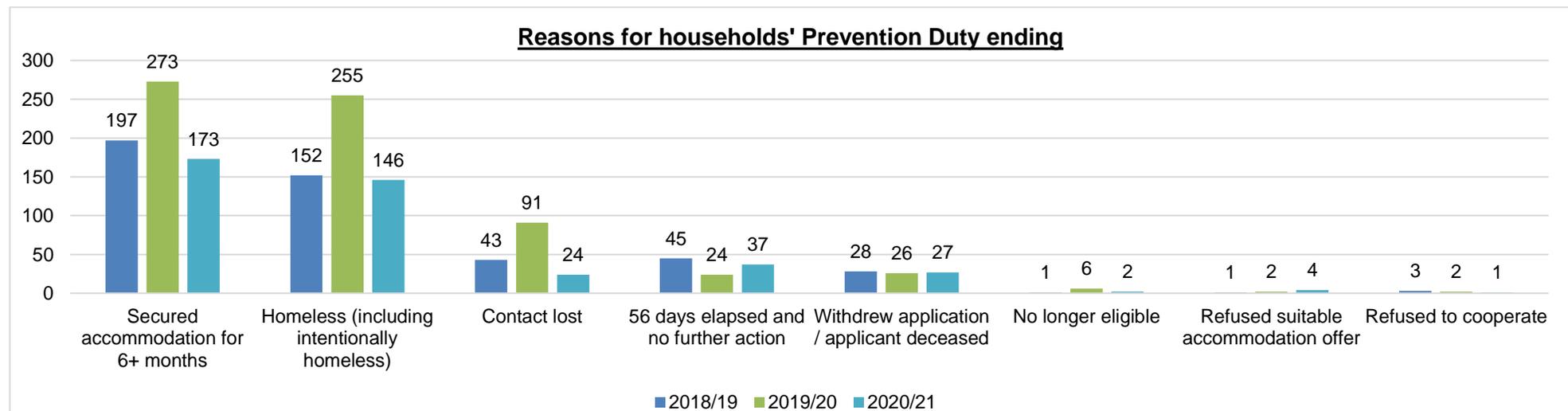
### Households assessed and duty owed



There was only a slight difference in the number of households owed a Prevention Duty and households owed a Relief Duty in 2020/21, with only 12 more households being owed a Prevention Duty. Only 11 applicants were assessed as being not threatened with homelessness within 56 days and therefore not owed any duty.

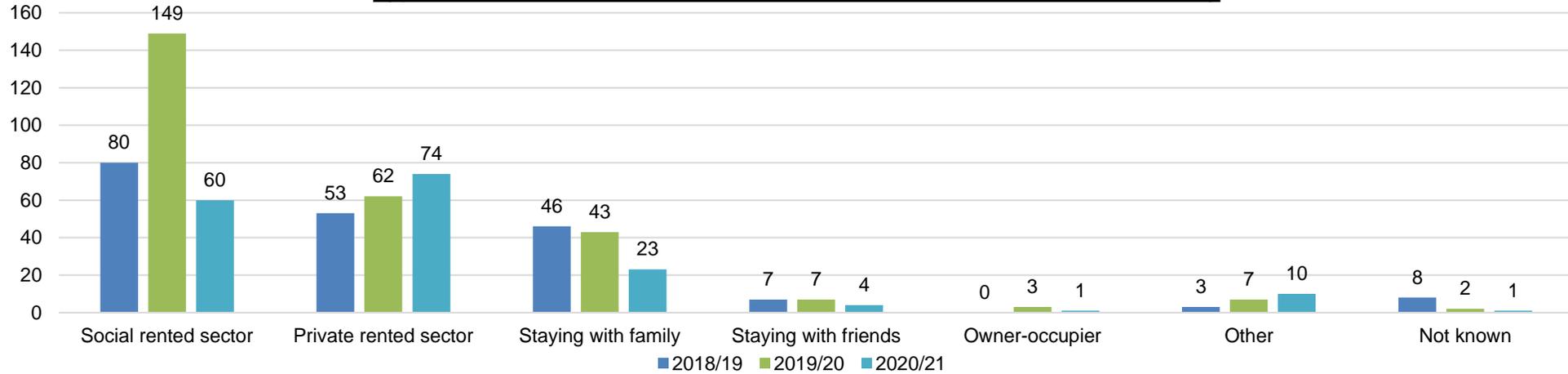
### Prevention Duty

#### Reasons for households' Prevention Duty ending



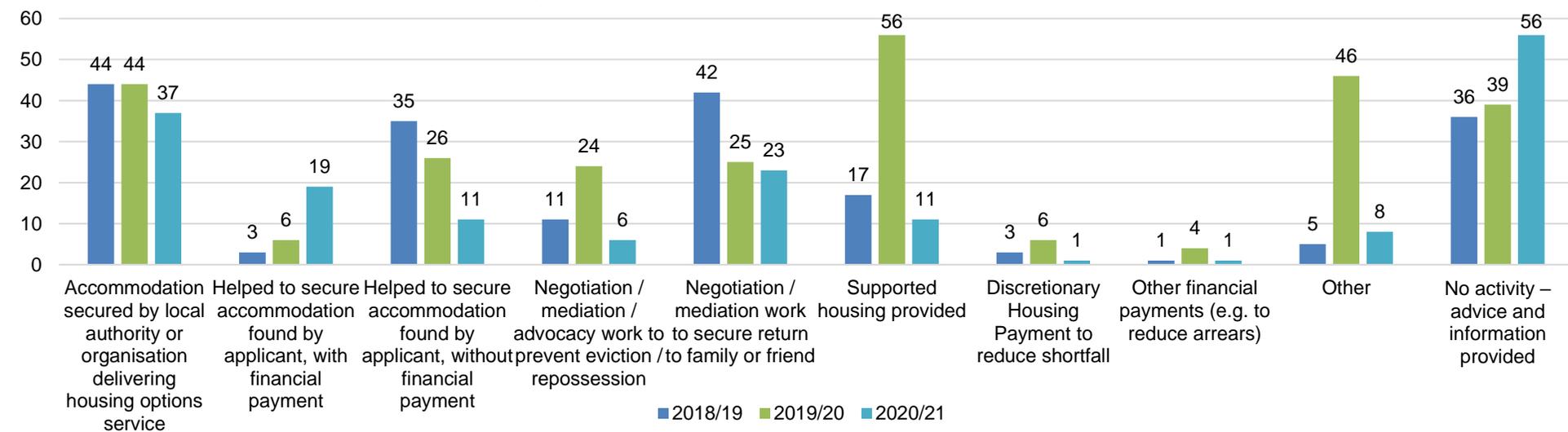
The most common reason for ending the Prevention Duty in 2020/21 was the applicant securing accommodation for 6+ months, closely followed by the household becoming homeless.

### Type of accommodation secured for households at end of Prevention Duty



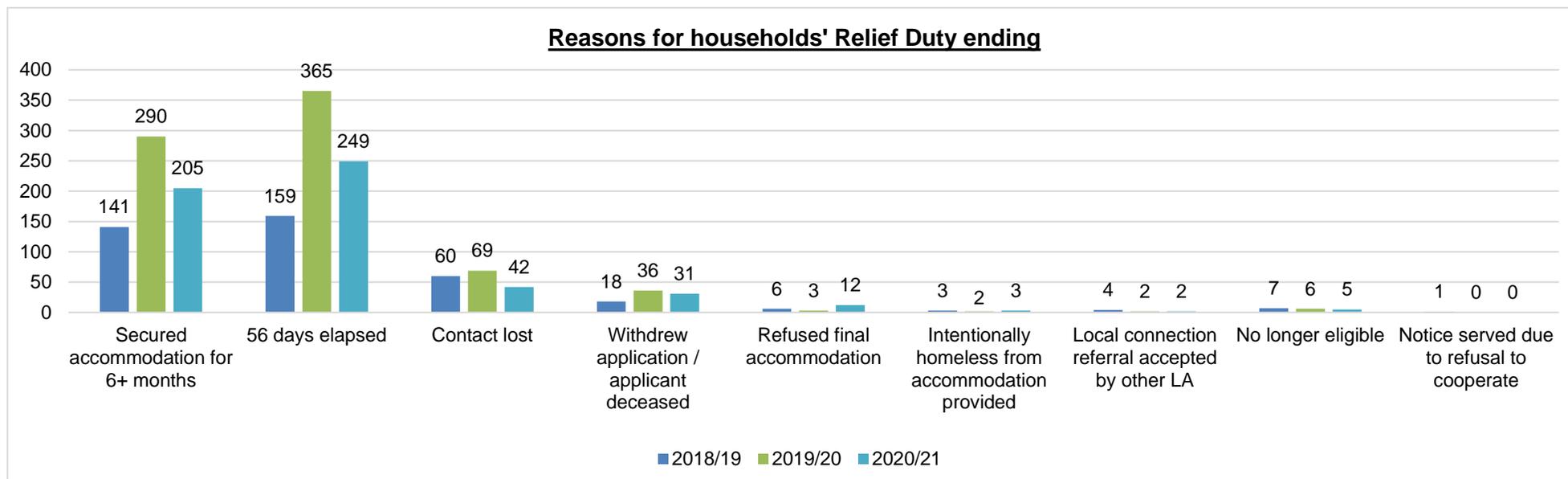
The majority of households owed a Prevention Duty in 2020/21 secured private rented accommodation. This is a change from 2019/20 when the majority households secured social rented accommodation.

### Main activity that resulted in accommodation secured for households

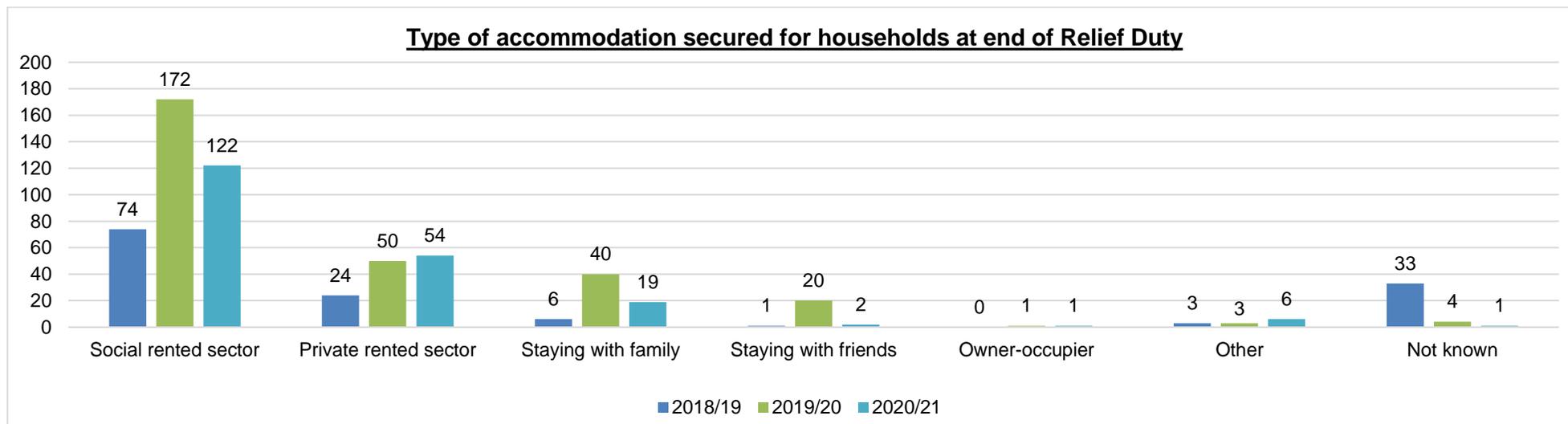


The main activity that resulted in accommodation being secured for those owed a Prevention Duty in 2020/21 was providing advice and information. The second most frequent action was accommodation secured by Housing Options Service Trafford.

## Relief Duty

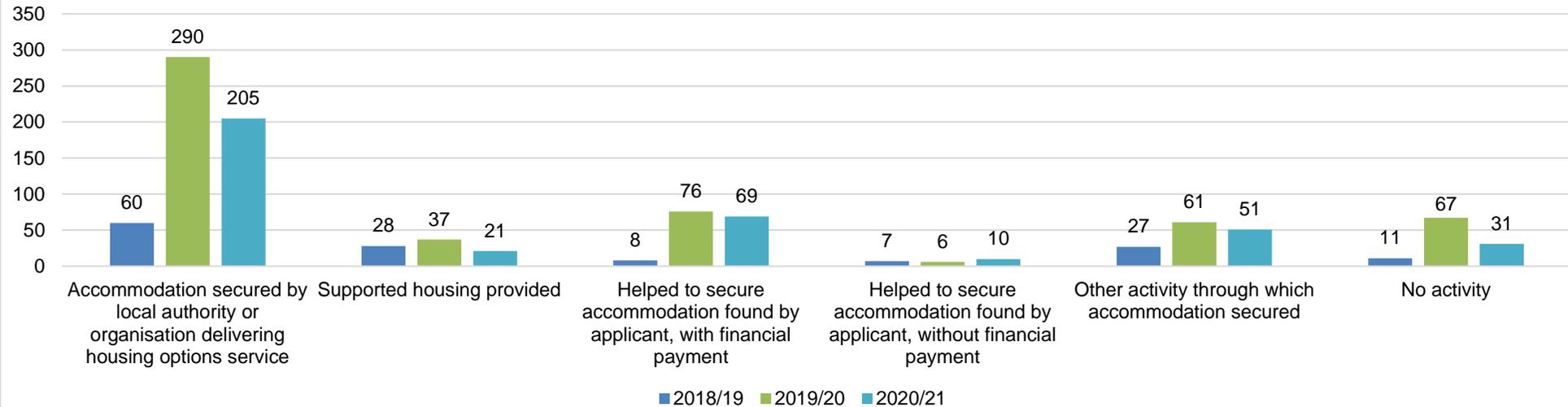


The main reason for the Relief Duty ending in 2020/21 was the 56-day legal time limit elapsing. As settled accommodation was not secured within the Relief Duty, these applications would go on to be owed the Main Duty. The second most common reason for the Relief Duty ending was the applicants securing accommodation for 6+ months.



The majority of households owed a Relief Duty in 2020/21 secured social rented accommodation, which ended their homelessness duty.

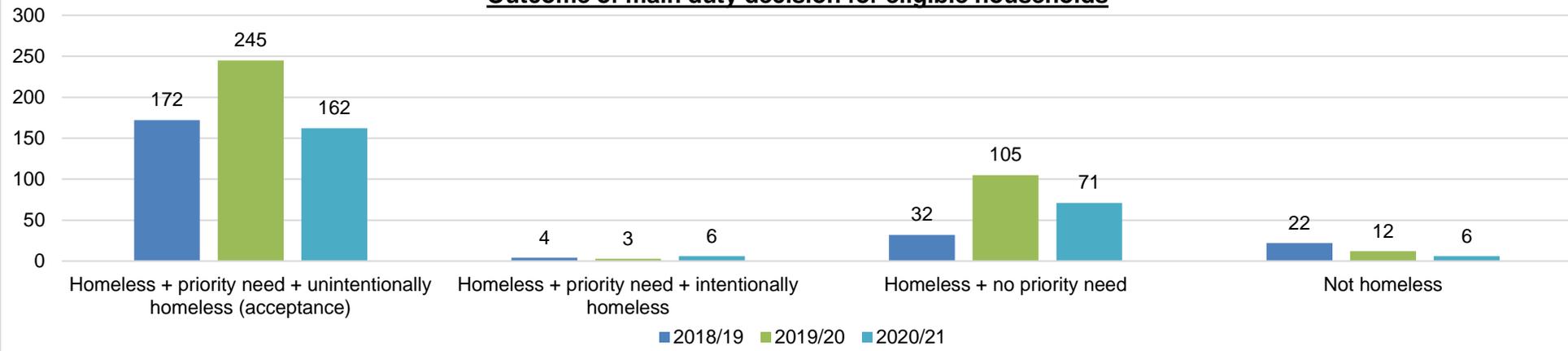
**Main activity that resulted in accommodation secured for households**



The main activity that resulted in accommodation being secured for those owed a Relief Duty in 2020/21 was accommodation being secured by Housing Options Service Trafford.

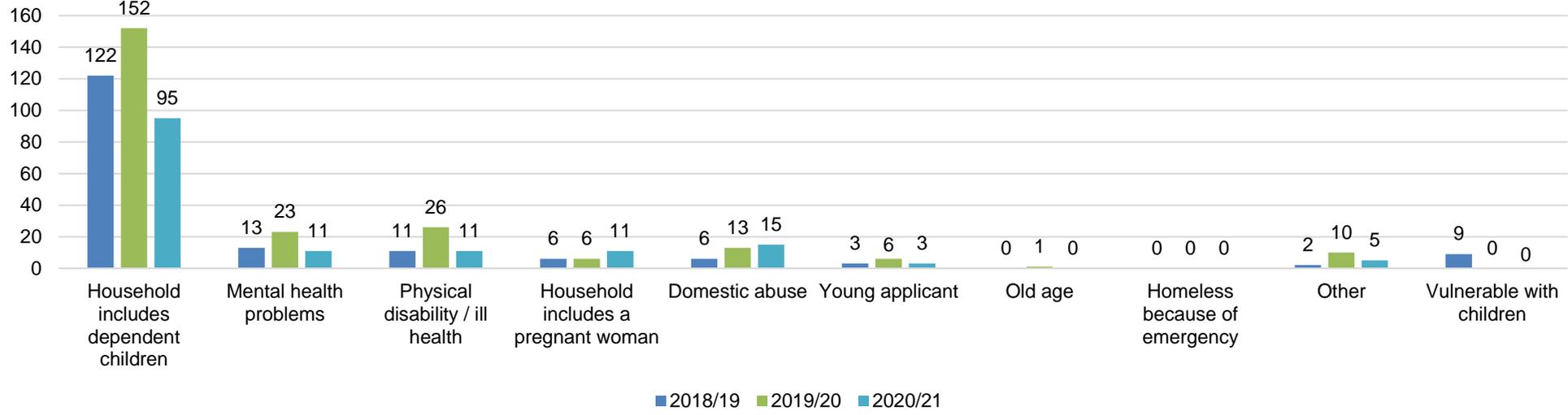
**Main Duty**

**Outcome of main duty decision for eligible households**



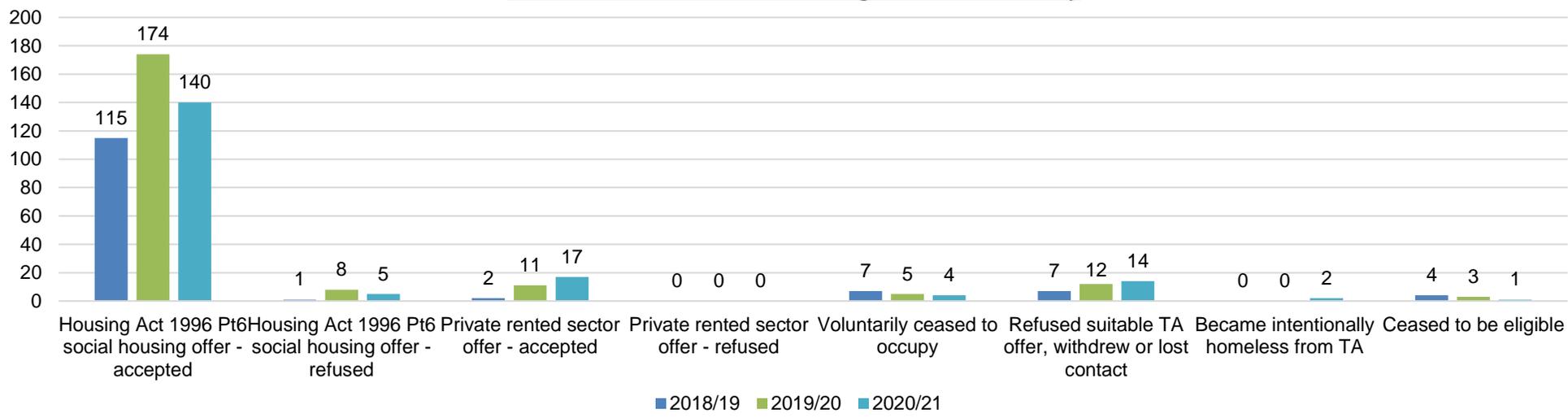
The majority of the Main Duty decisions made in 2020/21 determined the applicant was homeless, in priority need, and unintentionally homeless. These households were therefore owed the Main Duty.

**Priority Need reason of households owed Main Duty**



The most common reason for acquiring Priority Need status in 2020/21 was that the household included dependent children. The second most common reason was that the applicant was vulnerable as a result of domestic abuse, which increased from 2019/20.

**Outcome of households no longer owed Main Duty**



The majority of the households owed the Main Duty in 2020/21 accepted an offer of suitable social rented accommodation, which ended the homelessness duty.

# Delivery of the Homelessness Strategy Action Plan

The delivery of the Homelessness Strategy Action Plan is being led by the Homeless Champions Group (HCG). A number of Task & Finish groups have been established to drive forward the delivery of the Action Plan, which include:

1. Prevent Homelessness
2. Rough Sleepers
3. B&B and Temporary Accommodation
4. Employment, Education & Training
5. Health & Wellbeing

## Homelessness Strategy Action Plan Update 2021

A review of the Homelessness Strategy Action Plan 2019-2024 has been undertaken to determine what has been achieved, what we are working towards and what we have still left to do. A copy of the Homelessness Strategy Action Plan update is contained within Appendix 1.

### What have we achieved?

#### Prevent Homelessness

- ✓ Maintain the Trafford Domestic Abuse Forum.
- ✓ Continue to offer Floating Support to assist with the prevention of homelessness.
- ✓ Establish links and work in partnership with drug and alcohol services, health services, domestic abuse services and the VCSE sector to prevent homelessness.
- ✓ Ensure additional support with Universal Credit and related benefits is available so people are aware of the benefits available, how they can apply and also how to appeal.
- ✓ Continue to work in partnership with the After Care Team to provide a pathway for those homeless Care Leavers.
- ✓ All HOST staff have received training in mediation in an effort to reduce homelessness where parents, relatives or friends are no longer willing or able to accommodate

#### Improve access to Permanent Affordable Accommodation & Supported Homes

- ✓ Develop an Empty Property Strategy for Trafford.

#### End Rough Sleeping

- ✓ Offer a bed for the night for all rough sleepers during the winter period (October – March).
- ✓ Establish links with faith, community organisations and other partners to enable a bed for every night in winter can be provided in Trafford.
- ✓ Ensure Trafford makes use of the available funding through the GM Mayoral Fund.

## **Improve Access to Employment, Education and Training**

- ✓ Improve links with Trafford College to enable homeless people to access courses.
- ✓ Publicise the grants available for homeless people to access college courses.
- ✓ Ensure HOST and Job Centre staff are aware of the opportunities available for homeless people in terms of education.
- ✓ Explore options for a facility for homeless people where they can prepare for job interviews

## **Improve Health & Wellbeing for Homeless People**

- ✓ Improve access to substance misuse services for homeless people in Trafford.
- ✓ Develop a Mental Health Strategy for Trafford

## **What are we underway with?**

### **Prevent Homelessness**

- ✓ Continue to Prevent Homelessness as a priority - The prevention of homelessness continues to be an important part of Housing Options Service Trafford. A Prevent Homelessness Task & Finish Group has been established to ensure that preventing homelessness is a key priority for all stakeholders in Trafford. HOST services have been promoted via social media, the Council and Registered Provider (RP) websites and posters displayed in key locations.
- ✓ Explore the options to introduce a Private Landlords Incentive Scheme which will increase tenancy length and security for tenants in the private sector - This action is ongoing. There are a number of schemes in place which are working well including Trafford's Bond Scheme, Local Housing Allowance (LHA) Uplift from Rough Sleeper Initiative (RSI) monies, and the Accommodation for Ex-Offenders (AFEO) scheme. The introduction of MHCLG Help2Rent Scheme is being explored as an added incentive to landlords and a GM Good Landlords Scheme is being introduced
- ✓ Explore setting up a Sanctuary Scheme to enable victims of domestic abuse the opportunity to stay in their home with safe and secure measures thus reducing homelessness – Work is ongoing to collate funding and resources between both internal and external services to enable Trafford to develop an effective Sanctuary Scheme.
- ✓ Work in partnership with the Police and Community Safety Team to tackle homelessness due to domestic abuse - HOST are members of the newly formed Domestic Abuse Partnership Board which is also attended by Probation and Police. In addition, the Housing Strategy & Growth Team attends the Domestic Abuse Strategic Forum on a monthly basis alongside representatives from the Police and Community Safety Team.

- ✓ Explore options to provide financial and budgeting training for existing tenants to prevent homelessness - All RPs have been contacted and a list of all the financial and budgeting training currently available to their tenants has been collated. Next step is to see if these services can be extended to those people who are not tenants of RP properties.
- ✓ Establish links with services for young people to support Trafford's young people and educate regarding the risks of homelessness - A list of all the school contacts has been supplied to HOST who will undertake visits to schools to provide a briefing session on homelessness. This is currently on hold due to the Covid-19 pandemic.

### **Improve access to Permanent Affordable Accommodation & Supported Homes**

- ✓ Increase the supply of affordable housing including social rent across Trafford – Irwell Valley are on site with the development of 79 social rented new build units on the Sale West Estate. Trafford Housing Trust are on site in Timperley with the development of 30 social rented apartments which is funded through the Trafford Affordable Housing Fund. Southway Housing are on site with the development of 31 shared ownership properties in Urmston. Your Housing Group are on site with the development of 25 affordable rent and 50 shared ownership properties in Partington. In addition, 4 private developments have been granted full planning permission which will provide a total of 98 affordable housing units across Trafford.
- ✓ Continue to utilise the Homes England grants and work in partnership with our Registered Providers to ensure that the supply of affordable housing across Trafford increases – Trafford Council continues to work with RPs and Homes England to encourage the development of affordable housing (including social rented) across the borough.
- ✓ Continue to promote the Trafford Affordable Housing Fund - Trafford Affordable Housing Fund was established in September 2018 and combines all affordable housing planning contributions made via a S106. The Fund is promoted quarterly with the Strategic Housing Partnership. A review of the criteria now allows for RPs and the Council to utilise the Fund alongside other grants.
- ✓ Work with Registered Providers and developers to support the ambition to increase private rented accommodation and actively promote Build for Rent, supported through the Homes England Homebuilding Fund – This action is ongoing and is discussed at the Strategic Housing Partnership and Increase Housing Delivery Group.
- ✓ Encourage Registered Providers to offer a high quality management agent (landlord) service to private landlords - GM Ethical Lettings Agency (Let Us) established which brings together GM RPs to provide a management services for landlords in GM. The Council's Housing Strategy & Growth Team meets with Let Us quarterly to promote uptake in the borough.
- ✓ Address the stock condition in the Private Sector using the results of the Private Sector Stock Condition Survey - Private Sector Stock Condition undertaken in October 2018. The results of the survey have enabled the Housing Standards Team to develop area actions plans to address property conditions within the Private Sector.
- ✓ Increase the provision of good quality Private Rented Sector accommodation across Trafford – A successful bid was made to source 10 private rented properties through

Approved Property Group and rent to clients with a 20% LHA uplift provided. The refurbishment of the building has been delayed by Covid-19 so the project is ongoing.

- ✓ Continue to operate the Bond scheme for tenants looking to access the private rented sector - HOST assisted 26 customers with cash deposits and 70 customers with paper bonds in 2020/21.
- ✓ Explore options to bring empty properties back into use as affordable accommodation using available powers - Empty Properties Strategy now in place and a scoring matrix has been used to determine the priority status of each empty properties in the borough. The Council's Housing Standards Team continues to work pro-actively to identify ways in which to bring the empty homes back into use.
- ✓ Continue to operate and promote the Empty Property Match Maker Scheme - Trafford's Empty Property match Maker Scheme has been launched and regular social media posts regarding the scheme are in place.

### **Eradicate the use of B&B**

- ✓ Aim to eradicate the use of Bed & Breakfast for emergency accommodation in Trafford - HOST have effectively reduced the average length of stay in B&B from 16 days in 2019/20 to 9 days in 2020/21. B&B is only used in exceptional situations for a limited time. HOST will continue to increase the provision of temporary/emergency accommodation to eradicate the use of B&B entirely by 2024.
- ✓ Continue to allocate families with children self-contained temporary accommodation as a priority rather than B&B – The number of families placed in B&B in 2020/21 increased slightly due to the Covid-19 pandemic causing a lack of move-on accommodation and available temporary accommodation. HOST continue to work hard to prevent families with children being placed in B&B style temporary accommodation.

### **Increase the Provision of Temporary Accommodation**

- ✓ Increase the provision of temporary accommodation - HOST has increased the portfolio utilising Salix Living and Approved Property Group. This action will be ongoing as HOST continues to increase the temporary accommodation portfolio.
- ✓ Work in partnership with RPs and private landlords to increase the provision of temporary accommodation - HOST now has a dedicated Private Rented Sector (PRS) officer within the team whose roles is to increase the provision of accommodation within the PRS and engage effectively with landlords. 20 additional units of temporary accommodation have been secured within the PRS during 2019/20 and early discussions are underway with Cedra Housing Solutions who have 150+ units in the PRS coming forward in Trafford.
- ✓ Explore options to bring back empty properties for use as temporary accommodation – a long-term empty property has been brought back into use. It was previously a HMO which has been converted to provide 4 self-contained units of temporary accommodation.

## End Rough Sleeping

- ✓ End the need for rough sleeping in Trafford by 2024 in line with the Greater Manchester commitment - Trafford's number has decreased from 12 in March 2019 to 3 in 2020/21 following intensive work from Trafford's Rough Sleeper Outreach Workers funded by MHCLG Rough Sleeper Initiative (RSI) monies.
- ✓ Explore the opportunity to establish a 'pay forward scheme' with a local café or restaurant as an alternative to giving rough sleepers/beggars on the street - This was explored, and the task and finish group decided it wouldn't be viable due to risks that may incur with theft and bullying as well as large numbers of rough sleepers congregating at participating venues.
- ✓ Explore the opportunity to establish a card service for rough sleepers to access money donated - This was explored, and the task and finish group decided it wouldn't be viable due to risks that may incur with theft and bullying.
- ✓ Ensure there are effective outreach services in Trafford to play a critical role in identifying needs of a rough sleeper at an early stage - St John's Church in Stretford has provided a comprehensive list of services available to rough sleepers. Trafford has two Rough Sleeper Outreach workers, and a shared Rough Sleeper Navigator, who are effectively working with this cohort.
- ✓ Ensure those rough sleepers with complex needs and chaotic lifestyles have access to the appropriate support – GMCA has recruited a Dual Diagnosis Worker and an Outreach Nurse with RSI monies. These posts will be shared across the 10 GM boroughs. Trafford also continues to support GM's Housing First Pilot.
- ✓ Ensure Trafford utilise the Social Impact Board (SIB) and Housing First initiatives introduced at a Greater Manchester level – Trafford has been working with the SIB to maintain support for those on the project as the SIB ended in 2020. Trafford used the allocation for Housing First referrals for 20/21 which have been very successful. 2 referrals have been allocated for 2021/22.
- ✓ Explore new ways to create additional spaces to meet short term peaks in demand of rough sleepers – Trafford has successfully coped with increase demand in homelessness caused by the Covid-19 pandemic and the effects of the government's 'Everyone in' initiative. A second ABEN provision was opened in Trafford in March 2021.
- ✓ Explore ways for people to donate that do not inadvertently support and encourage street begging – Real Change is currently on hold due to Covid-19 pressures. This action will be re-assessed once the pandemic is over.
- ✓ Explore options to provide 'A Bed Every Night' throughout the year regardless of weather - ABEN has been in operation constantly since October 2018 and is intended to continue until at least March 2025. Phase 5 of ABEN and available funding post April 2022 needs to be considered across GM. Trafford now has 2 units providing 10 self-contained units of ABEN accommodation. Cold Weather Protocol (CWP)/Severe Weather Emergency Protocol (SWEP) was triggered in Trafford from November 2020 until 31<sup>st</sup> March 2021, and in summer 2021 during a heatwave.
- ✓ Work with sofa surfers to prevent rough sleeping - HOST continues to work with sofa surfers who have a homeless application; all clients have a housing options

assessment and a Personal Housing Plan formulated in line with HRA. Those clients that may have slept rough are able to access funds aimed at reducing rough sleeper numbers.

### **Improve Access to Employment, Education and Training**

- ✓ Continue to ensure that homeless people or those not living in-secure tenancies are a priority group for the Trafford Pledge – This action is ongoing.
- ✓ Continue to refer people to GM employment projects such as Working Well, Skills for Employment and Motiv8 who provide intensive one to one support working with individuals to overcoming their barriers and provide help to raise confidence, upskill and increase employability - HOST and DWP continue to refer people to the GM employment projects such as Working Well, Skills for Employment and Motivate. DWP have formalised HOST as a referral partner. Representatives from these projects are part of the Task & Finish Group to ensure new programs and initiatives are disseminated with key stakeholders.
- ✓ Work with construction employers to ensure there are apprenticeships and careers structures in place - The Construction sub-group has agreed to coordinate all upcoming opportunities through Procure Plus who have Construction Industry Training Board (CITB) funding to create local training hubs in areas where there are a number of projects.

### **Improve Health & Wellbeing for Homeless People**

- ✓ Work with partners to address the health of homeless people across Trafford - GM Health & Social Care Partnership established to address the wider agenda of health and homelessness across all 10 LAs. Trafford's ABEN provision provides health support including Hep C awareness, flu vaccinations and Covid-19 support.
- ✓ Improve access to mental health services for homeless people in Trafford - Trafford now has a Mental Health Strategy and, in response to Covid-19, mental health support has been extended.
- ✓ Explore specialist support services that can help those in need and reduce homelessness for those people with a disclosed mental health issue - Trafford now has a Mental Health Strategy and, in response to Covid-19, mental health support in has been extended. The Council is in the process of drafting a Supported Housing Strategy which will include supported housing for individuals with mental health needs.
- ✓ Ensure that Trafford is part of the discussions regarding mental health at the GM level as part of the homelessness charter – Trafford is part of the GM wide discussions relating to mental health and accessing services for homeless people.
- ✓ Continue to operate the GM Hospital Discharge protocol to ensure adequate notice is given regarding discharge to prevent homelessness and enable officers to find suitable accommodation - GM Hospital Discharge Protocol is in place and working well. There is an officer within HOST who is the main contact for those people admitted to hospital with no fixed abode.

## What do we still need to do?

### Improve Access to Employment, Education and Training

- ✓ Explore options to provide training courses to homeless people on budgeting, cooking, nutrition and CV writing.
- ✓ Explore options to provide driving lessons and specific job related courses.

### Improve Health & Wellbeing for Homeless People

- ✓ Explore the opportunity to provide mindfulness and wellbeing courses for homeless people.
- ✓ Utilise the legal duties to ensure health, social care and related services (including housing) integrate to reduce health inequalities in Trafford.
- ✓ Explore the opportunity of dedicated medical centre for homeless people.
- ✓ Explore options to introduce a mobile health/therapy clinic that can take services directly to where it is needed.

## Next Steps

1. The Homelessness Strategy Action Plan (2019-2024) will continue to be reviewed and updated quarterly and an annual update report produced and published.
2. A quarterly update on the progress of the Homelessness Strategy Action Plan will continue to be provided to the Homeless Champions Group.
3. The Task & Finish Groups established to drive forward the Homelessness Strategy Action Plan will continue to meet until the specific task/outcomes have been achieved.

# Appendix 1

## Homelessness Strategy Action Plan 2019-2024

### Annual Review 2021

---



[www.trafford.gov.uk](http://www.trafford.gov.uk)

Trafford Homelessness Strategy 2019-2024  
Annual Statement 2021

[www.trafford.gov.uk](http://www.trafford.gov.uk)

Ref.	Action	By when	By who	Updates
<b>ACTION 1: PREVENT HOMELESSNESS</b>				
1.1	Continue to Prevent Homelessness as a priority.	Ongoing	HOST	<p>This action is ongoing.</p> <p>The following actions have been taken to promote HOST services:</p> <ul style="list-style-type: none"> <li>• Regular posts on social media and the white boxes so staffs know where to signpost.</li> <li>• Posters printed and displayed in public buildings.</li> </ul>
1.2	Explore the introduction of an in-house mediation service, part of HOST, that would reduce homelessness where parents, relatives or friends are no long willing or able to accommodate.	By Spring 2020	Housing Strategy & Growth Team, Adult Services, CCG.	<p><b>COMPLETED</b></p> <p>All HOST staff have received some training as part of the training for the HRA regarding mediation.</p> <p>HOST to look at further training for officers on an ongoing basis.</p>
1.3	Explore the options to introduce a Private Landlords Incentive Scheme which will increase tenancy length and security for tenants in the private sector.	By December 2021	Housing Strategy & Growth Team, Housing Standards Team, HOST	<p>Overall the schemes in place such as the rental bond and the LHA uplift from RSI monies are working well.</p> <p>Landlords are aware they can command high rents in Trafford and so it is a struggle to get them on board.</p> <p>HOST to attend the landlord forum and promote schemes.</p>

Ref.	Action	By when	By who	Updates
1.4	Explore setting up a Sanctuary Scheme to enable victims of domestic abuse the opportunity to stay in their home with safe and secure measures thus reducing homelessness.	By Autumn 2020	Housing Strategy & Growth Team, HOST,	<b>COMPLETED</b> TDAS can offer this function where required.
1.5	Maintain the Trafford Domestic Abuse Forum.	Ongoing	MARAC, Partnerships Team.	<b>COMPLETED</b> The Forum has been re-named the DA Strategic Group and is well attended.
1.6	Work in partnership with the Police and Community Safety Team to tackle homelessness due to domestic abuse.	Ongoing	HOST, GMP, Community Safety Team, Partnerships Team.	HOST need to review this action following the introduction of the DA Act 2021- it's envisaged that the reason for presentation due to DA will increase.  HOST will monitor the reasons for presentation to this if this figure increases.
1.7	Continue to offer Floating Support to assist with the prevention of homelessness.	Ongoing	HOST, Adult Services	Funding for two Tenancy Support Officers within HOST will continue indefinitely.

Ref.	Action	By when	By who	Updates
1.8	Establish links and work in partnership with drug and alcohol services, health services, domestic abuse services and the VCSE sector to prevent homelessness.	Ongoing	HOST, CCG, VCSE, MARAC, Adult Services	<p>A member of staff from Big Life (Drug and Alcohol services) sits with the HOST team on a weekly basis.</p> <p>TDAS have secured funding so this can be replicated with their service.</p>
1.9	Explore options to provide financial and budgeting training for existing tenants to prevent homelessness.	By December 2021	HOST, RPs	<p>All RPs have been contacted and a list of all the financial and budgeting training currently available to their tenants has been collated.</p> <p>Next step is to see if these services can be extended to those people who are not tenants of RP properties.</p>
1.10	Ensure additional support with Universal Credit and related benefits is available so people are aware of the benefits available, how they can apply and also how to appeal.	Ongoing	Exchequer Services, DWP, HOST	<p>There is a dedicated DWP worker who attends the Homeless Champions Group meetings and complex needs case meetings.</p> <p>The main benefit is UC and the application is online.</p>

Ref.	Action	By when	By who	Updates
1.11	Establish links with services for young people to support Trafford's young people and educate regarding the risks of homelessness.	By December 2022	HOST	A list of school contact has been supplied to HOST who will look to arrange visits. This is on hold due to Covid-19 but will be re-establish in 2021/22.
1.12	Continue to work in partnership with the After Care Team to provide a pathway for those homeless Care Leavers.	Ongoing	HOST, Adult Services, Children's Service,	A member of staff from HOST sits with the Aftercare Team on a weekly basis.
<b>ACTION 2: IMPROVE ACCESS TO PERMANENT AFFORDABLE ACCOMMODATION AND SUPPORTED HOMES</b>				
2.1	Increase the supply of affordable housing including social rent across Trafford.	Ongoing	Strategic Growth Service, Homes England, RPs.	Irwell Valley are on site with the development of 79 social rented new build units on the Sale West Estate. THT are on site in Timperley with the development of 30 1 and 2 bed social rented apartments. Southway Housing are on site with the development of 31 shared ownership properties in Urmston. Your Housing Group are on site with the development of 25 affordable rent and 50 shared ownership properties in Partington.

Ref.	Action	By when	By who	Updates
2.2	Continue to utilise the Homes England grants and work in partnership with our Registered Providers to ensure that the supply of affordable housing across Trafford increases.	Ongoing	Strategic Growth Service, Homes England, RPs.	Trafford Council continues to work with RPs and Homes England to encourage the development of affordable (including social rent) across the borough.
2.3	Continue to promote the Trafford Affordable Housing Fund.	Ongoing	Strategic Growth Service, SHP, RPs	The Trafford Affordable Housing Fund is promoted quarterly with the Strategic Housing Partnership.  A review of the criteria now allows for RPs and the Council to utilise the Fund alongside other grants.
2.4	Work with Registered Providers and developers to support the ambition to increase private rented accommodation and actively promote Build for Rent, supported through the Homes England Homebuilding Fund.	Ongoing	Strategic Growth Service, Homes England, RPs, Housing Standards Team.	This action is ongoing and discussed at the Strategic Housing Partnership and Increase Housing Delivery Group.
2.5	Encourage Registered Providers to offer a high quality management agent (landlord) service to private landlords.	Ongoing	Strategic Growth Service, Homes England, RPs, Housing Standards Team.	This action is still to commence.

Ref.	Action	By when	By who	Updates
2.6	Address the stock condition in the Private Sector using the results of the Private Sector Stock Condition Survey.	Ongoing	Strategic Growth Service, RPs, Housing Standards Team, Private Landlords.	The results of the stock condition survey are being used to determine areas of action.
2.7	Increase the provision of good quality Private Rented Sector accommodation across Trafford.	Ongoing	Strategic Growth Service, Homes England, RPs, Housing Standards Team.	Successful bid made to source 10 private rented properties through Approved property group and rent to clients with a 20% LHA uplift provided- Covid delayed the refurb of the building so this project is ongoing.
2.8	Continue to operate the Bond scheme for tenants looking to access the private rented sector.	Ongoing	HOST	The Rental Bond scheme with continue.
2.9	Develop an Empty Property Strategy for Trafford.	By December 2019	Housing Standards Team, Housing Strategy & Growth Team.	<b>COMPLETED</b> Strategy has been developed and launched in November 2019.

Ref.	Action	By when	By who	Updates
2.10	Explore options to back empty properties into use as affordable accommodation using available powers.	Ongoing	Strategic Growth Service, Legal, Housing Standards Team, RPs, Developers.	This action is linked to the delivery of the Empty Homes Strategy. A matrix to determine through problematic empty homes has been developed and the Council will be looking to use their powers to bring back into use.
2.11	Continue to operate and promote the Empty Property Match Maker Scheme.	Ongoing	Housing Strategy & Growth Team, Housing Standards team, Communications and Marketing Team.	The Empty Property Match Maker scheme will continue to be promoted.
<b>ACTION 3: ERADICATE THE USE OF B&amp;B</b>				
3.1	Aim to eradicate the use of Bed & Breakfast for emergency accommodation in Trafford.	By March 2024	Housing Strategy & Growth Team, HOST	The use of B&B has decreased however is still used in exceptional circumstances. HOST need to increase the number of emergency units to decrease the use of B&B further.

Ref.	Action	By when	By who	Updates
3.2	Continue to allocate families with children self-contained temporary accommodation as a priority rather than B&B.	Ongoing	HOST	This number had increased slightly due to Covid-19 and the lack of move on accommodation and available temporary accommodation.
<b>ACTION 4: INCREASE THE PROVISION OF TEMPORARY ACCOMMODATION</b>				
4.1	Increase the provision of temporary accommodation.	Ongoing	Strategic Growth Service, Homes England, HOST, RPs	HOST have increased the portfolio utilising Salix Living and Approved Property Group. This will be an ongoing action.
4.2	Work in partnership with RPs and private landlords to increase the provision of temporary accommodation.	Ongoing	HOST, RPs, Private Landlords	Work is being undertaken at GM level regarding the B&B framework and the suitability of such accommodation.

Ref.	Action	By when	By who	Updates
4.3	Explore options to bring back empty properties for use as temporary accommodation.	Ongoing	HOST, RPs, Private Landlords	One property has been brought into use – it was a 4 bed HMO which has been converted to 4 individual flats for use as TA.
<b>ACTION 5: END ROUGH SLEEPING</b>				
5.1	End the need for rough sleeping in Trafford by 2024 in line with the Greater Manchester commitment.	Ongoing	HOST, GMCA	Trafford's number has decreased from 5 to 3 following a recent count.
5.2	Ensure there are effective outreach services in Trafford to play a critical role in identifying needs of a rough sleeper at an early stage.	Ongoing	Housing Strategy & Growth Team, Adults Services, HOST, CCG, Voluntary Sector	St John's have provided a comprehensive list of services available to rough sleepers.  Two Rough Sleeper Outreach Workers have been appointed.
5.3	Ensure those rough sleepers with complex needs and chaotic lifestyles have access to the appropriate support.	Ongoing	Housing Strategy & Growth Team, Adults Services, HOST, CCG, Voluntary Sector	GMCA through the Rough Sleeper Initiative monies have recruited Dual Diagnosis Workers and Outreach Nurses to be shared across the GM boroughs.

Ref.	Action	By when	By who	Updates
5.4	Ensure Trafford utilise the Social Impact Board (SIB) and Housing First initiatives introduced at a Greater Manchester level.	Ongoing	Housing Strategy & Growth Team, Adults Services, HOST, CCG, Voluntary Sector	Trafford is working with the SIB to maintain support once the project has decommissioned.  Trafford have used its allocation for Housing First referrals for 20/21.
5.5	Explore new ways to create additional spaces to meet short term peaks in demand of rough sleepers.	Ongoing	Housing Strategy & Growth Team, Adults Services, HOST, CCG, Voluntary Sector	Coped with the impact of Covid 19 and could access accommodation for the 'Everyone in'. Opened up a second ABEN provision in March 21.
5.6	Explore ways for people to donate that do not inadvertently support and encourage street begging.	By December 2021	Housing Strategy & Growth Team, HOST, Partnership Team, Real Change.	Real Change is currently on hold due to Covid-19 pressures. This action will be re-looked at once the pandemic is over.
5.7	Explore the opportunity to establish a 'pay forward scheme' with a local café or restaurant as an alternative to giving rough sleepers/beggars on the street.	By December 2019	Housing Strategy & Growth Team, HOST, Partnership Team, Real Change.	<b>COMPLETED</b> This was explored and the group decided it wouldn't be viable due to risks that may incur with theft and bullying as well as large numbers of rough sleepers congregating at participating venues.

Ref.	Action	By when	By who	Updates
5.8	Explore the opportunity to establish a card service for rough sleepers to access money donated.	By December 2019	Housing Strategy & Growth Team, HOST, Partnership Team, Real Change.	<b>COMPLETED</b> This was explored and the group decided it wouldn't be viable due to risks that may incur with theft and bullying.
5.9	Offer a bed for the night for all rough sleepers during the winter period (October – March).	Ongoing	RPs, HOST, GMCA	Trafford have two units now providing 10 bed spaces for ABEN.  Trafford called CWP/SWP from November 2020 till 31 <sup>st</sup> March 2021.
5.10	Establish links with faith, community organisations and other partners to enable a bed for every night in winter can be provided in Trafford.	Ongoing	Housing Strategy & Growth Team, HOST, Partnership Team.	<b>COMPLETED</b>  Action no longer necessary as funding from GMCA has ensured accommodation is available.
5.11	Explore options to provide 'a bed every night' throughout the year regardless of weather.	By Dec 2020	Housing Strategy & Growth Team, HOST, Partnership Team, GMCA.	<b>COMPLETED</b>  This provision is in place.

Ref.	Action	By when	By who	Updates
5.12	Ensure Trafford makes use of the available funding through the GM Mayoral Fund.	Ongoing	Housing Strategy & Growth Team, HOST.	<b>COMPLETED</b> Trafford have a grant agreement in place with GMCA to receive monies for the mayoral fund for ABEN.
5.13	Work with sofa surfers to prevent rough sleeping	Ongoing	HOST	All clients have a housing options assessment with a Personal Housing Plan formulated in line with the HRA.  Those client that may have rough slept are able to access funds aimed at reducing rough sleeper numbers.
<b>ACTION 6: IMPROVE ACCESS TO EMPLOYMENT, EDUCATION AND TRAINING</b>				
6.1	Continue to ensure that homeless people or those not living in-secure tenancies are a priority group for the Trafford Pledge.	Ongoing	Strategic Growth Service, TEES.	This will continue.

Ref.	Action	By when	By who	Updates
6.2	Continue to refer people to GM employment projects such as Working Well, Skills for Employment and Motiv8 who provide intensive one to one support working with individuals to overcoming their barriers and provide help to raise confidence, upskill and increase employability.	Ongoing	HOST, DWP, Job Centre, RPs, Probation Service	HOST have contacts with the employment projects and will continue to refer customer who need this support.
6.3	Improve links with Trafford College to enable homeless people to access courses.	By December 2019	HOST, Trafford College.	<b>COMPLETED</b> Links with Trafford College have been established.
6.4	Explore options to provide training courses to individuals at risk of homelessness, and those recently resettled following homelessness, on budgeting, cooking, nutrition and CV writing.	By Summer 2022	HOST, Trafford College, RPs, Partnership Team.	Action still to commence.
6.5	Explore options to provide driving lessons and specific job related courses.	By March 2022	HOST, Trafford College, DWP, Job Centre	Action still to commence.

Ref.	Action	By when	By who	Updates
6.6	Explore options for a facility for individuals at risk of homelessness, and those recently resettled following homelessness, where they can prepare for job interviews.	By March 2021	HOST, Housing Strategy & Growth Team, RPs	<b>COMPLETED</b> A facility has been established within Stretford Mall called 'Working Wardrobe' which allows homeless people and those on low incomes to access clothing for interviews.
6.7	Publicise the grants available for homeless people/ individuals at risk of homelessness, and those recently resettled following homelessness, to access college courses.	Ongoing	HOST	<b>COMPLETED</b> We have explore this action and unfortunately Trafford College have confirmed that there aren't any specific grants that could be publicised.
6.8	Ensure HOST and Job Centre staff are aware of the opportunities available for homeless people in terms of education.	Ongoing	HOST, Job Centre, DWP.	DWP liaise with HOST and the Homeless Champions Group to ensure up to date information is available.
6.9	Work with construction employers to ensure there are apprenticeships and careers structures in place.	Ongoing	Construction Sub-Group, Inclusive Growth Board, SHP, RPs.	This action is ongoing.

Ref.	Action	By when	By who	Updates
<b>ACTION 7: IMPROVE HEALTH AND WELLBEING FOR HOMELESS PEOPLE</b>				
7.1	Work with partners to address the health of homeless people across Trafford.	By March 2024	Adult Services, CCG, NHS, HOST, VCSE, RPs	Action still to commence.
7.2	Improve access to mental health services for homeless people in Trafford.	Ongoing	Adult Services, CCG, NHS, Housing Strategy & Growth Team, HOST	Action is ongoing and will continue.
7.3	Explore specialist support services that can help those in need and reduce homelessness for those people with a disclosed mental health issue.	By December 2021	Adult Services, CCG, NHS, Housing Strategy & Growth Team, HOST	Action still to commence.
7.4	Develop a Mental Health Strategy for Trafford.	By March 2020	Adult Services, CCG, NHS, Housing Strategy & Growth Team, HOST	<b>COMPLETED</b> Strategy has been developed.

Ref.	Action	By when	By who	Updates
7.5	Ensure that Trafford is part of the discussions regarding mental health at the GM level as part of the homelessness charter.	Ongoing	HOST	Trafford is part of GM wide discussions relating to Mental Health and accessing services for homeless people.
7.6	Improve access to substance misuse services for homeless people in Trafford.	Ongoing	Adult Services, CCG, NHS, Housing Strategy & Growth Team, HOST	A member of staff from Big Life (Drug and Alcohol services) sits with the HOST team on a weekly basis.
7.7	Explore the opportunity to provide mindfulness and wellbeing courses for homeless people.	By December 2019	Adult Services, CCG, NHS, HOST	Action still to commence.
7.8	Continue to operate the GM Hospital Discharge protocol to ensure adequate notice is given regarding discharge to prevent homelessness and enable officers to find suitable accommodation.	Ongoing	HOST, CCG, NHS	GM Hospital discharge protocol in place and there is an officer within HOST who is the main contact for those people admitted to hospital with no fixed abode.

Ref.	Action	By when	By who	Updates
7.9	Utilise the legal duties to ensure health, social care and related services (including housing) integrate to reduce health inequalities in Trafford.	Ongoing	Adult Services, CCG, NHS, HOST	Action still to commence.
7.10	Explore the opportunity of dedicated medical centre for homeless people.	By December 2022	CCG, NHS	Action still to commence.
7.11	Improve access to health and GP services for homeless people.	Ongoing	CCG, NHS	This action is ongoing. HOST ensure that all customers who access the service are registered with a GP as part of the assessment process.
7.12	Explore options to introduce a mobile health/therapy clinic that can take services directly to where it is needed.	By December 2022	CCG, NHS	Action still to commence.