

Preventing Homelessness Strategy Consultation and Review Report.

Winchester City Council: Preventing Homelessness Strategy Consultation and Review Report.

Introduction:

Winchester City Council held a Preventing Homelessness Strategy consultation and review event in June 2013. Representatives from 50 of our statutory and voluntary agencies were invited to attend the event and contribute to the review process. Those agencies invited to participate represented a broad range of service users which included entrenched rough sleepers, young homeless people, single homeless households and families with young children, ex-offenders, clients with dependency issues, mental health issues and learning difficulties.

Early intervention as prevention of homelessness avoids the need to take corrective action at a later date and this was a key theme of the consultation and review process. We believe by working in partnership with other local agencies we can deliver more efficient and cost effective homelessness prevention services.

It is accepted that there are clear proven cost benefits to developing preventative services rather than relying on expensive and reactive emergency provision such as bed and breakfast and other temporary accommodation. Reviewing local preventative services and gaps in service delivery was a key theme of the consultation and review process.

Summary:

Tackling homelessness and rough sleeping is not just about providing homes but about dealing with the broader multitude of causes such as drug and alcohol addiction, mental illness and family breakdown. The consultation event and review provided us with an opportunity to discuss strategies with our partners for tackling homelessness and addressing underlying issues by exploring partnership models of preventative measures and responses. We wanted our action plan to be inclusive and supported by all our stakeholders and for the consultation event and review to help inform and develop our Preventing Homelessness Strategy Action Plan.

This report will provide the relevant background information to the consultation and review of the preventing homelessness strategy. It will explain the findings which have been aligned with current statistical data and evidence plus the peer review results and recommendations that then culminated into the future goals and 10 key priorities within in the Preventing Homelessness Strategy.

Background:

The consultation event involved asking external and internal partners to consider and provide feedback on the 5 following themes:

1. Innovative solutions for tackling homelessness and rough sleeping
2. Examine local strategies and how best to work in partnership to face the current local challenges.
3. Consider initiatives to support those at risk of homelessness and discuss strategies to prevent repossessions and evictions.
4. Assess ways in which service provision can be targeted and improved to address rough sleeping.
5. Discuss routes out of homelessness especially for those with complex needs
6. Access to the private rented sector

A list of delegates who attend the event can be found in **Appendix 1**.

Gillian Knight, Housing Options Manager introduced the consultation event with a presentation outlining the themes as mentioned above which were to be discussed and explored as part of the consultation and review process. A handout which provided delegates with background information and strategic outcomes to date can be found in **Appendix 2**.

Following the event, questionnaires were also sent out and returned from external agencies with further information to be included in the review and consultation process. The purpose was to capture as much information and feedback as possible from partner agencies that were unable to attend the event.

Local and national statistics were analysed to inform the consultation and review process. The statistical compiler data can be found in **Appendix 3**.

The outcomes of the consultation event were then compared against the peer review findings and recommendations. The peer review was conducted by two other local authorities in the Autumn of 2013, against a national framework and highlighted areas for improvements across the wider frontline housing service: The peer review continuous improvement plan can be found in **Appendix 4**

Feedback

Consultation at the event was sought and facilitated through two workshops with key themes:

Workshop 1

Delegates discussed key priorities and issues in respect of innovative solutions for tackling homelessness and rough sleeping. Examined local strategies and how best to work in partnership to face the current local challenges, considered initiatives to support those at risk of homelessness and discussed strategies to prevent repossessions and evictions.

Workshop 2

Delegates discussed key priorities and issues in respect of ways in which provision can be targeted and improved to address rough sleeping a long with routes out of homelessness especially for those with complex needs and access to suitable affordable accommodation in the private rented sector for all clients.

Feedback from the event was collated by independent facilitators and notes of group feedback for both workshops and subsequent questionnaires can be found in **Appendix 5, 6 & 7.**

The top 10 priorities established through the consultation event, workshop outcomes, resulting questionnaires, peer review continuous improvement plan and statistical evidence are as follows:

The Top 10 Priorities:

1. Reducing homelessness caused by family and friend exclusions.
2. Map the current provision and ensure any gaps in services are developed including providing any bespoke specialist supported accommodation evidenced through this process – ie gypsy and traveler, domestic abuse, review the need for a wet house provision
3. Ensure appropriate pathways are in place for bespoke client groups including entrenched rough sleepers, offenders and those with complex needs in partnership with our supporting organisations.
4. Ensuring that homelessness is represented on the District Health and Well Being Partnership Board
5. Ensuring access to the private rented sector is provided with ongoing support and advice to both the client and the landlord – ensuring implications for under 35s are explored – ie group living, hmos etc
6. Exploring and developing social enterprise opportunities in education, training and employment for homelessness households including linking to voluntary sector provision and funding opportunities through private finance.
7. Improving our communication methods, better manage client expectations and increase awareness among our partners working with potentially homeless clients of the housing options realistically available (including providing this advice in writing to all clients).
8. Developing information, evidence bases and a communications plan with more targeted information about homelessness ensuring information technology options are explored and developed

9. Ensuring Winchesters homelessness services strive to meet the national Gold Standard Programme (10 local challenges) including sharing best practice examples.
10. Map current provision for move on from supported housing accommodation for those who are ready for independent living and ensuring sufficient suitable accommodation is available.

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Appendix 1

Delegate List:

Name	Job Title	Company
Jane Petty	Deputy Head of Revenues	Winchester City Council
Jenny Meadows	Chief Executive	Winchester District Citizens Advice Bureau
Paul Williams	Chief Executive	WACA
Rebecca Hallett	Neighbourhood Warden - Anti Social Behaviour	Winchester City Council
Kevin Reed	Environmental Health Technician	Winchester City Council
Matt Laws	Housing Options Support Officer	Winchester City Council
Karen Vincent	Voids & Allocation Officer	Winchester City Council
Laura Doyle	Community Relations Officer	Winchester City Council
Zadia Green	Arrears Officer	Winchester City Council
Steve Tong	Housing Options & Support Manager	Winchester City Council
Gill Knight	Housing Options Manager	Winchester City Council
Richard Botham	Assistant Director (Housing)	Winchester City Council
Michelle Gardner	Director of Strategy & Fundraising	The Trinity Centre
Chris Ross	Hostel Manager	West View House
Stephanie Dibden	Senior Floating Support Worker	A2 Dominion Support & Care
Michele Price	Project Manager	Winchester Churches Nightshelter
Janice Dear	Housing Manager	Keystone
Moira Knapman	Winchester Basics Bank	Winchester Basics Bank
Amanda Burnie	Senior Client Services Manager	Home Group
Cathy Stone	Local Service Manager	Sanctuary Supported Living
Lucy Relf	Support Worker	A2 Dominion
Sue McKenna	General Manager, Trinity Winchester	
Sandra Kenning	Supporting People Coordinator	
Teona Wingate	Resettlement Manager	HMP Winchester
Anne Johnson		HOMER Substance Misuse service

Cllr Tony Coates	Portfolio Holder for Housing	Winchester City Council
Cllr Jamie Scott	HMO ISG Chair	Winchester City Council
Annette Davis	SCRATCH Manager	Scratch
Sandra Price	Team Leader	A2 Dominion
Katy Herrington	Housing Options Officer	Hart District Council
Mandy Ledger	Deputy Manager	YOU
Frances Rogers		YOU
Sally Guy	Support Worker for Childrens Services	Winchester Children Services
Jayne Godding	Allocations Officer	Winchester City Council
		Winchester Churches Nightshelter
Jo Ashwell	Housing Performance Manager	Winchester City Council
Cllr Janet Berry		Winchester City Council
Cllr Vicki Weston	Portfolio for Planning and Transport	Winchester City Council
Cllr Jane Rutter		Winchester City Council
Jean Hart	Winchester Basics Bank	
Charlotte Quinn	Housing Options Officer	Winchester City Council
Tracy Hendren	National Practitioner Support Service Manager	
Amber Russell	Tenancy Services Manager	Winchester City Council
Cllr Ian Tait		Winchester City Council
Katie Harrington	Housing Options Officer	Hart District Council
Jane Ellis		Together
Julie Alden	Team Manager	Winchester Childrens Services
Tracy Ette		Youth Offending Service
Rebecca Williams	PCSO	Winchester Police Station
Cllr Dominic Hiscock	Winchester City Council	
Denise Sturgess	Business Services Officer	Winchester City Council

Appendix 2 – Handout showing progress to date for the consultation event

WCC Strategic Objectives	Feedback Summary
Peer Review Toolkit and Ten Local Challenges	We are actively planning to undertake the peer review in partnership with three other authorities. We recognise that we have quite a lot of work to do to meet the ten local challenges, but feel the Peer Review and application process will be very helpful to us in developing our Housing Options service.
Allocation policies	Winchester City Council is a partner with four other local authorities in Hampshire Home Choice (HHC), a sub-regional choice-based lettings scheme. The allocations policy for the sub-regional scheme has been re-drafted to reflect changing priorities as a result of welfare reform, and the Council is working on a revision of its own allocations policy which sits underneath the HHC scheme.
Private Rented Sector Offer	We are working on a pilot project with CRISIS to develop a much improved landlord offer to help us gain access to PRS for clients coming through the Housing Options service. We are also writing a PRSO Policy which will be submitted to Cabinet (Housing) Committee in March for approval, to allow us to discharge homelessness duty into the PRS.
NSNO and StreetLink	Limited activity generated through StreetLink – only one referral received so far. We are making good progress with putting together our NSNO service. We have two voluntary sector housing providers who are prepared to receive people overnight and can offer six emergency bed spaces for people sleeping rough to deliver NSNO.
Single Homeless Funding	We are running a pilot project with our homelessness day centre to provide a personalised budget to support entrenched rough sleepers off of the streets. The arrangements we are putting in place for NSNO aim to offer a pathway to single homeless people. Our Housing Options service provides advice and assistance to single people and the landlord offer includes provision for single people and couples as well as for families. SWEP provision (up to 5 beds) offers short-term assistance to single homeless people in severe weather
Feedback generally:	We have good support from elected members who are taking an active interest in homelessness. This helps us retain our Homelessness Prevention Grant to support our services. However, demand has grown substantially. We have not used B&B for 12 months, but have 39 units of TA plus an additional 12 units of general needs housing currently in use by homeless households.

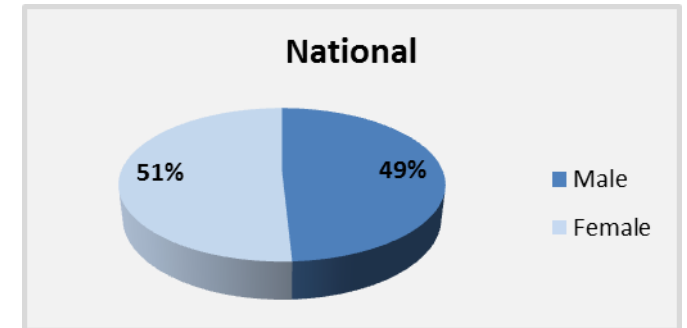
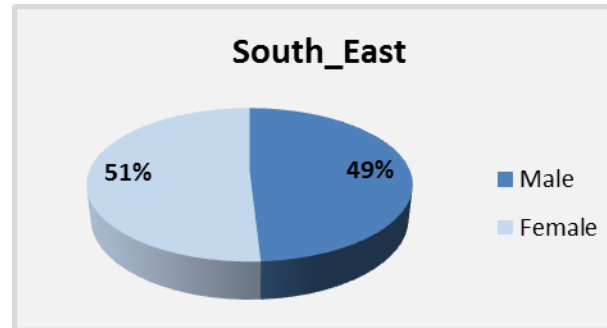
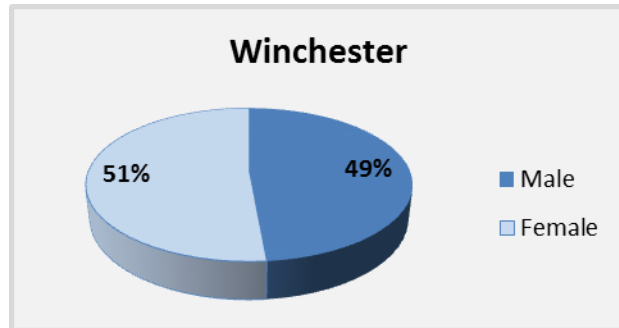
Winchester City Council Statistical Compiler

February 2014

1. Demographic Overview & Housing Register Figures - Mixed Data Sources

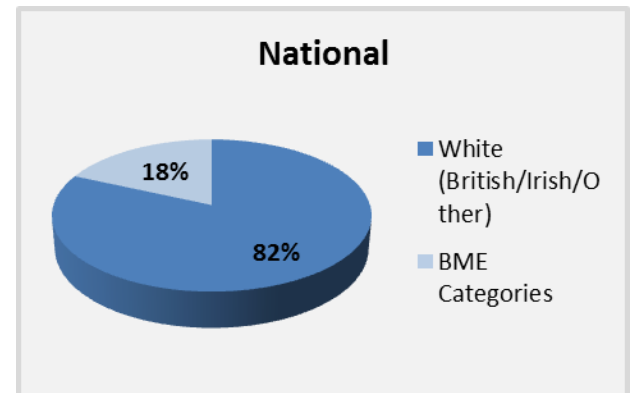
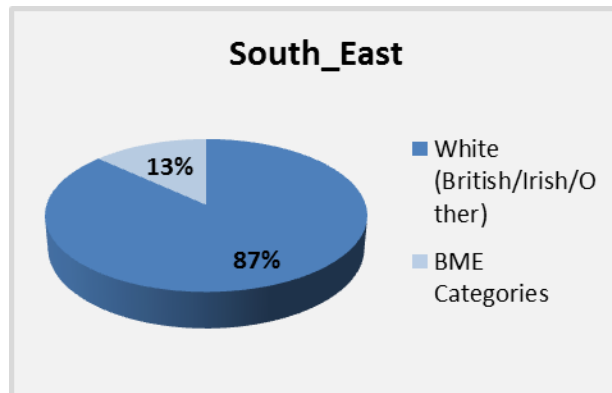
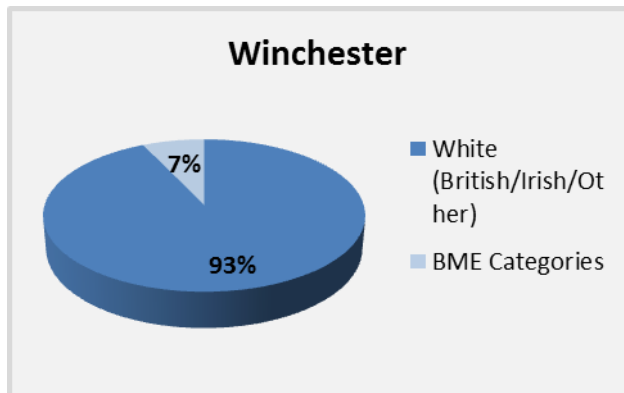
Population 2011 - Gender - 2011 General Census

	Winchester	% of total	% of region	South_East	% of total	National	% of total
Total Population	116,595	100.0%	1.4%	8,634,750	100.0%	53,012,456	100.0%
Male	56,629	48.6%	1.3%	4,239,298	49.1%	26,069,148	49.2%
Female	59,966	51.4%	1.4%	4,395,452	50.9%	26,943,308	50.8%
Households	46,865		1.3%	3,555,463		22,063,368	
Ave. Household Size	2.49		102.4%	2.43	103.5%	2.40	



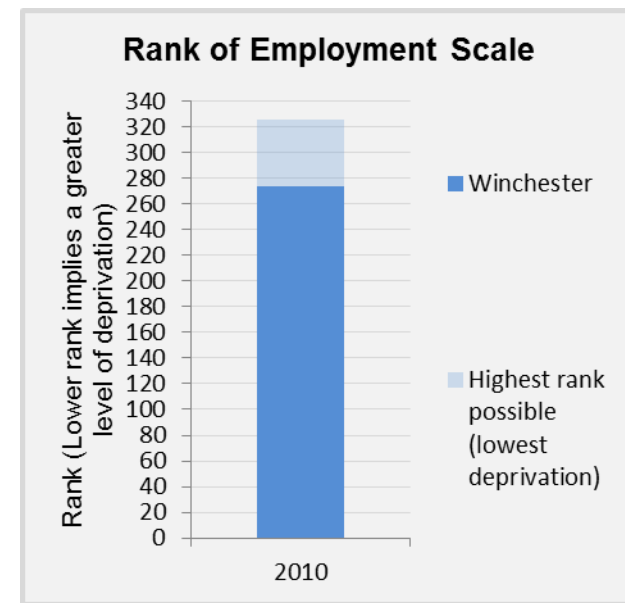
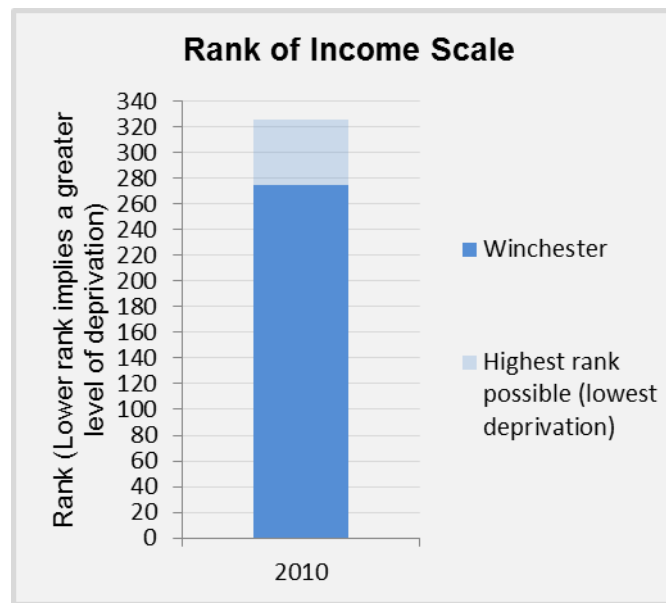
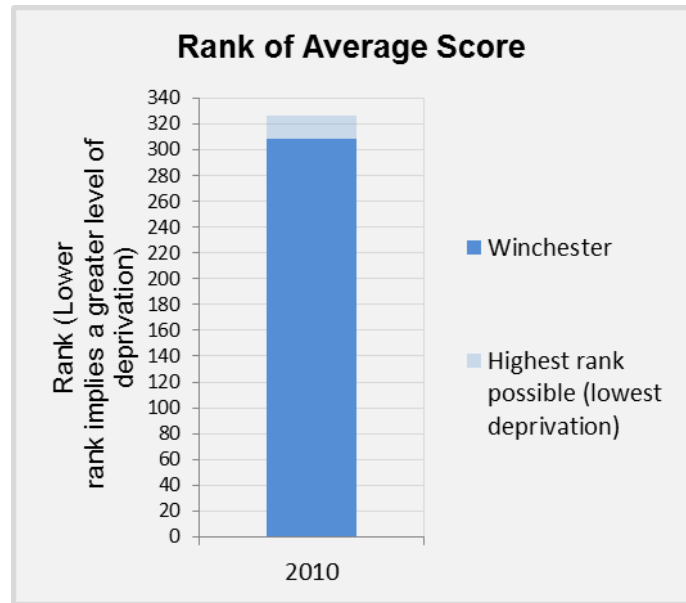
Population 2011 - Ethnicity - 2011 General Census:

Ethnicity	Winchester	% of LA	South_East	% of Region	National	% of national
White; English/Welsh/Scottish/Northern Irish/British	107,070	91.8%	7,358,998	85.2%	42,279,236	79.8%
White; Irish	733	0.6%	73,571	0.9%	517,001	1.0%
White; Gypsy or Irish Traveller	263	0.2%	14,542	0.2%	54,895	0.1%
White; Other White	3,511	3.0%	380,709	4.4%	2,430,010	4.6%
Mixed/Multiple Ethnic Groups; White and Black Caribbean	321	0.3%	45,980	0.5%	415,616	0.8%
Mixed/Multiple Ethnic Groups; White and Black African	180	0.2%	22,825	0.3%	161,550	0.3%
Mixed/Multiple Ethnic Groups; White and Asian	684	0.6%	58,764	0.7%	332,708	0.6%
Mixed/Multiple Ethnic Groups; Other Mixed	441	0.4%	40,195	0.5%	283,005	0.5%
Asian/Asian British; Indian	665	0.6%	152,132	1.8%	1,395,702	2.6%
Asian/Asian British; Pakistani	92	0.1%	99,246	1.1%	1,112,282	2.1%
Asian/Asian British; Bangladeshi	222	0.2%	27,951	0.3%	436,514	0.8%
Asian/Asian British; Chinese	745	0.6%	53,061	0.6%	379,503	0.7%
Asian/Asian British; Other Asian	915	0.8%	119,652	1.4%	819,402	1.5%
Black/African/Caribbean/Black British; African	250	0.2%	87,345	1.0%	977,741	1.8%
Black/African/Caribbean/Black British; Caribbean	147	0.1%	34,225	0.4%	591,016	1.1%
Black/African/Caribbean/Black British; Other Black	60	0.1%	14,443	0.2%	277,857	0.5%
Other Ethnic Group; Arab	110	0.1%	19,363	0.2%	220,985	0.4%
Other Ethnic Group; Any Other Ethnic Group	186	0.2%	31,748	0.4%	327,433	0.6%
Total	116,595		8,634,750		53,012,456	



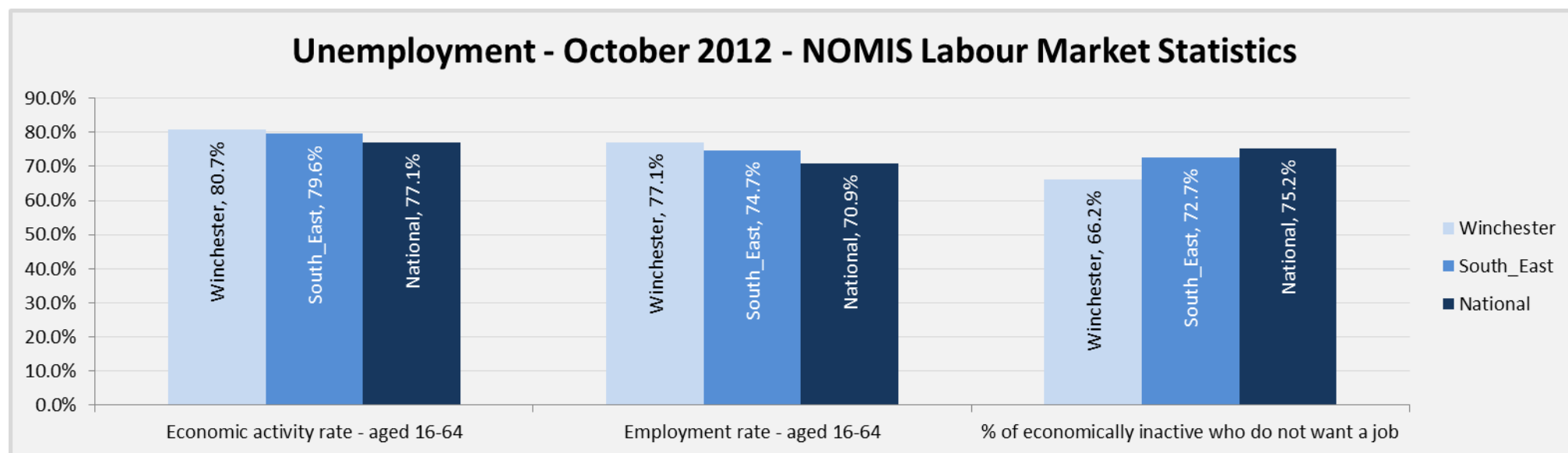
National Index of Deprivation - 2010

Winchester	2010
Weighted Average Score	8.16
Rank of Average Score	309.00
Extent	0.00
Rank of Extent	285.00
Income Scale	7,354.00
Rank of Income Scale	275.00
Employment Scale	3,066.00
Rank of Employment Scale	274.00



Unemployment - October 2012 - NOMIS Labour Market Statistics

	Winchester	2012	South_East	National
Economic activity rate - aged 16-64		80.70%	79.6%	77.1%
Employment rate - aged 16-64		77.10%	74.7%	70.9%
% aged 16-64 who are employees		60.90%	63.6%	60.7%
% aged 16-64 who are self employed		15.60%	10.7%	9.8%
Unemployment rate - aged 16-64		4.50%	6.0%	8.0%
% who are economically inactive - aged 16-64		19.30%	20.4%	22.9%
% of economically inactive who want a job		33.80%	27.3%	24.8%
% of economically inactive who do not want a job		66.20%	72.7%	75.2%
% on job seekers allowance		0.75%	28.3%	2.3%



Winchester Males	2012	South_East	National
Economic activity rate males - aged 16-64	86.7%	85.7%	83.3%
Employment rate males - aged 16-64	83.7%	80.7%	76.3%
% of males aged 16-64 who are employees	60.9%	65.8%	62.2%
% of males aged 16-64 who are self employed	22.8%	14.5%	13.6%
Unemployment rate males - aged 16-64		5.4%	8.4%
% of males who are economically inactive - aged 16-64	13.3%	14.3%	16.7%
% of economically inactive males who want a job	41.7%	28.9%	27.6%
% of economically inactive males who do not want a job	58.3%	68.2%	72.4%
% on job seekers allowance	1.0%	37.5%	3.1%

Winchester Females	2012	South_East	National
Economic activity rate females - aged 16-64	75.3%	73.5%	70.9%
Employment rate females - aged 16-64	71.1%	68.9%	65.5%
% of females aged 16-64 who are employees	60.8%	61.4%	59.1%
% of females aged 16-64 who are self employed	9.2%	6.8%	6.0%
Unemployment rate females - aged 16-64	5.6%	6.0%	7.6%
% of females who are economically inactive - aged 16-64	24.7%	26.4%	29.1%
% of economically inactive females who want a job	29.9%	24.5%	23.3%
% of economically inactive females who do not want a job	70.1%	74.9%	76.7%
% on job seekers allowance	0.5%	19.4%	3.1%

Winchester Employment Type	2012	South_East	National
% all in employment who are - 1: managers, directors and senior officials	11.1%	11.5%	10.3%
% all in employment who are - 2: professional occupations	27.0%	20.9%	19.5%
% all in employment who are - 3: associate prof & tech occupations	16.4%	15.8%	14.4%
% all in employment who are - 4: administrative and secretarial occupations	8.7%	10.7%	10.9%
% all in employment who are - 5: skilled trades occupations	13.5%	10.0%	10.3%
% all in employment who are - 6: caring, leisure and other service occupations	5.2%	8.9%	8.9%
% all in employment who are - 7: sales and customer service occupations	7.4%	7.6%	8.0%
% all in employment who are - 8: process, plant and machine operatives	2.8%	4.4%	6.2%
% all in employment who are - 9: elementary occupations	7.9%	9.5%	0.0%

NEET (Not in education, employment or training) 16-18 Year Olds Nov 2012

Nov 2012 (Data not available at district level)	South_East	National
16-18 year olds known to the Local Authority	269,315	1,740,115
Estimated NEET	14,540	100,040
Estimated NEET %	5%	6%

HSSA (Housing Strategy Statistical Appendix) 2009/10 - 2010/11 - Department of Education

Winchester 2009/10	Winchester	% of LA	South_East	% of region	National	% of national
Total on waiting list	2,738		215,373		1,740,997	
o/w requiring 1 bedroom	1,731	63%	116,626	54%	842,979	48%
o/w requiring 2 bedroom	509	19%	56,562	26%	450,597	26%
o/w requiring 3 bedroom	344	13%	29,062	13%	217,266	12%
o/w requiring more than 3 bedrooms	154	6%	7,118	3%	57,259	3%
o/w undisclosed number of bedrooms*	0	0%	2,436	1%	172,896	10%

* Missing data attributed to undisclosed number of bedrooms

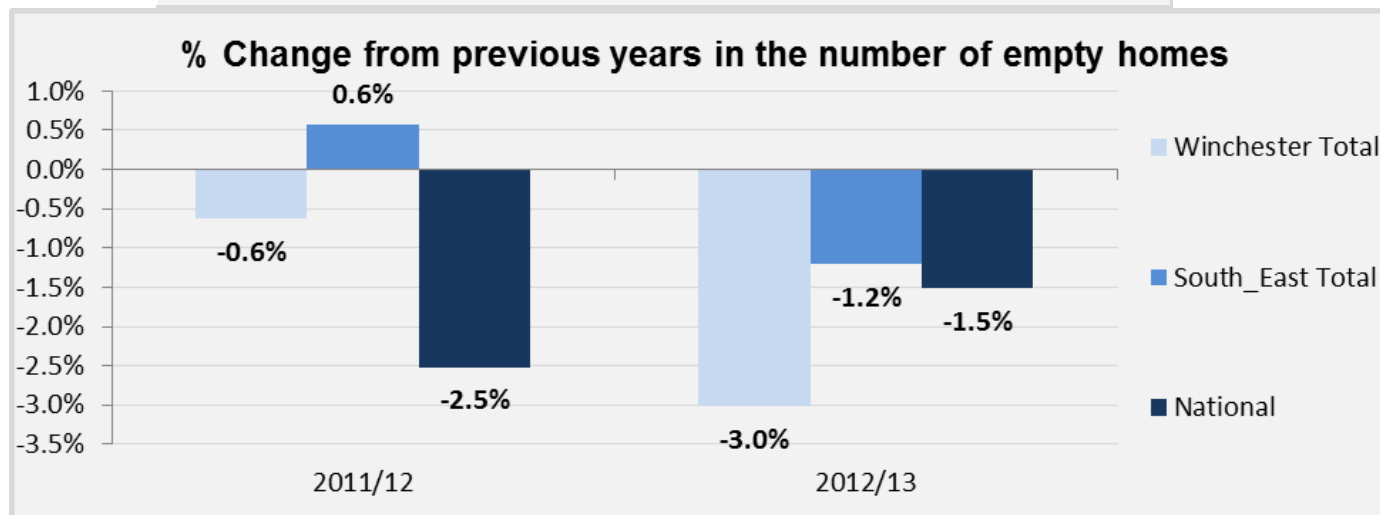
Winchester 2010/11	Winchester	% of LA	South_East	% of region	National	% of national
Total no. of households on waiting list	0		222,512		1,813,559	
o/w requiring 1 bedroom	0	0%	120,160	54%	882,221	49%
o/w requiring 2 bedroom	0	0%	62,272	28%	492,411	27%
o/w requiring 3 bedroom	0	0%	29,998	13%	232,761	13%
o/w requiring more than 3 bedrooms	0	0%	7,797	4%	62,298	3%
o/w undisclosed number of bedrooms	0	0%	2,285	1%	143,868	8%

* Missing data attributed to undisclosed number of bedrooms

Winchester % Change	Winchester	% change	Change	% change	Change	% change
Total no. of households on waiting list	-2,738	-100%	7,139	3%	72,562	4%
o/w requiring 1 bedroom	-1,731	-100%	3,534	3%	39,242	5%
o/w requiring 2 bedroom	-509	-100%	5,710	10%	41,814	9%
o/w requiring 3 bedroom	-344	-100%	936	3%	15,495	7%
o/w requiring more than 3 bedrooms	-154	-100%	679	10%	5,039	9%
o/w undisclosed number of bedrooms	0	0%	-151	-6%	-29,028	-17%

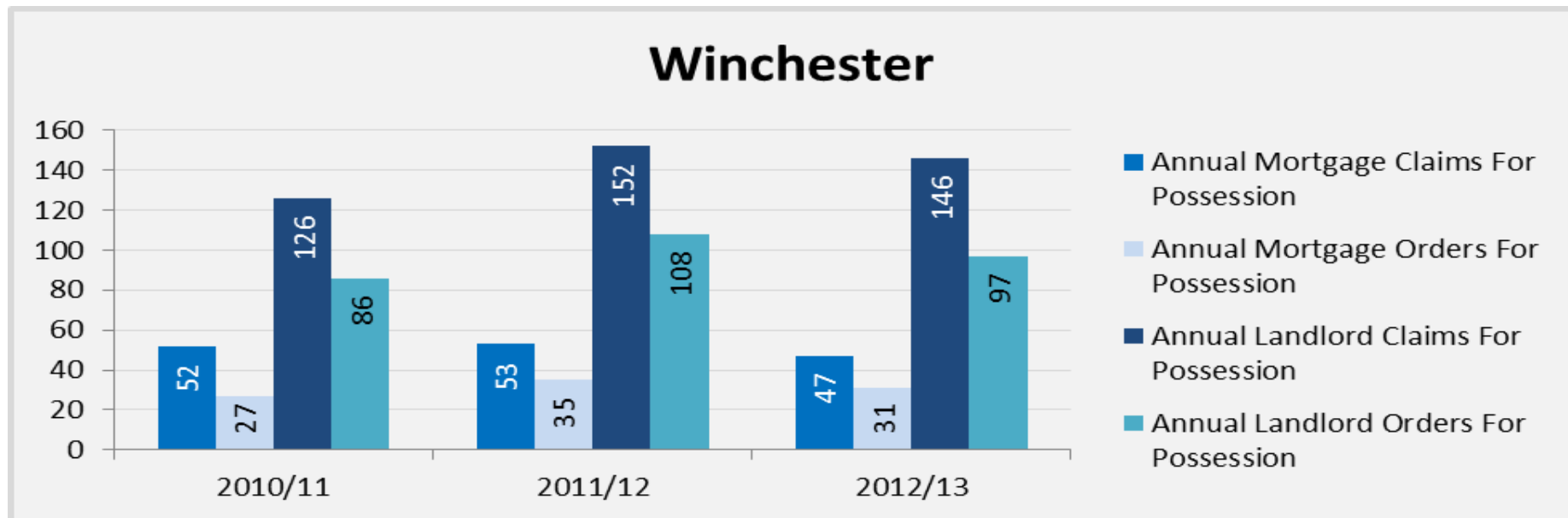
2. Empty Homes (Per 1,000 Households)- Department for Communities and Local Government

Empty Homes (Per 1,000 Households)	2010/11	2011/12	% Change	2012/13	% Change
Winchester Total	10.88	10.81	-0.6%	10.48	-3.0%
o/w Long term vacant	2.88	3.53	22.3%	3.50	-0.7%
o/w LA-Owned Vacants	0.72	0.00	100.0%	0.51	-
o/w HA General Needs Vacants	0.07	0.09	25.0%	0.11	30.0%
o/w Other Public Sector Vacants	0.00	0.00		0.00	
South_East Total	11.46	11.53	0.6%	11.39	-1.2%
o/w Long term vacant	3.94	3.76	-4.4%	3.55	-5.7%
o/w LA-Owned Vacants	0.28	0.29	3.3%	0.30	5.3%
o/w HA General Needs Vacants	0.31	0.28	-8.1%	0.27	-6.2%
o/w Other Public Sector Vacants	0.16	0.17	7.1%	0.21	20.0%
National	33.65	32.80	-2.5%	32.30	-1.5%
o/w Long term vacant	13.83	12.83	-7.3%	11.98	-6.6%
o/w LA-Owned Vacants	1.32	1.19	-10.1%	1.12	-5.5%
o/w HA General Needs Vacants	1.27	1.23	-3.4%	1.16	-5.9%
o/w Other Public Sector Vacants	0.24	0.22	-11.3%	0.25	15.4%

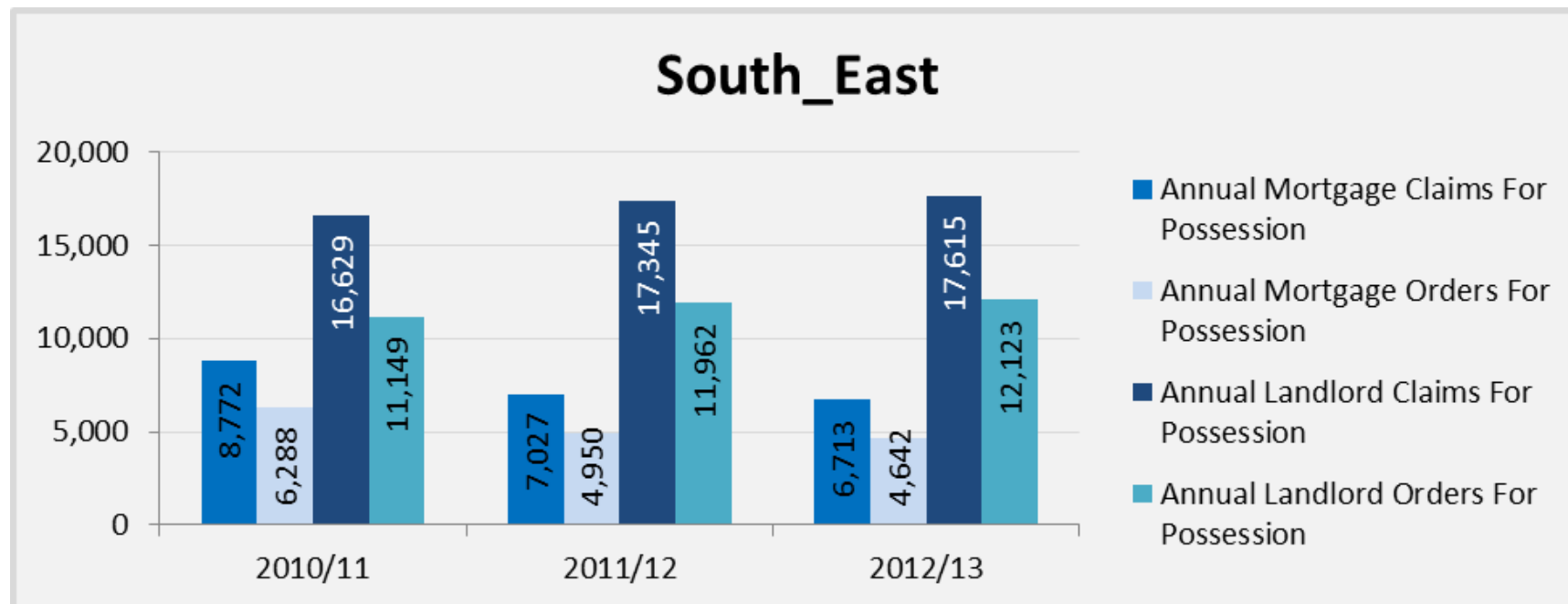


3. Local Court Activity - Ministry of Justice

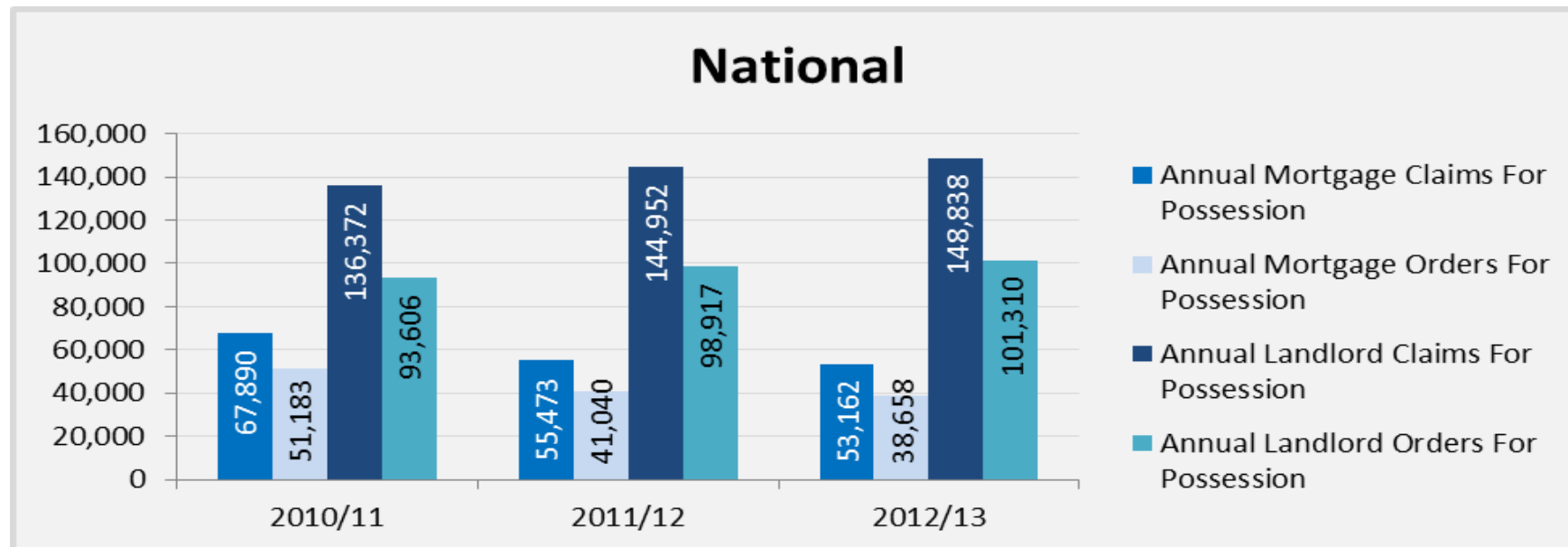
Winchester	2010/11	2011/12	% Change YoY	2012/13	% Change
Annual Mortgage Claims For Possession	52	53	1.9%	47	-11.3%
<i>Per 1,000 Households</i>	<i>0.45</i>	<i>0.45</i>		<i>0.40</i>	
Annual Mortgage Orders For Possession	27	35	29.6%	31	-11.4%
<i>Per 1,000 Households</i>	<i>0.23</i>	<i>0.30</i>		<i>0.27</i>	
Annual Landlord Claims For Possession	126	152	20.6%	146	-3.9%
<i>Per 1,000 Households</i>	<i>1.08</i>	<i>1.30</i>		<i>1.25</i>	
Annual Landlord Orders For Possession	86	108	25.6%	97	-10.2%
<i>Per 1,000 Households</i>	<i>0.74</i>	<i>0.93</i>		<i>0.83</i>	
Total Claims For Possession	178	205	15.2%	193	-5.9%
<i>Per 1,000 Households</i>	<i>1.53</i>	<i>1.76</i>		<i>1.66</i>	
Total Orders For Possession	113	143	26.5%	128	-10.5%
<i>Per 1,000 Households</i>	<i>0.97</i>	<i>1.23</i>		<i>1.10</i>	



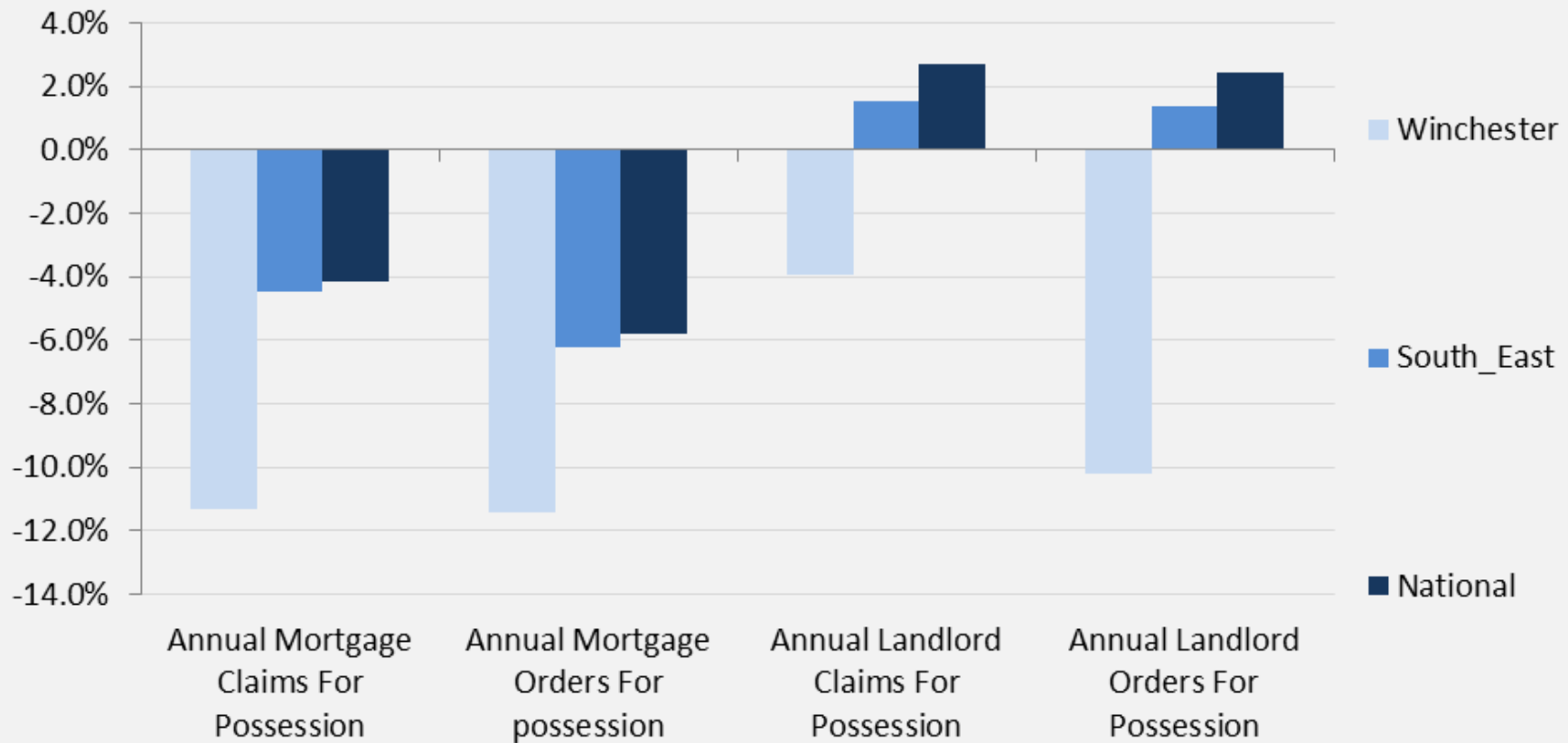
South_East	2010/11	2011/12	% Change YoY	2012/13	% Change
Annual Mortgage Claims For Possession	8,772	7,027	-19.9%	6,713	-4.5%
<i>Per 1,000 Households</i>	<i>1.02</i>	<i>0.81</i>		<i>0.78</i>	
Annual Mortgage Orders For Possession	6,288	4,950	-21.3%	4,642	-6.2%
<i>Per 1,000 Households</i>	<i>0.73</i>	<i>0.57</i>		<i>0.54</i>	
Annual Landlord Claims For Possession	16,629	17,345	4.3%	17,615	1.6%
<i>Per 1,000 Households</i>	<i>1.93</i>	<i>2.01</i>		<i>2.04</i>	
Annual Landlord Orders For Possession	11,149	11,962	7.3%	12,123	1.3%
<i>Per 1,000 Households</i>	<i>1.29</i>	<i>1.39</i>		<i>1.40</i>	
Total Claims For Possession	25,401	24,372	-4.1%	24,328	-0.2%
<i>Per 1,000 Households</i>	<i>2.94</i>	<i>2.82</i>		<i>2.82</i>	
Total Orders For Possession	17,437	16,912	-3.0%	16,765	-0.9%
<i>Per 1,000 Households</i>	<i>2.02</i>	<i>1.96</i>		<i>1.94</i>	

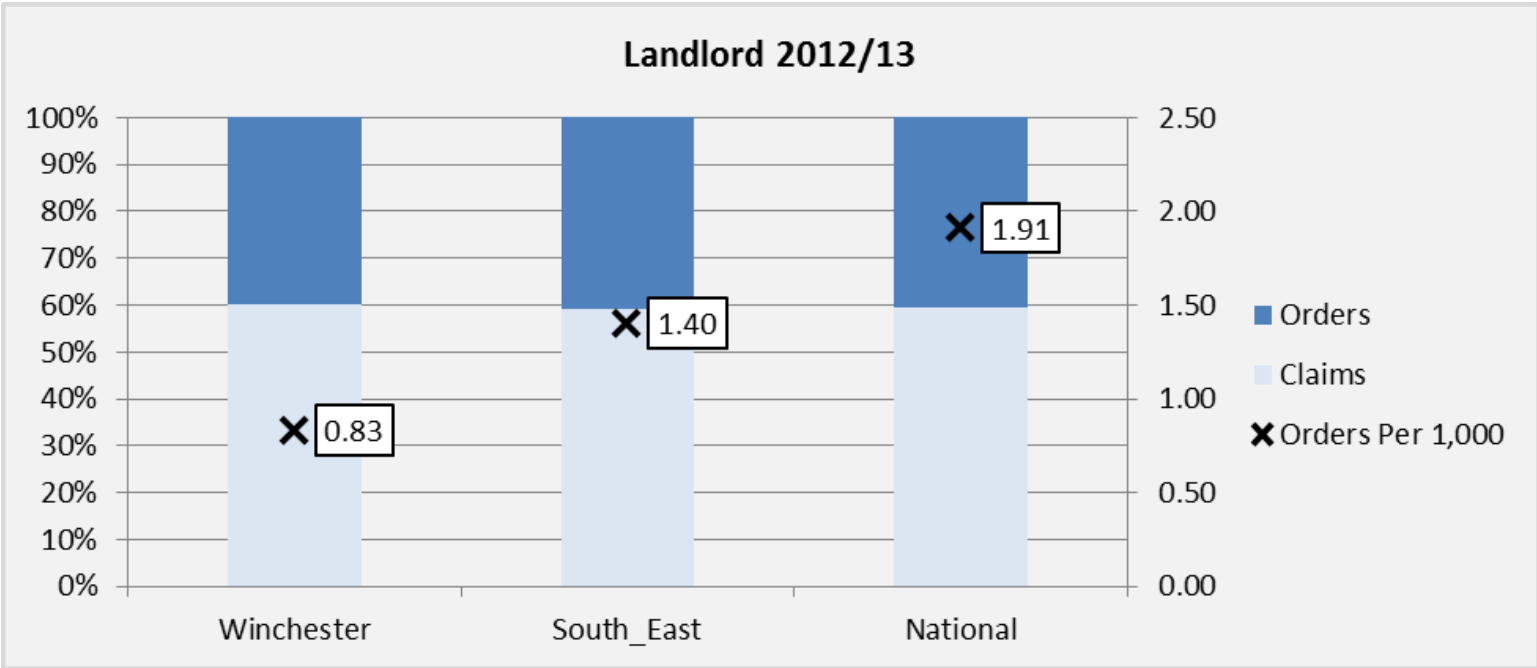
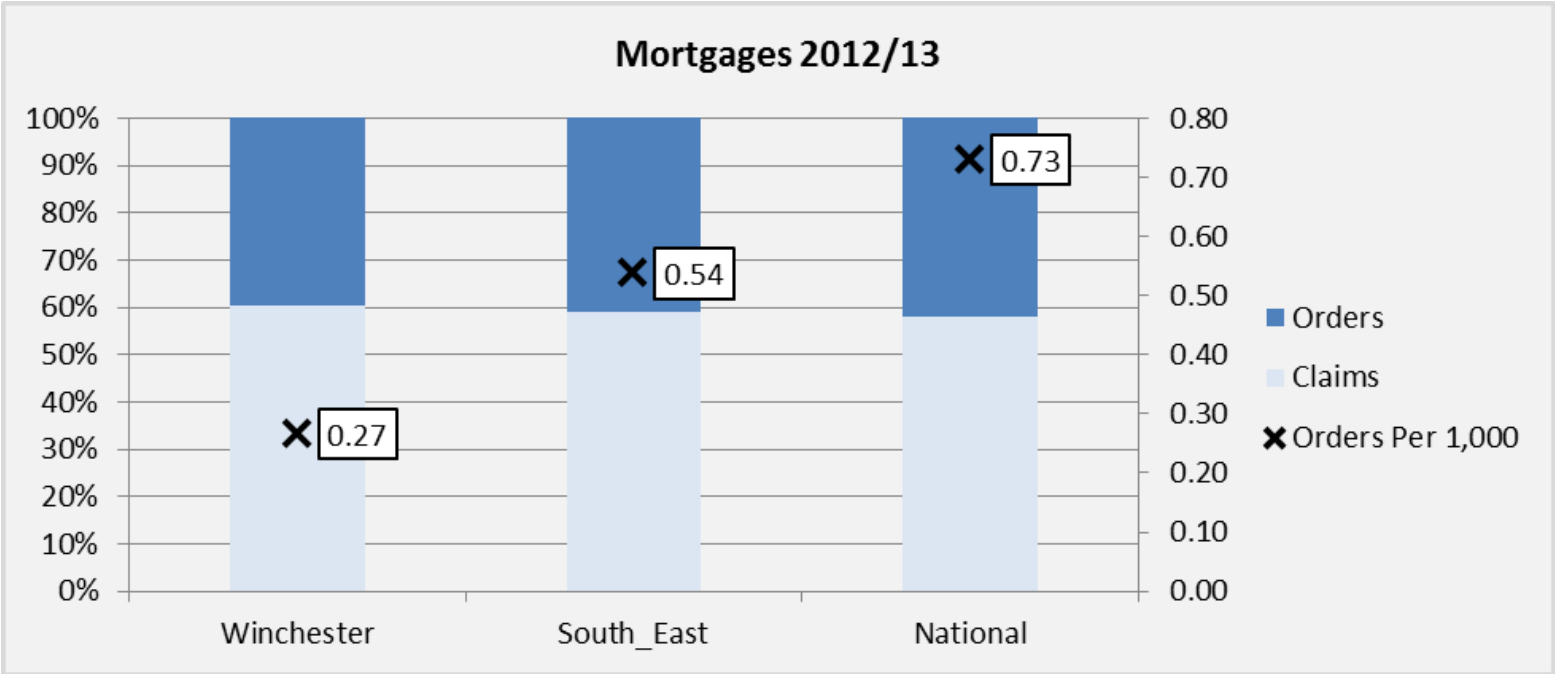


National	2010/11	2011/12	% Change YoY	2012/13	% Change
Annual Mortgage Claims For Possession	67,890	55,473	-18.3%	53,162	-4.2%
<i>Per 1,000 Households</i>	1.28	1.05		1.00	
Annual Mortgage Orders For Possession	51,183	41,040	-19.8%	38,658	-5.8%
<i>Per 1,000 Households</i>	0.97	0.77		0.73	
Annual Landlord Claims For Possession	136,372	144,952	6.3%	148,838	2.7%
<i>Per 1,000 Households</i>	2.57	2.73		2.81	
Annual Landlord Orders For Possession	93,606	98,917	5.7%	101,310	2.4%
<i>Per 1,000 Households</i>	1.77	1.87		1.91	
Total Claims For Possession	204,262	200,425	-1.9%	202,000	0.8%
<i>Per 1,000 Households</i>	3.85	3.78		3.81	
Total Orders For Possession	144,789	139,957	-3.3%	139,968	0.0%
<i>Per 1,000 Households</i>	2.73	2.64		2.64	



% Change from 2011/12 - 2012/13



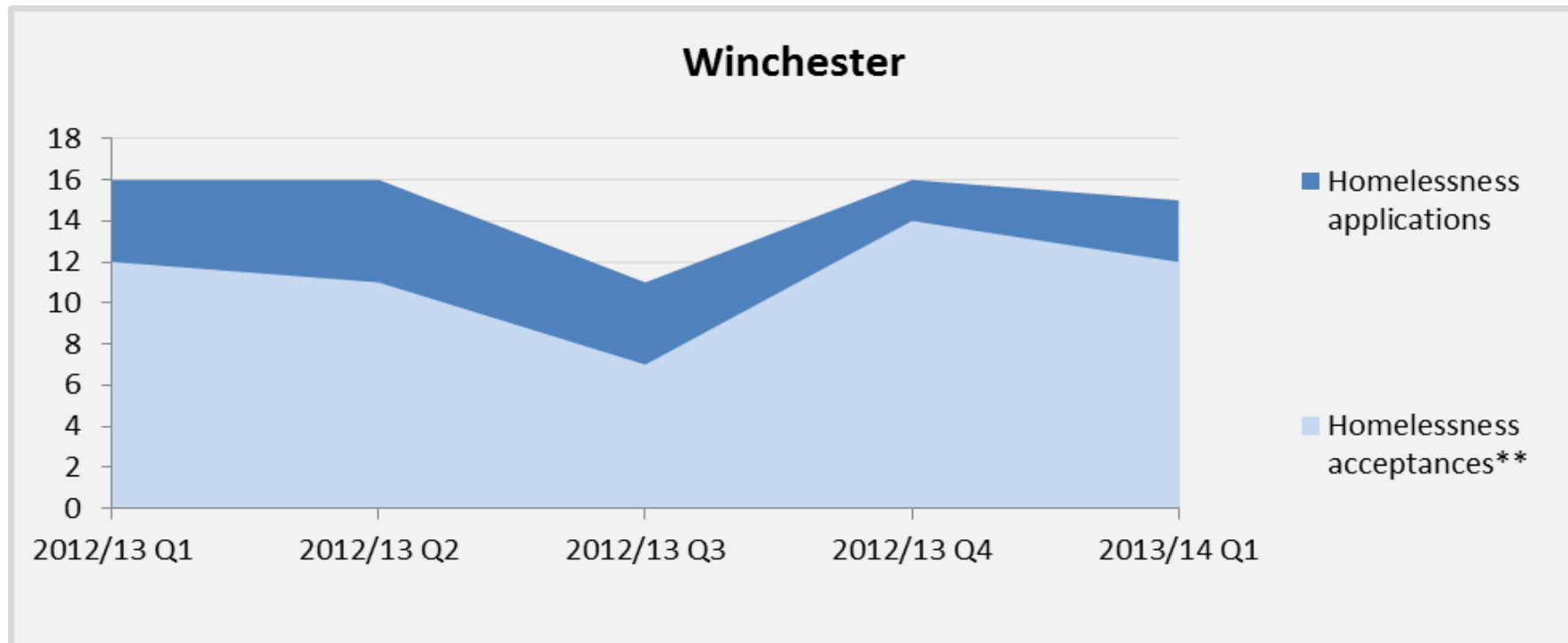


4. Homelessness Acceptances - DCLG P1E Data

Winchester	2012/1 3 Q1	2012/1 3 Q2	2012/1 3 Q3	2012/1 3 Q4	2012/1 3 YTD*	2013/1 4 Q1	2013/14 Q2	2013/14 Q3	2013/1 4 Q4	2013/1 4 YTD*
Homelessness applications <i>per 1,000 households</i>	16 <i>0.14</i>	16 <i>0.14</i>	11 <i>0.09</i>	16 <i>0.14</i>	59 0.51	15 <i>0.13</i>	13 <i>0.11</i>	N/A	N/A	56 0.48
Homelessness acceptances** <i>per 1,000 households</i>	12 <i>0.10</i>	11 <i>0.09</i>	7 <i>0.06</i>	14 <i>0.12</i>	44 0.38	12 <i>0.10</i>	9 <i>0.08</i>	N/A	N/A	42 0.36
% Accepted	75.0%	68.8%	63.6%	87.5%	74.6%	80.0%	69.2%			75.0%

* Where full year data is not available, the YTD figure will be calculated by extrapolating the presently available data. Otherwise, the full year data will be shown.

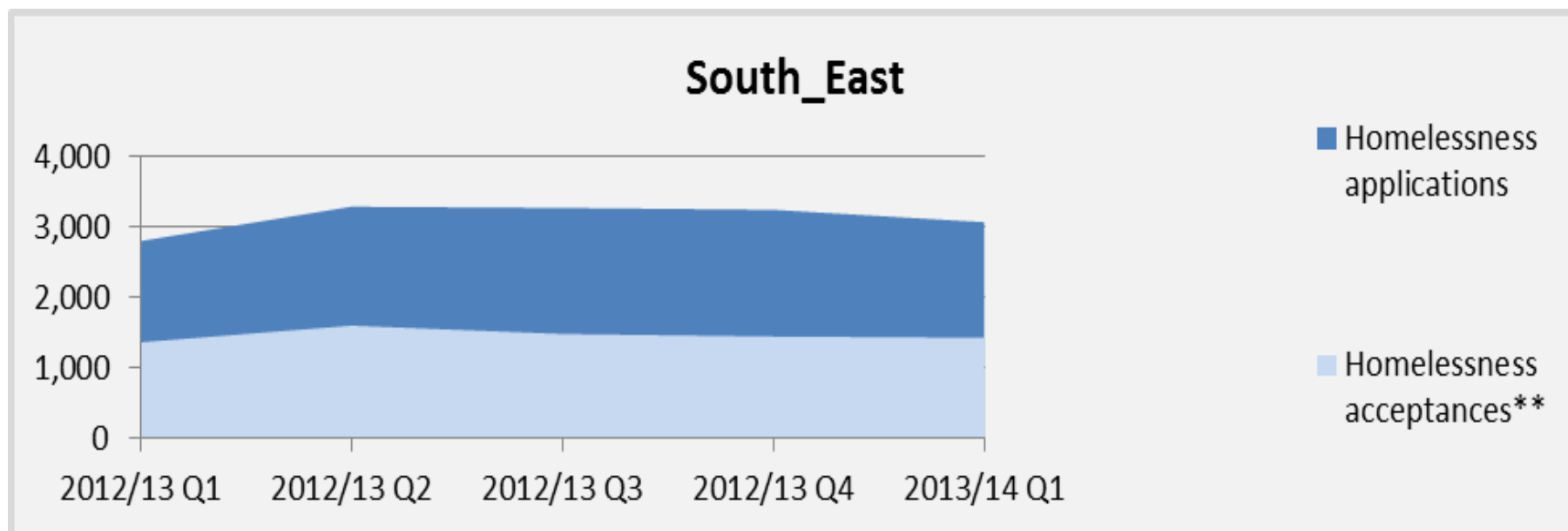
** Eligible, unintentionally homeless and in priority need



South_East	2012/1 3 Q1	2012/1 3 Q2	2012/1 3 Q3	2012/1 3 Q4	2012/1 3 YTD*	2013/1 4 Q1	2013/1 4 Q2	2013/1 4 Q3	2013/1 4 Q4	2013/1 4 YTD*
Homelessness applications <i>per 1,000 households</i>	2,799 <i>0.32</i>	3,286 <i>0.38</i>	3,268 <i>0.38</i>	3,242 <i>0.38</i>	12,595 1.46	3,067 <i>0.36</i>	3,601 <i>0.42</i>	N/A	N/A	13,336 1.54
Winchester as % of Region	0.6%	0.5%	0.3%	0.5%	0.5%	0.5%	0.4%			0.4%
Homelessness acceptances** <i>per 1,000 households</i>	1,364 <i>0.16</i>	1,600 <i>0.19</i>	1,482 <i>0.17</i>	1,446 <i>0.17</i>	5,892 0.68	1,429 <i>0.17</i>	1,599 <i>0.19</i>	N/A	N/A	6,056 0.70
Winchester as % of Region	0.9%	0.7%	0.5%	1.0%	0.7%	0.8%	0.6%			0.7%
% Accepted	48.7%	48.7%	45.3%	44.6%	46.8%	46.6%	44.4%			45.4%

* YTD figure has been calculated by extrapolating the presently available data.

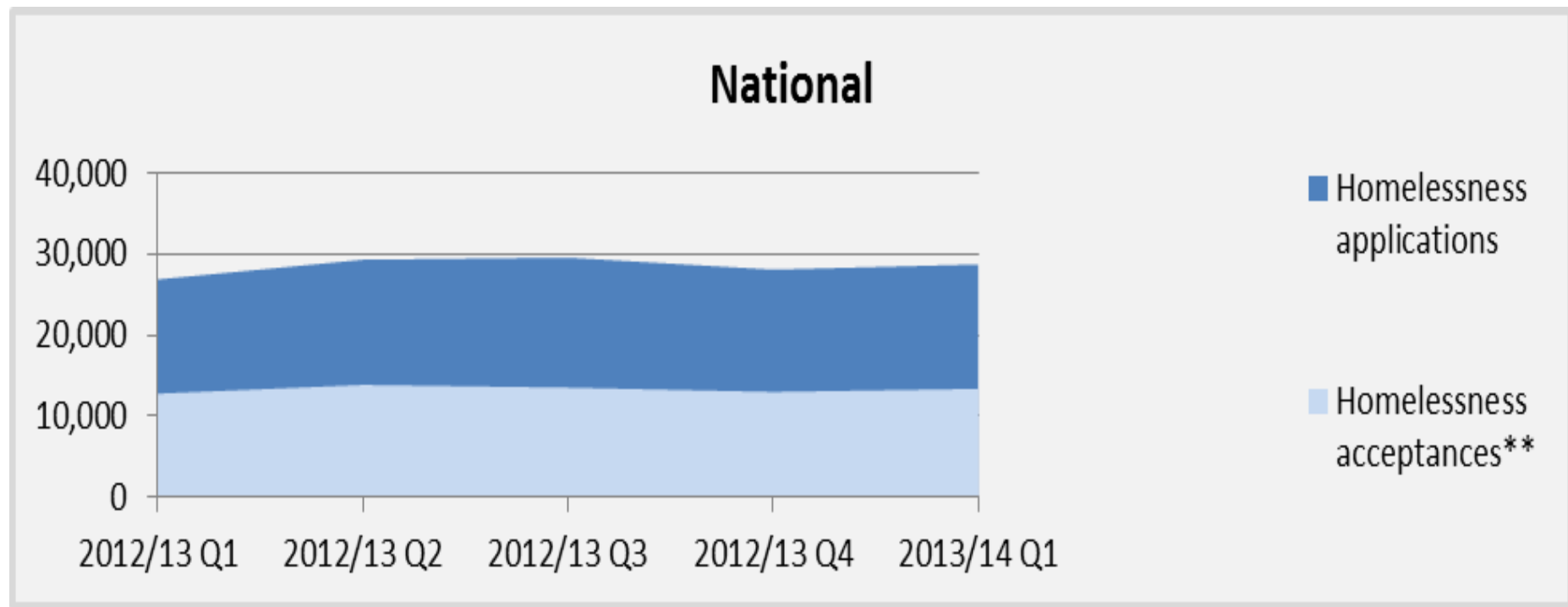
** Eligible, unintentionally homeless and in priority need



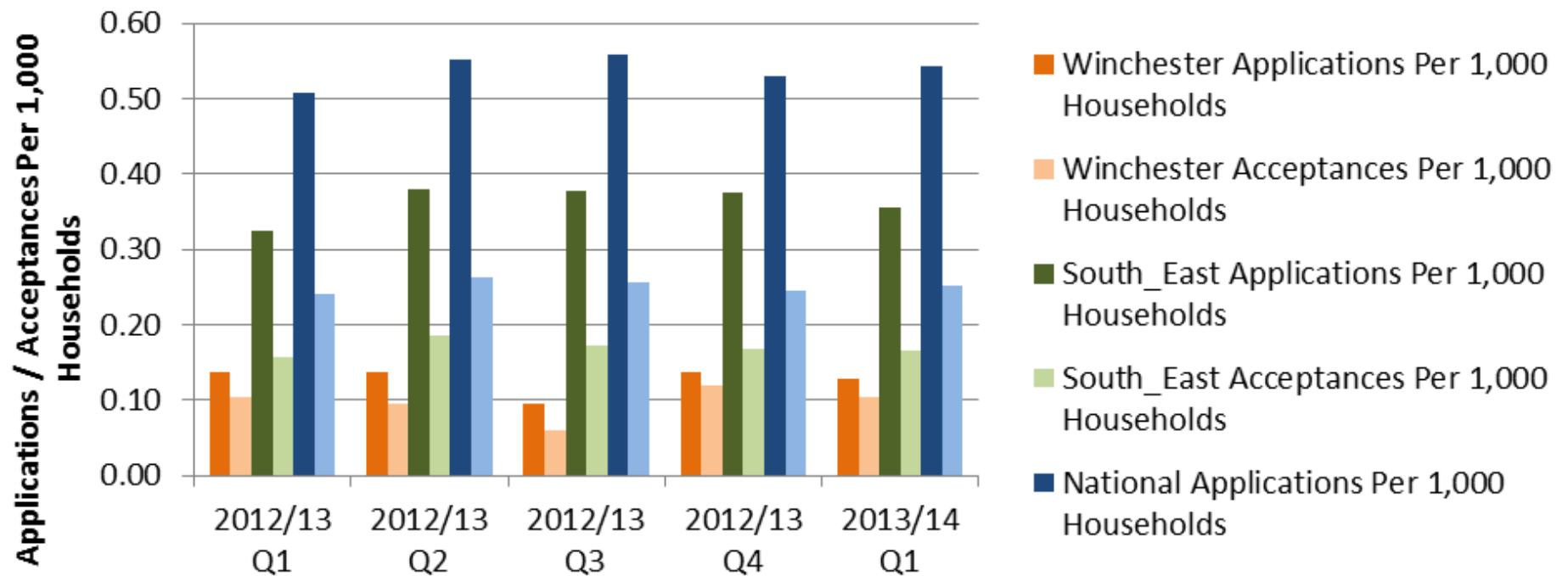
National	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2012/13 YTD*	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2013/14 YTD*
Homelessness applications <i>per 1,000 households</i>	26,887 <i>0.51</i>	29,310 <i>0.55</i>	29,570 <i>0.56</i>	28,099 <i>0.53</i>	113,866 2.15	28,737 <i>0.54</i>	28,984 <i>0.55</i>	N/A	N/A	115,442 2.18
Homelessness acceptances** <i>per 1,000 households</i>	12,803 <i>0.24</i>	13,886 <i>0.26</i>	13,536 <i>0.26</i>	13,009 <i>0.25</i>	53,234 1.00	13,398 <i>0.25</i>	13,308 <i>0.25</i>	N/A	N/A	53,412 1.01
% Accepted	47.6%	47.4%	45.8%	46.3%	46.8%	46.6%	45.9%			46.3%

* YTD figure has been calculated by extrapolating the presently available data.

** Eligible, unintentionally homeless and in priority need



Homelessness Applications and Acceptances 2012/13- 2013/14 Per 1,000 Households



5. Reason for Homelessness (Unintentionally homeless & priority need) - DCLG P1E Data

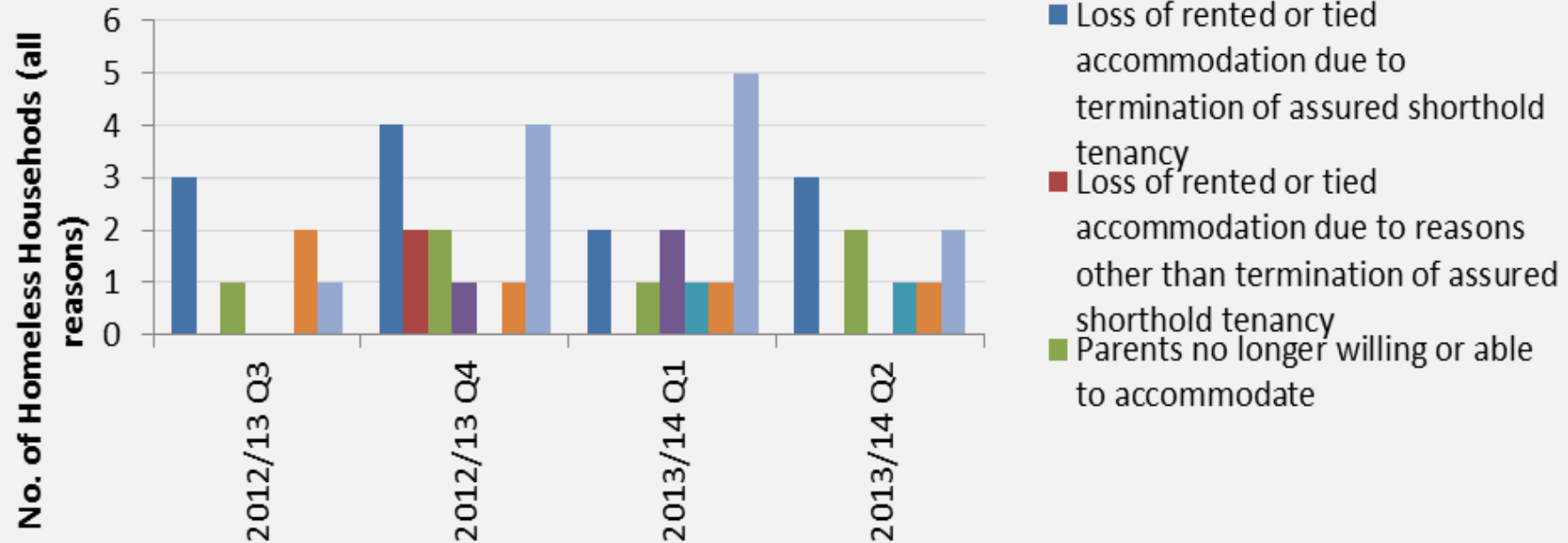
Winchester	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2012/13 FY	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2013/14 YTD**
Parents no longer willing or able to accommodate	3	1	1	2	7	1	2	N/A	N/A	6
% of total	25.0%	9.1%	14.3%	14.3%	15.9%	8.3%	22.2%			14.3%
Other relatives or friends no longer willing or able to accommodate	2	1	0	1	4	2	0	N/A	N/A	4
% of total	16.7%	9.1%	0.0%	7.1%	9.1%	16.7%	0.0%			9.5%
Non-violent breakdown of relationship with partner	0	5	0	0	5	1	1	N/A	N/A	4
% of total	0.0%	45.5%	0.0%	0.0%	11.4%	8.3%	11.1%			9.5%
Violent breakdown of relationship involving partner	0	0	2	1	3	1	1	N/A	N/A	4
% of total	0.0%	0.0%	28.6%	7.1%	6.8%	8.3%	11.1%			9.5%
Violent breakdown of relationship involving associated persons	0	0	0	0	0	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Racially motivated violence	0	0	0	0	0	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Other forms of violence	0	0	0	0	0	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Racially motivated harassment	0	0	0	0	0	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%

Other forms of harassment	0	1	0	0	1	0	0	N/A	N/A	0
% of total	0.0%	9.1%	0.0%	0.0%	2.3%	0.0%	0.0%			0.0%
Mortgage arrears (repossession or other loss of home)	0	0	0	0	0	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Rent arrears on local authority or other public sector dwellings	0	0	0	0	0	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Rent arrears on registered provider dwellings	0	0	0	0	0	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Rent arrears on private sector dwellings	0	0	0	0	0	0	1	N/A	N/A	2
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%			4.8%
Loss of rented or tied accommodation due to termination of assured shorthold tenancy	3	2	3	4	12	2	3	N/A	N/A	10
% of total	25.0%	18.2%	42.9%	28.6%	27.3%	16.7%	33.3%			23.8%
Loss of rented or tied accommodation due to reasons other than termination of assured shorthold tenancy	0	0	0	2	2	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	14.3%	4.5%	0.0%	0.0%			0.0%
Required to leave accommodation provided by Home Office as asylum support	0	0	0	0	0	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Left prison / on remand	0	0	0	1	1	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	7.1%	2.3%	0.0%	0.0%			0.0%
Left hospital	0	0	0	0	0	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Left other institution or LA care	0	0	0	0	0	1	1	N/A	N/A	4
% of total	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	11.1%			9.5%
Left HM Forces	0	0	0	1	1	0	0	N/A	N/A	0
% of total	0.0%	0.0%	0.0%	7.1%	2.3%	0.0%	0.0%			0.0%

Other reason (e.g. homeless in emergency, sleeping rough or in hostel, returned from abroad)	4	1	1	2	8	4	0	N/A	N/A	8
% of total	33.3%	9.1%	14.3%	14.3%	18.2%	33.3%	0.0%			19.0%
Total	12	11	7	14	44	12	9	N/A	N/A	42

** Where full year data is not available a full year estimate will be extrapolated using available data

Winchester - Reasons for homelessness

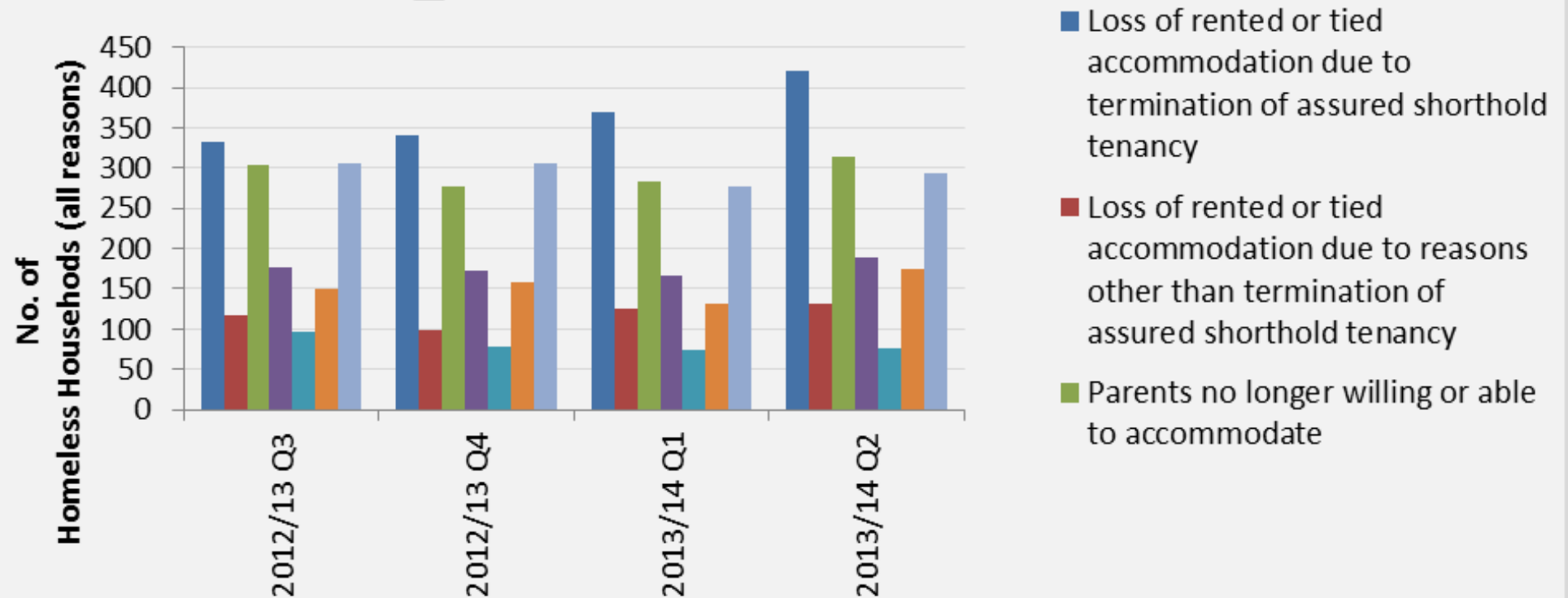


South_East	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2012/13 FY	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2013/14 YTD**
Parents no longer willing or able to accommodate	307	359	304	278	1,248	284	314	N/A	N/A	1,196
% of total	22.5%	22.4%	20.5%	19.4%	21.2%	19.9%	19.6%			19.7%
Other relatives or friends no longer willing or able to accommodate	176	205	176	173	730	167	188	N/A	N/A	710
% of total	12.9%	12.8%	11.9%	12.1%	12.4%	11.7%	11.8%			11.7%
Non-violent breakdown of relationship with partner	93	103	96	78	370	74	77	N/A	N/A	302
% of total	6.8%	6.4%	6.5%	5.4%	6.3%	5.2%	4.8%			5.0%
Violent breakdown of relationship involving partner	99	154	150	158	561	132	174	N/A	N/A	612
% of total	7.3%	9.6%	10.1%	11.0%	9.5%	9.2%	10.9%			10.1%
Violent breakdown of relationship involving associated persons	28	42	35	31	136	28	31	N/A	N/A	118
% of total	2.1%	2.6%	2.4%	2.2%	2.3%	2.0%	1.9%			1.9%
Racially motivated violence	0	2	1	1	4	0	1	N/A	N/A	2
% of total	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%			0.0%
Other forms of violence	18	18	21	18	75	23	22	N/A	N/A	90
% of total	1.3%	1.1%	1.4%	1.3%	1.3%	1.6%	1.4%			1.5%
Racially motivated harassment	3	1	2	0	6	2	2	N/A	N/A	8
% of total	0.2%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%			0.1%
Other forms of harassment	7	7	15	14	43	13	12	N/A	N/A	50
% of total	0.5%	0.4%	1.0%	1.0%	0.7%	0.9%	0.8%			0.8%
Mortgage arrears (repossession or other loss of home)	41	39	44	36	160	15	25	N/A	N/A	80
% of total	3.0%	2.4%	3.0%	2.5%	2.7%	1.0%	1.6%			1.3%
Rent arrears on local authority or other public sector dwellings	1	5	5	4	15	6	3	N/A	N/A	18
% of total	0.1%	0.3%	0.3%	0.3%	0.3%	0.4%	0.2%			0.3%

Rent arrears on registered provider dwellings	1	5	4	8	18	4	5	N/A	N/A	18
% of total	0.1%	0.3%	0.3%	0.6%	0.3%	0.3%	0.3%			0.3%
Rent arrears on private sector dwellings	43	42	38	36	159	47	44	N/A	N/A	182
% of total	3.2%	2.6%	2.6%	2.5%	2.7%	3.3%	2.8%			3.0%
Loss of rented or tied accommodation due to termination of assured shorthold tenancy	295	326	333	341	1,295	369	420	N/A	N/A	1,578
% of total	21.6%	20.4%	22.5%	23.8%	22.0%	25.8%	26.3%			26.1%
Loss of rented or tied accommodation due to reasons other than termination of assured shorthold tenancy	98	132	117	99	446	126	132	N/A	N/A	516
% of total	7.2%	8.3%	7.9%	6.9%	7.6%	8.8%	8.3%			8.5%
Required to leave accommodation provided by Home Office as asylum support	8	8	7	8	31	11	7	N/A	N/A	36
% of total	0.6%	0.5%	0.5%	0.6%	0.5%	0.8%	0.4%			0.6%
Left prison / on remand	17	17	8	10	52	17	15	N/A	N/A	64
% of total	1.2%	1.1%	0.5%	0.7%	0.9%	1.2%	0.9%			1.1%
Left hospital	21	19	19	17	76	20	23	N/A	N/A	86
% of total	1.5%	1.2%	1.3%	1.2%	1.3%	1.4%	1.4%			1.4%
Left other institution or LA care	22	23	21	17	83	21	25	N/A	N/A	92
% of total	1.6%	1.4%	1.4%	1.2%	1.4%	1.5%	1.6%			1.5%
Left HM Forces	4	8	7	17	36	13	9	N/A	N/A	44
% of total	0.3%	0.5%	0.5%	1.2%	0.6%	0.9%	0.6%			0.7%
Other reason (e.g. homeless in emergency, sleeping rough or in hostel, returned from abroad)	69	71	79	72	291	57	70	N/A	N/A	254
% of total	5.1%	4.4%	5.3%	5.0%	5.0%	4.0%	4.4%			4.2%
Total	1,364	1,600	1,482	1,432	5,878	1,429	1,599	N/A	N/A	6,056

**** Where full year data is not available a full year estimate will be extrapolated using available data**

South_East - Reasons for homelessness

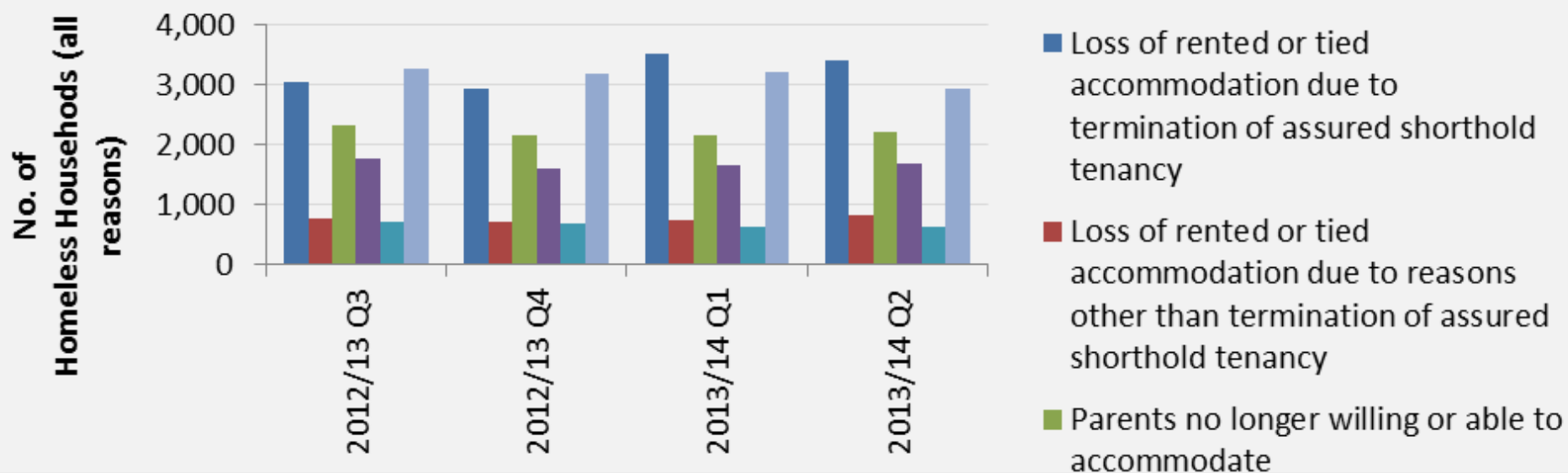


National	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2012/13 FY	2013/14 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2013/14 YTD**
Parents no longer willing or able to accommodate	2,277	2,495	2,338	2,151	9,261	2,165	2,213	N/A	N/A	8,756
% of total	17.8%	18.0%	17.3%	16.6%	17.4%	16.2%	16.6%			16.4%
Other relatives or friends no longer willing or able to accommodate	1,766	1,769	1,780	1,614	6,929	1,659	1,694	N/A	N/A	6,706
% of total	13.8%	12.7%	13.2%	12.5%	13.0%	12.4%	12.7%			12.6%
Non-violent breakdown of relationship with partner	718	763	726	704	2,911	643	642	N/A	N/A	2,570
% of total	5.6%	5.5%	5.4%	5.4%	5.5%	4.8%	4.8%			4.8%
Violent breakdown of relationship involving partner	1,522	1,706	1,611	1,609	6,448	1,468	1,581	N/A	N/A	6,098
% of total	11.9%	12.3%	11.9%	12.5%	12.1%	11.0%	11.9%			11.4%
Violent breakdown of relationship involving associated persons	260	290	270	259	1,079	256	270	N/A	N/A	1,052
% of total	2.0%	2.1%	2.0%	2.0%	2.0%	1.9%	2.0%			2.0%
Racially motivated violence	4	17	14	9	44	3	10	N/A	N/A	26
% of total	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%			0.0%
Other forms of violence	226	230	232	180	868	227	226	N/A	N/A	906
% of total	1.8%	1.7%	1.7%	1.4%	1.6%	1.7%	1.7%			1.7%
Racially motivated harassment	18	18	20	7	63	14	12	N/A	N/A	52
% of total	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%			0.1%
Other forms of harassment	182	180	198	163	723	157	157	N/A	N/A	628
% of total	1.4%	1.3%	1.5%	1.3%	1.4%	1.2%	1.2%			1.2%
Mortgage arrears (repossession or other loss of home)	345	309	288	285	1,227	263	252	N/A	N/A	1,030
% of total	2.7%	2.2%	2.1%	2.2%	2.3%	2.0%	1.9%			1.9%
Rent arrears on local authority or other public sector dwellings	28	34	32	32	126	39	44	N/A	N/A	166
% of total	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%			0.3%

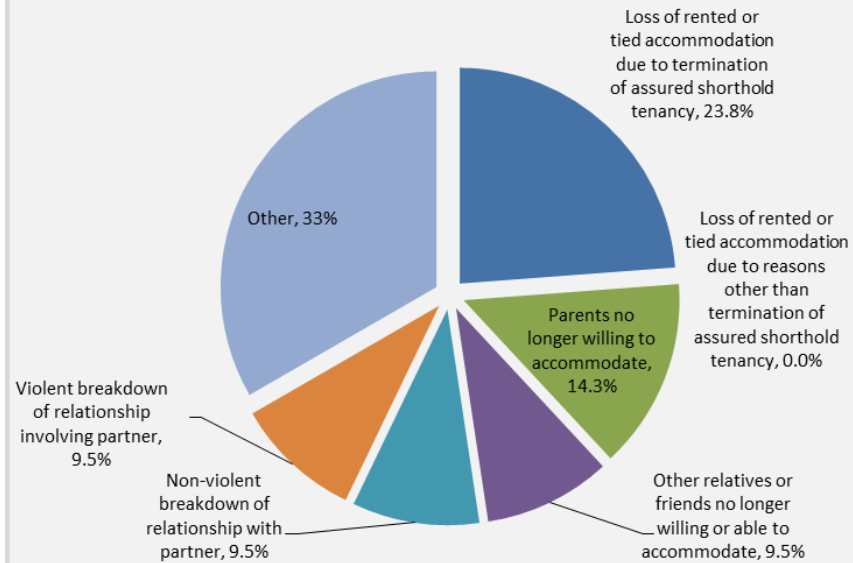
Rent arrears on registered provider dwellings	32	37	42	35	146	40	41	N/A	N/A	162
% of total	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%			0.3%
Rent arrears on private sector dwellings	296	307	334	341	1,278	337	341	N/A	N/A	1,356
% of total	2.3%	2.2%	2.5%	2.6%	2.4%	2.5%	2.6%			2.5%
Loss of rented or tied accommodation due to termination of assured shorthold tenancy	2,637	2,816	3,035	2,937	11,425	3,510	3,406	N/A	N/A	13,832
% of total	20.6%	20.3%	22.4%	22.7%	21.5%	26.2%	25.6%			25.9%
Loss of rented or tied accommodation due to reasons other than termination of assured shorthold tenancy	726	865	769	723	3,083	750	841	N/A	N/A	3,182
% of total	5.7%	6.2%	5.7%	5.6%	5.8%	5.6%	6.3%			6.0%
Required to leave accommodation provided by Home Office as asylum support	238	369	223	173	1,003	236	216	N/A	N/A	904
% of total	1.9%	2.7%	1.6%	1.3%	1.9%	1.8%	1.6%			1.7%
Left prison / on remand	100	109	97	107	413	113	105	N/A	N/A	436
% of total	0.8%	0.8%	0.7%	0.8%	0.8%	0.8%	0.8%			0.8%
Left hospital	135	131	146	127	539	152	137	N/A	N/A	578
% of total	1.1%	0.9%	1.1%	1.0%	1.0%	1.1%	1.0%			1.1%
Left other institution or LA care	184	205	173	181	743	176	195	N/A	N/A	742
% of total	1.4%	1.5%	1.3%	1.4%	1.4%	1.3%	1.5%			1.4%
Left HM Forces	58	68	52	73	251	71	59	N/A	N/A	260
% of total	0.5%	0.5%	0.4%	0.6%	0.5%	0.5%	0.4%			0.5%
Other reason (e.g. homeless in emergency, sleeping rough or in hostel, returned from abroad)	799	806	947	899	3,451	808	830	N/A	N/A	3,276
% of total	6.2%	5.8%	7.0%	7.0%	6.5%	6.0%	6.2%			6.1%
Total	12,800	13,886	13,536	12,922	53,144	13,398	13,308	N/A	N/A	53,412

** Where full year data is not available a full year estimate will be extrapolated using available data

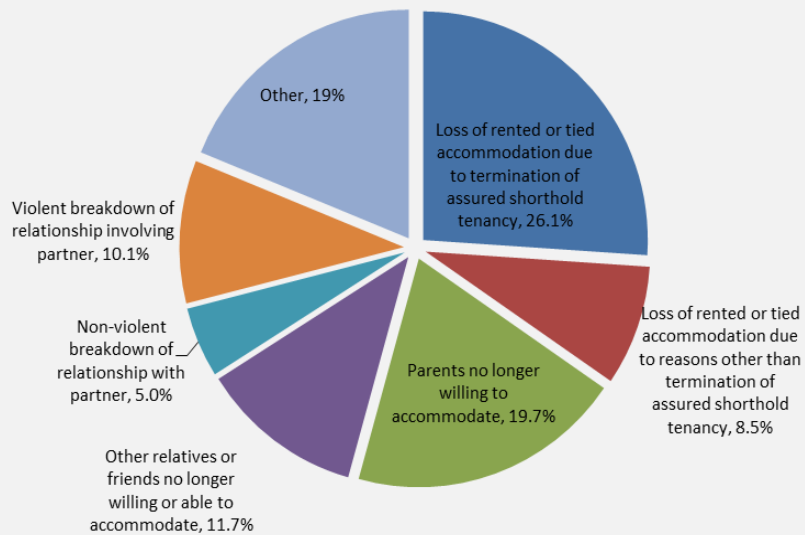
National - Reasons for homelessness



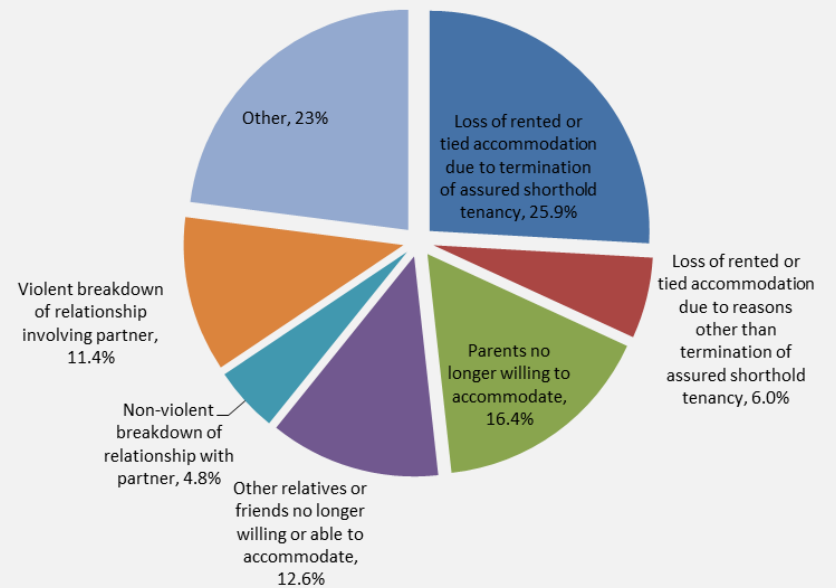
Reasons for Homelessness 2013/14 FY - Winchester



Reasons for Homelessness 2013/14 FY - South_East



Reasons for Homelessness 2013/14 FY - National



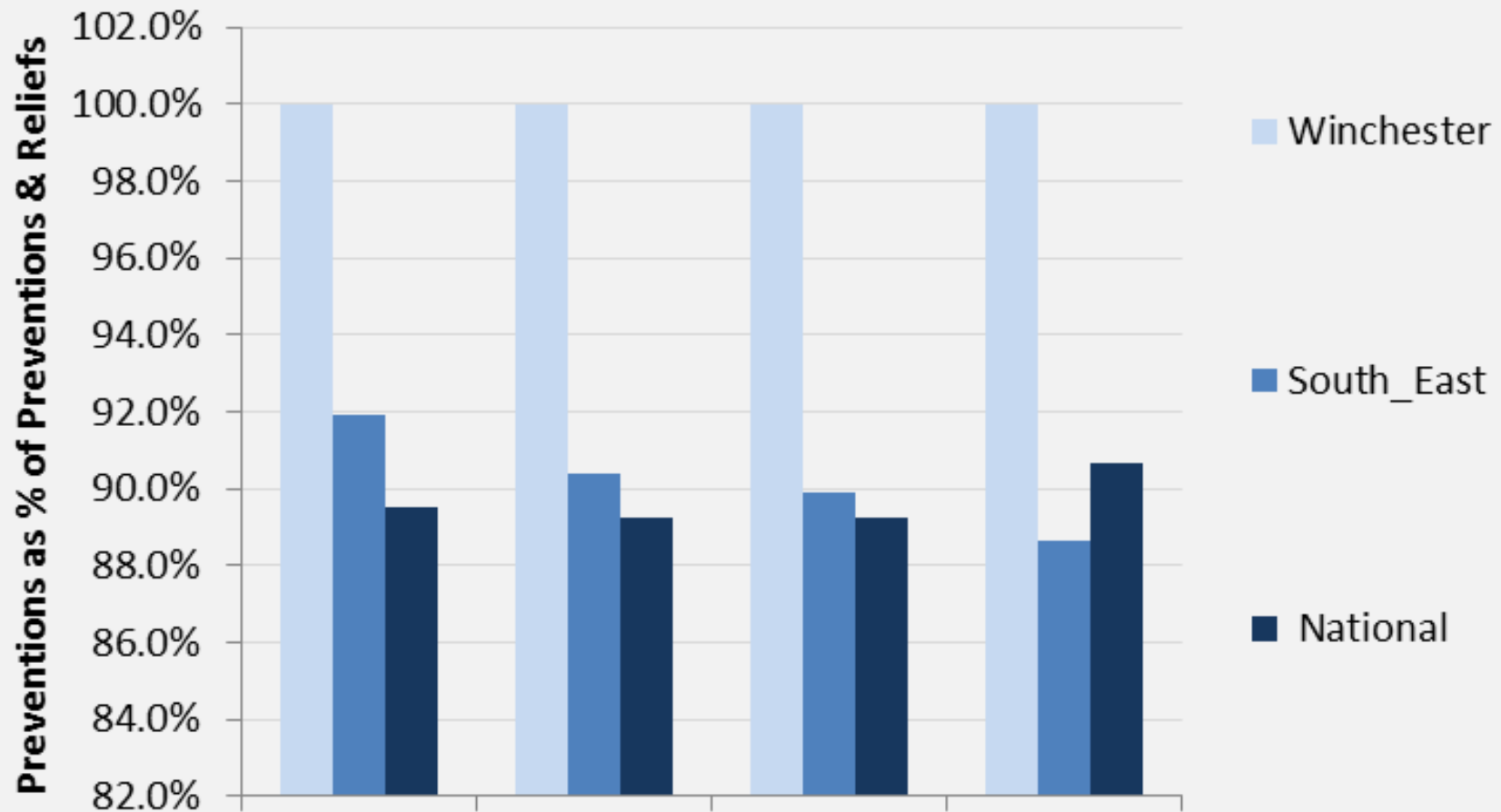
6. Prevention Statistics - DCLG P1E Data, Per 1,000 Household

Winchester		Prevented	Relieved	Total	Non-Priority Need	Intentionally Homeless
2012/13 YTD*	Total	0.93	0.00	0.93	0.01	0.03
	% of total	100.0%	0.0%			
2012/13 Q4	Total	0.15	0.00	0.15	0.01	0.00
	% of total	100.0%	0.0%			
2012/13 Q3	Total	0.27	0.00	0.27	0.00	0.01
	% of total	100.0%	0.0%			
2012/13 Q2	Total	0.32	0.00	0.32	0.00	0.01
	% of total	100.0%	0.0%			
2012/13 Q1	Total	0.20	0.00	0.20	0.00	0.01
	% of total	100.0%	0.0%			
2011/12 FY	Total	0.65	0.00	0.65	0.03	0.03
	% of total	100.0%	0.0%			

South_East	Prevented	Relieved	Total	Non-Priority Need	Intentionally Homeless	
2012/13 YTD*	Total	3.19	0.35	3.53	0.19	0.17
	% of total	90.2%	9.8%			
2012/13 Q4	Total	0.79	0.10	0.89	0.05	0.04
	% of total	88.6%	11.4%			
2012/13 Q3	Total	0.84	0.09	0.94	0.05	0.04
	% of total	89.9%	10.1%			
2012/13 Q2	Total	0.78	0.08	0.86	0.05	0.04
	% of total	90.4%	9.6%			
2012/13 Q1	Total	0.78	0.07	0.84	0.04	0.04
	% of total	91.9%	8.1%			
2011/12 FY	Total	3.03	0.38	3.40	0.18	0.17
	% of total	88.9%	11.1%			

* YTD figure has been calculated by extrapolating the presently available data

Homelessness Preventions as a Percentage of Total Preventions & Reliefs



Number of cases where positive action was successful in preventing homelessness (by category)

* YTD figure has been calculated by extrapolating the presently available data

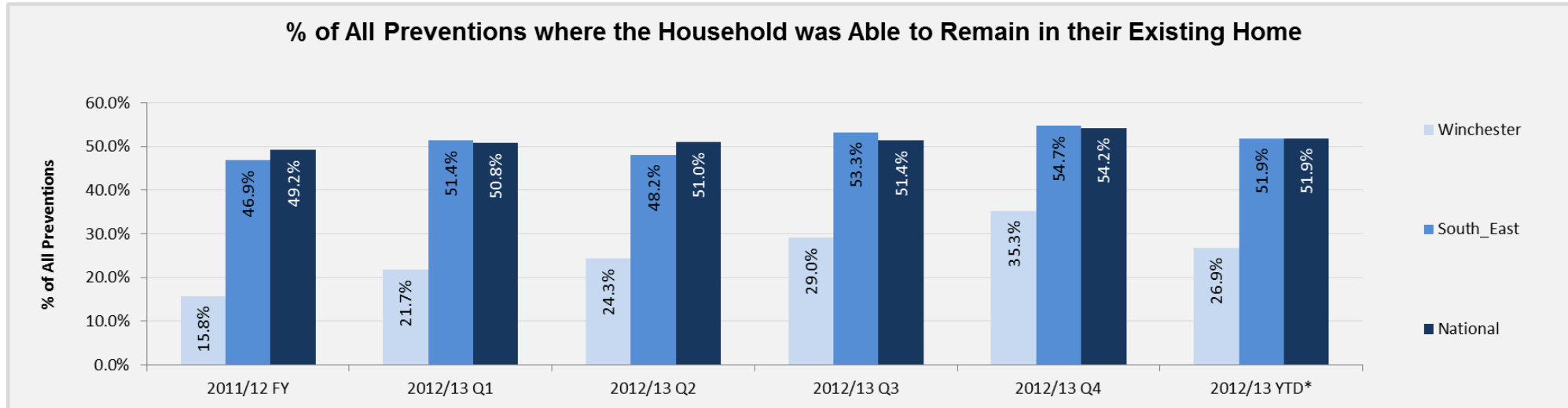
National		Prevented	Relieved	Total	Non-Priority Need	Intentionally Homeless
2012/13 YTD*	Total	3.35	0.39	3.73	0.37	0.16
	% of total	89.7%	10.3%			
2012/13 Q4	Total	0.85	0.09	0.94	0.09	0.04
	% of total	90.6%	9.4%			
2012/13 Q3	Total	0.85	0.10	0.95	0.09	0.04
	% of total	89.3%	10.7%			
2012/13 Q2	Total	0.85	0.10	0.95	0.09	0.04
	% of total	89.2%	10.8%			
2012/13 Q1	Total	0.80	0.09	0.90	0.09	0.03
	% of total	89.5%	10.5%			
2011/12 FY	Total	3.28	0.45	3.74	0.37	0.15
	% of total	87.8%	12.2%			

Please note: Some local authorities have not broken down the total number of successful preventions they achieved into those where the household was 'able to remain in their own home' or they were 'assisted to obtain alternative accommodation'. As a result the sum of these two categories of successful preventions (and the various types of prevention comprising these - shown below) will not always be the same as the total number of successful preventions shown above.

Winchester	2011/12 FY	2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4	2012/13 YTD*
able to remain in existing home	0.10	0.04	0.08	0.08	0.05	0.25
% of total	15.8%	21.7%	24.3%	29.0%	35.3%	26.9%
assisted to obtain alternative accommodation	0.55	0.15	0.24	0.19	0.09	0.68
% of total	84.2%	78.3%	75.7%	71.0%	64.7%	73.1%

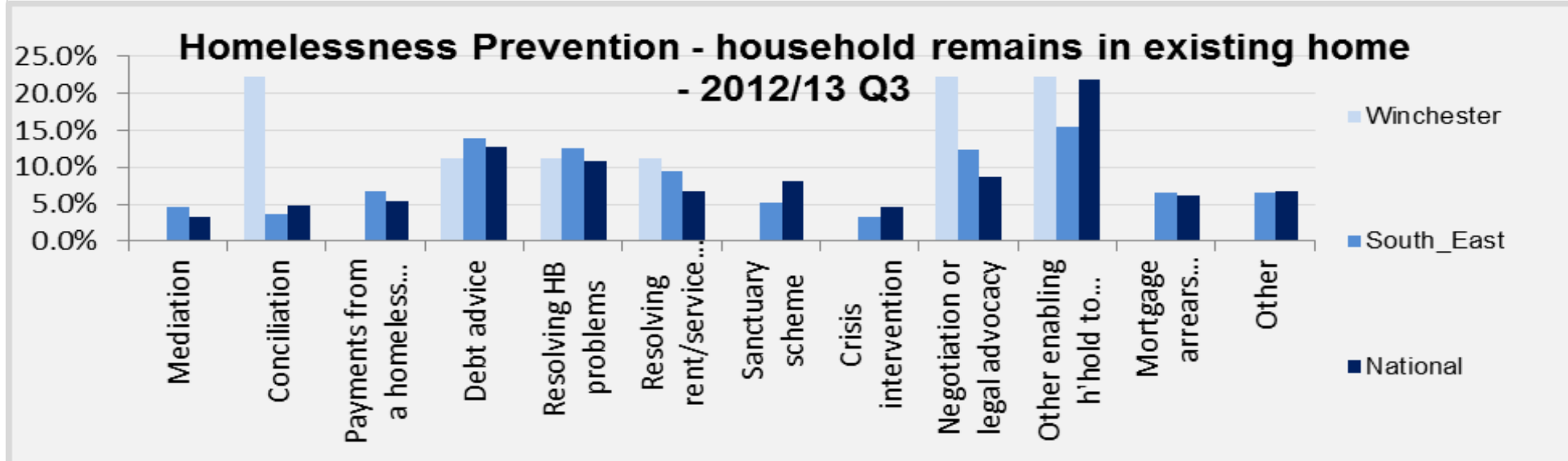
South_East	2011/1			2012/1 3 Q3	2012/13	
	2 FY	2012/13 Q1	2012/13 Q2		Q4	YTD*
able to remain in existing home	1.42	0.40	0.38	0.45	0.43	1.65
% of total	46.9%	51.4%	48.2%	53.3%	54.7%	51.9%
assisted to obtain alternative accommodation	1.61	0.38	0.40	0.39	0.36	1.53
% of total	53.1%	48.6%	51.8%	46.7%	45.3%	48.1%

National	2011/1			2012/1 3 Q3	2012/13	
	2 FY	2012/13 Q1	2012/13 Q2		Q4	YTD*
able to remain in existing home	1.61	0.41	0.43	0.44	0.46	1.74
% of total	49.2%	50.8%	51.0%	51.4%	54.2%	51.9%
assisted to obtain alternative accommodation	1.66	0.40	0.42	0.41	0.39	1.61
% of total	50.8%	49.2%	49.0%	48.6%	45.8%	48.1%

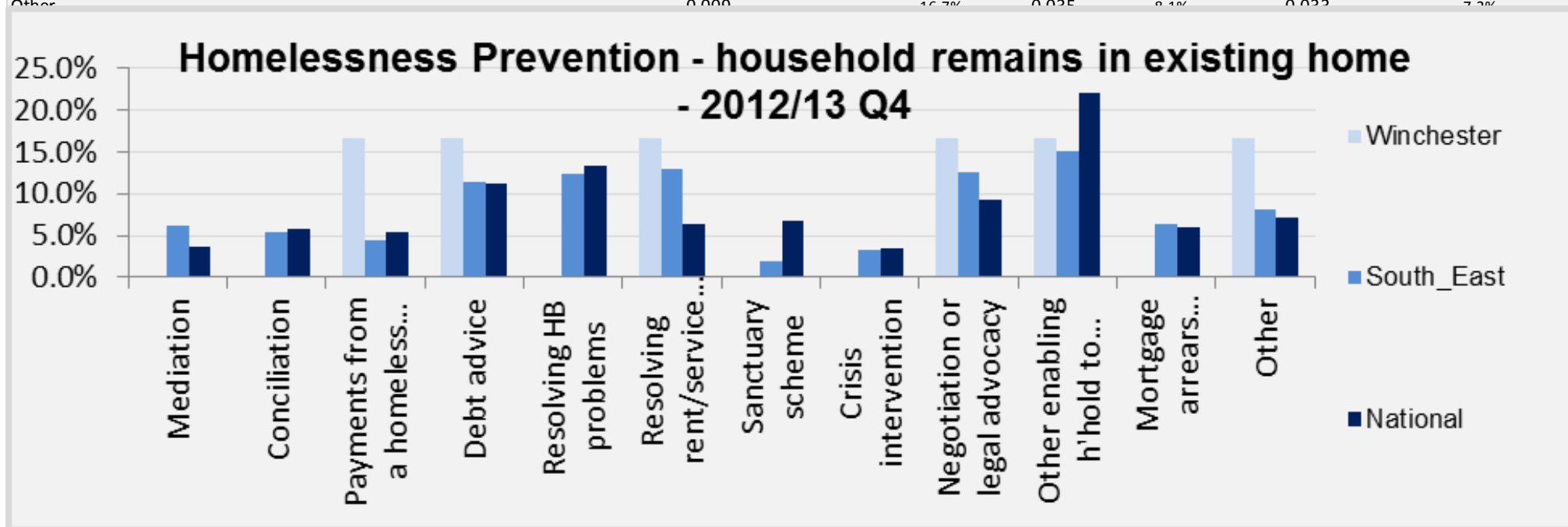


Homelessness prevented (Please select quarter below) – households able to remain in existing home as a result of;

2012/13 Q3	Winchester		South_East		National	
	Totals	% of Total	Totals	% of Total	Totals	% of Total
Mediation	0.000	0.0%	0.020	4.6%	0.014	3.3%
Conciliation	0.017	22.2%	0.016	3.6%	0.021	4.8%
Payments from a homeless prevention fund	0.000	0.0%	0.030	6.7%	0.024	5.4%
Debt advice	0.009	11.1%	0.062	13.9%	0.056	12.8%
Resolving HB problems	0.009	11.1%	0.056	12.5%	0.047	10.8%
Resolving rent/service charge arrears	0.009	11.1%	0.043	9.6%	0.029	6.8%
Sanctuary scheme	0.000	0.0%	0.023	5.1%	0.035	8.2%
Crisis intervention	0.000	0.0%	0.014	3.2%	0.020	4.6%
Negotiation or legal advocacy	0.017	22.2%	0.055	12.3%	0.038	8.7%
Other enabling h'hold to remain in private/social rented sector	0.017	22.2%	0.069	15.4%	0.094	21.8%
Mortgage arrears interventions or mortgage rescue	0.000	0.0%	0.029	6.5%	0.027	6.1%
Other	0.000	0.0%	0.030	6.6%	0.029	6.8%

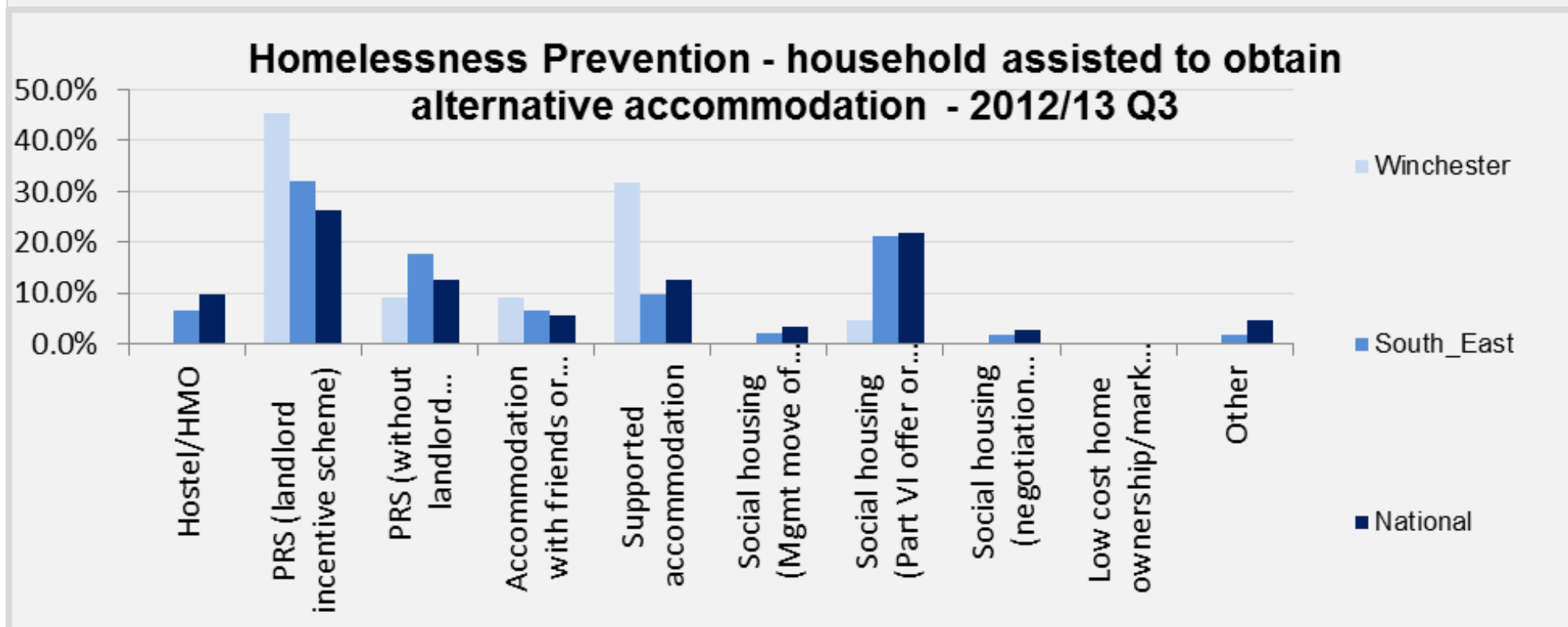


2012/13 Q4	Winchester		South_East		National	
	Totals	% of Total	Totals	% of Total	Totals	% of Total
Mediation	0.000	0.0%	0.027	6.1%	0.017	3.6%
Conciliation	0.000	0.0%	0.024	5.5%	0.026	5.7%
Payments from a homeless prevention fund	0.009	16.7%	0.019	4.3%	0.025	5.4%
Debt advice	0.009	16.7%	0.049	11.3%	0.052	11.2%
Resolving HB problems	0.000	0.0%	0.054	12.4%	0.061	13.3%
Resolving rent/service charge arrears	0.009	16.7%	0.056	12.9%	0.029	6.3%
Sanctuary scheme	0.000	0.0%	0.009	2.0%	0.031	6.7%
Crisis intervention	0.000	0.0%	0.014	3.4%	0.016	3.4%
Negotiation or legal advocacy	0.009	16.7%	0.054	12.5%	0.042	9.2%
Other enabling h'hold to remain in private/social rented sector	0.009	16.7%	0.065	15.2%	0.102	22.1%
Mortgage arrears interventions or mortgage rescue	0.000	0.0%	0.027	6.3%	0.027	5.9%
Other	0.000	0.0%	0.025	5.8%	0.022	4.7%

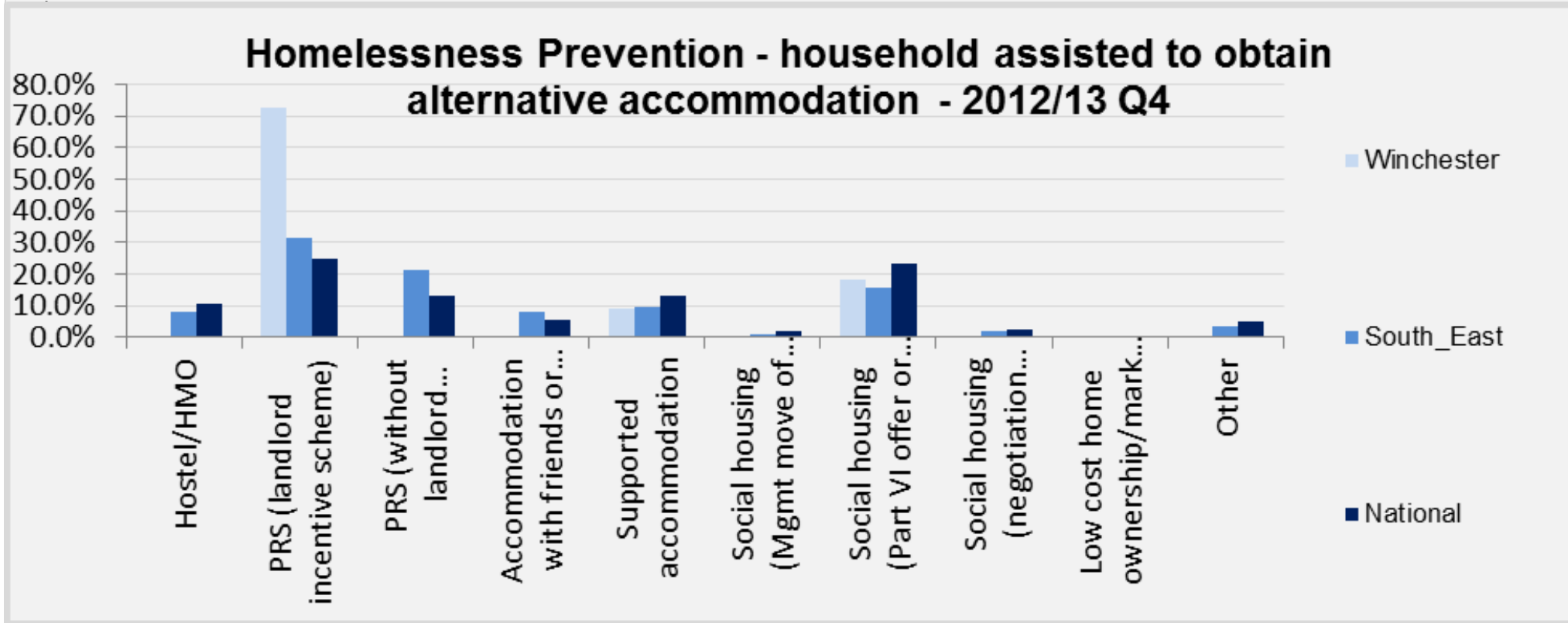


Homelessness prevented (Please select quarter below) - household assisted to obtain alternative accommodation, in the form of;

2012/13 Q3	Winchester		South_East		National	
	Totals	% of Total	Totals	% of Total	Totals	% of Total
Hostel/HMO	0.000	0.0%	0.026	6.6%	0.040	9.7%
PRS (landlord incentive scheme)	0.086	45.5%	0.125	31.9%	0.108	26.1%
PRS (without landlord incentive scheme)	0.017	9.1%	0.070	17.7%	0.053	12.7%
Accommodation with friends or relatives	0.017	9.1%	0.026	6.7%	0.023	5.6%
Supported accommodation	0.060	31.8%	0.039	9.8%	0.053	12.8%
Social housing (Mgmt move of an existing LA tenant)	0.000	0.0%	0.008	2.1%	0.015	3.6%
Social housing (Part VI offer or nomination to an RP)	0.009	4.5%	0.084	21.4%	0.090	21.9%
Social housing (negotiation with an RP outside nom. agmt)	0.000	0.0%	0.007	1.8%	0.011	2.6%
Low cost home ownership/market housing solution	0.000	0.0%	0.001	0.2%	0.001	0.2%
Other	0.000	0.0%	0.007	1.7%	0.019	4.7%



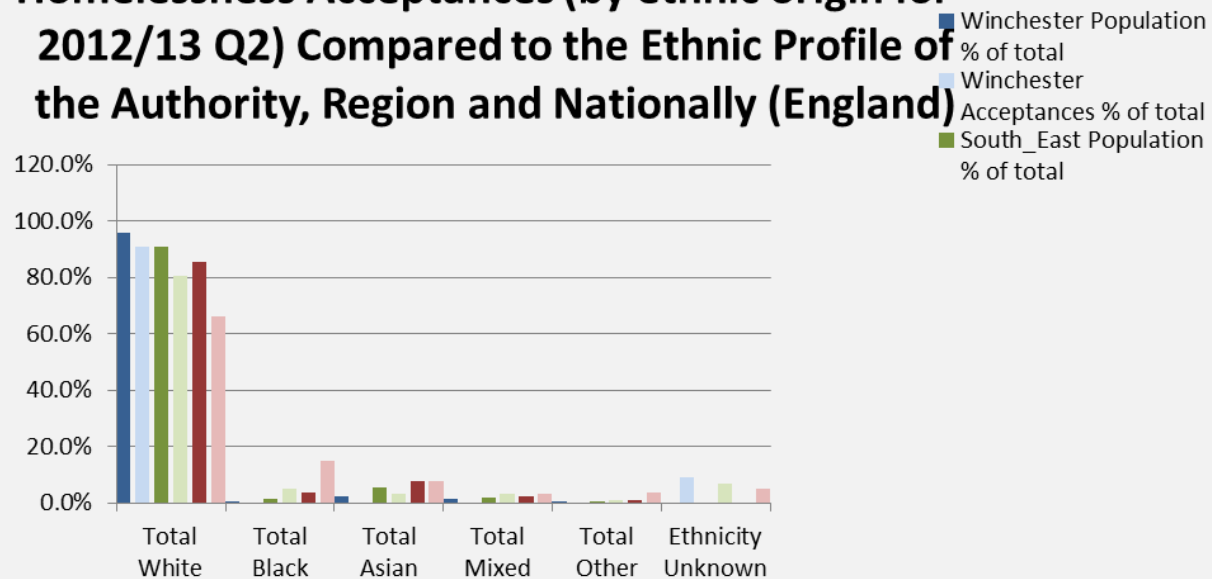
2012/13 Q4	Winchester		South_East		National	
	Totals	% of Total	Totals	% of Total	Totals	% of Total
Hostel/HMO	0.000	0.0%	0.028	8.0%	0.040	10.3%
PRS (landlord incentive scheme)	0.069	72.7%	0.113	31.5%	0.097	25.0%
PRS (without landlord incentive scheme)	0.000	0.0%	0.076	21.3%	0.051	13.1%
Accommodation with friends or relatives	0.000	0.0%	0.029	8.0%	0.021	5.5%
Supported accommodation	0.009	9.1%	0.033	9.4%	0.051	13.2%
Social housing (Mgmt move of an existing LA tenant)	0.000	0.0%	0.004	1.0%	0.007	1.7%
Social housing (Part VI offer or nomination to an RP)	0.017	18.2%	0.056	15.6%	0.091	23.5%
Social housing (negotiation with an RP outside nom. agmt)	0.000	0.0%	0.006	1.8%	0.010	2.5%
Low cost home ownership/market housing solution	0.000	0.0%	0.000	0.1%	0.000	0.1%
Other	0.000	0.0%	0.012	3.3%	0.019	5.0%



7. Acceptances by Ethnic Origin - DCLG P1E Data

Select QTR → 2012/13 Q2	Winchester				South_East			National		
	2011 Census	% of total	Acceptances	% of total	2011 Census	Acceptances	% of total	2011 Census	Acceptances	% of total
Total White	111,577	95.7%	10	90.9%	7,827,820	1,290	80.6%	45,281,142	9,155	65.9%
Total Black	457	0.4%	0	0.0%	136,013	83	5.2%	1,846,614	2,070	14.9%
Total Asian	2,639	2.3%	0	0.0%	452,042	51	3.2%	4,143,403	1,045	7.5%
Total Mixed	1,626	1.4%	0	0.0%	167,764	49	3.1%	1,192,879	429	3.1%
Total Other	296	0.3%	0	0.0%	51,111	18	1.1%	548,418	505	3.6%
Ethnicity Not Stated	0	0.0%	1	9.1%	0	109	6.8%	0	682	4.9%
Total All Ethnic Groups	116,595		11		8,634,750	1,600		53,012,456	13,886	

Homelessness Acceptances (by ethnic origin for - 2012/13 Q2) Compared to the Ethnic Profile of the Authority, Region and Nationally (England)

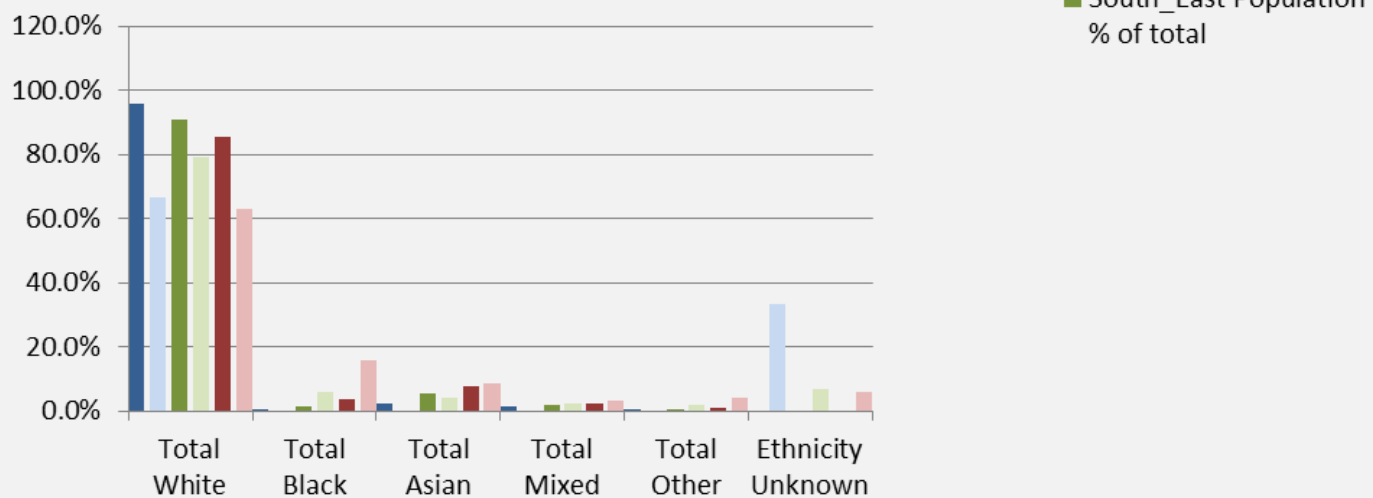




2013/14 Q2

	Winchester				South_East			National		
	2011 Census	% of total	Acceptances	% of total	2011 Census	Acceptances	% of total	2011 Census	Acceptances	% of total
Total White	111,577	95.7%	6	66.7%	7,827,820	1,269	79.4%	45,281,142	8,385	63.0%
Total Black	457	0.4%	0	0.0%	136,013	92	5.8%	1,846,614	2,094	15.7%
Total Asian	2,639	2.3%	0	0.0%	452,042	65	4.1%	4,143,403	1,129	8.5%
Total Mixed	1,626	1.4%	0	0.0%	167,764	36	2.3%	1,192,879	404	3.0%
Total Other	296	0.3%	0	0.0%	51,111	28	1.8%	548,418	526	4.0%
Ethnicity Not Stated	0	0.0%	3	33.3%	0	109	6.8%	0	770	5.8%
Total All Ethnic Groups	116,595		9		8,634,750	1,599		53,012,456	13,308	

Homelessness Acceptances (by ethnic origin for - 2013/14 Q2) Compared to the Ethnic Profile of the Authority, Region and Nationally (England)



8. Breakdown of homelessness decisions - DCLG P1E Data

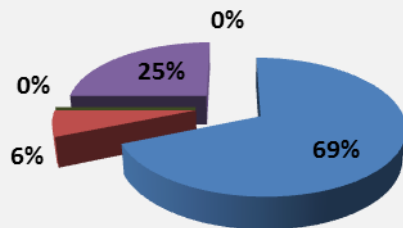
Applicant households for whom decisions were taken during the quarter (Select quarter below)

Select QTR for this sheet

2012/13 Q2

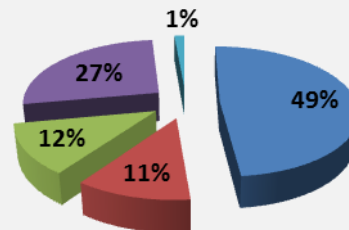
	Winchester	% of total	South_East	% of total	National	% of total
Eligible, unintentionally homeless and in priority need	11	68.8%	1,600	48.5%	13,886	46.8%
Eligible, homeless and in priority need but intentionally so	1	6.3%	374	11.3%	2,170	7.3%
Eligible, homeless but not in priority need	0	0.0%	405	12.3%	4,853	16.3%
Eligible, but not homeless	4	25.0%	875	26.5%	8,051	27.1%
Ineligible	0	0.0%	46	1.4%	730	2.5%
Total	16		3,300		29,690	

Outcome of Decisions taken for Applicant Households - Winchester - 2012/13 Q2



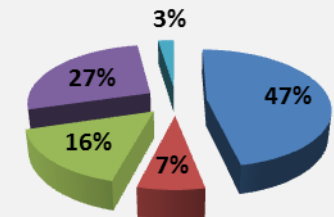
- Eligible, unintentionally homeless and in priority need
- Eligible, homeless and in priority need but intentionally so
- Eligible, homeless but not in priority need
- Eligible, but not homeless
- Ineligible

Outcome of Decisions taken for Applicant Households - South_East - 2012/13 Q2



- Eligible, unintentionally homeless and in priority need
- Eligible, homeless and in priority need but intentionally so
- Eligible, homeless but not in priority need
- Eligible, but not homeless
- Ineligible

Outcome of Decisions taken for Applicant Households - National - 2012/13 Q2



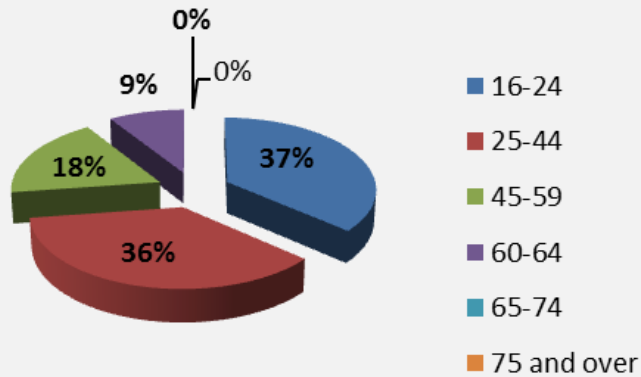
- Eligible, unintentionally homeless and in priority need
- Eligible, homeless and in priority need but intentionally so
- Eligible, homeless but not in priority need
- Eligible, but not homeless
- Ineligible

Age ranges of the above applicants found to be eligible, unintentionally homeless and in priority need

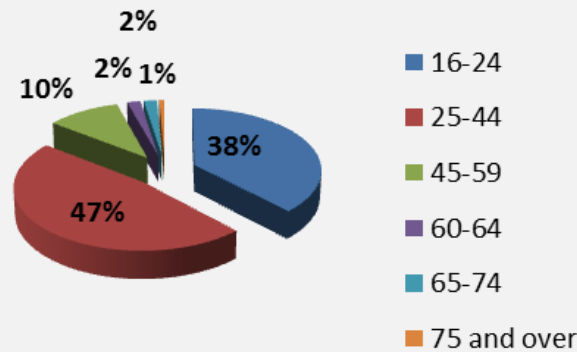
Please note: Some local authorities have not provided a full breakdown of applicants found to be eligible, unintentionally homeless and in priority need - by their age range. As a result the sum of the acceptances shown below (for individual authorities, the region and a national level) may be different to the totals given above.

2012/13 Q2	Winchester	% of total	South_East	% of total	National	% of total
16-24	4	36.4%	601	37.9%	4,295	32.0%
25-44	4	36.4%	754	47.5%	7,126	53.1%
45-59	2	18.2%	162	10.2%	1,561	11.6%
60-64	1	9.1%	29	1.8%	154	1.1%
65-74	0	0.0%	29	1.8%	206	1.5%
75 and over	0	0.0%	11	0.7%	88	0.7%

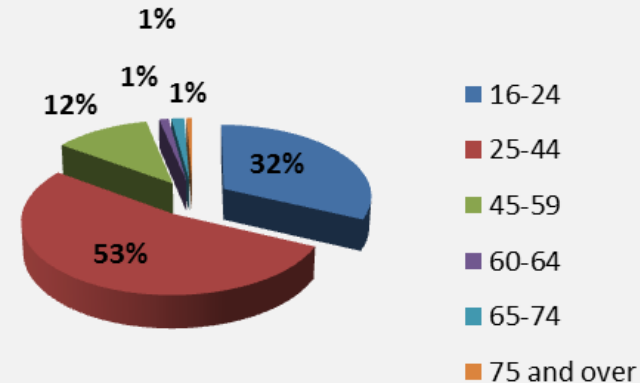
Age ranges of accepted applicants - Winchester - 2012/13 Q2



Age ranges of accepted applicants - South_East - 2012/13 Q2



Age ranges of accepted applicants - National - 2012/13 Q2



Applicant households found to be eligible, unintentionally homeless and in priority need - by priority need category

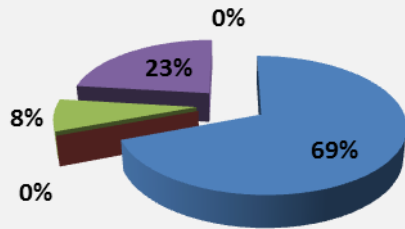
2012/13 Q2	Winchester	% of total	South_East	% of total	National	% of total
Applicant is homeless because of emergency e.g. fire	0	0.0%	2	0.1%	59	0.4%
Applicant whose household includes dependent children						
1 Child	6	54.5%	553	34.6%	4,422	31.8%
2 Children	1	9.1%	275	17.2%	2,475	17.8%
3+ Children	1	9.1%	150	9.4%	1,624	11.7%
All	8	72.7%	978	61.1%	8,535	61.5%
Applicant is, or household includes, a pregnant woman and there are no dependent children	0	0.0%	174	10.9%	1,332	9.6%
Applicant aged 16 or 17 years old	0	0.0%	33	2.1%	270	1.9%
Applicant formerly 'in care' and aged 18-20 years old	0	0.0%	32	2.0%	177	1.3%
Applicant or a member of their household is vulnerable as a result of,						
Old age	1	9.1%	33	2.1%	174	1.3%
Physical disability	1	9.1%	104	6.5%	872	6.3%
Mental illness or disability	1	9.1%	133	8.3%	1,094	7.9%
Drug dependency	0	0.0%	5	0.3%	32	0.2%
Alcohol dependency	0	0.0%	3	0.2%	33	0.2%
Former asylum seeker	0	0.0%	1	0.1%	9	0.1%
Other	0	0.0%	27	1.7%	597	4.3%
Having been 'in care'	0	0.0%	5	0.3%	44	0.3%
Having served in HM Forces	0	0.0%	N/A		9	0.1%
Having been in custody/on remand	0	0.0%	13	0.8%	55	0.4%
Having fled their home because of violence/threat of violence	0	0.0%	57	3.6%	594	4.3%
<i>Having fled their home because of violence/threat of violence....of which domestic violence</i>	0	0.0%	39	2.4%	406	2.9%
Total applicant households accepted	11		1,600		13,886	

Select QTR for this sheet

2013/14 Q2

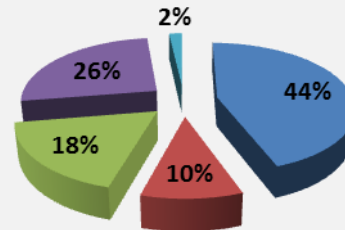
	Winchester	% of total	South_East	% of total	National	% of total
Eligible, unintentionally homeless and in priority need	9	69.2%	1,599	44.4%	13,308	45.9%
Eligible, homeless and in priority need but intentionally so	0	0.0%	357	9.9%	2,110	7.3%
Eligible, homeless but not in priority need	1	7.7%	651	18.1%	5,315	18.3%
Eligible, but not homeless	3	23.1%	929	25.8%	7,569	26.1%
Ineligible	0	0.0%	65	1.8%	682	2.4%
Total	13		3,601		28,984	

Outcome of Decisions taken for Applicant Households - Winchester - 2013/14 Q2



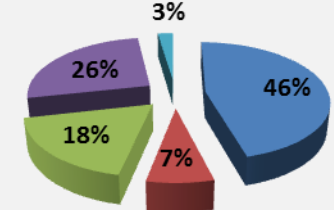
- Eligible, unintentionally homeless and in priority need
- Eligible, homeless and in priority need but intentionally so
- Eligible, homeless but not in priority need
- Eligible, but not homeless
- Ineligible

Outcome of Decisions taken for Applicant Households - South_East - 2013/14 Q2



- Eligible, unintentionally homeless and in priority need
- Eligible, homeless and in priority need but intentionally so
- Eligible, homeless but not in priority need
- Eligible, but not homeless
- Ineligible

Outcome of Decisions taken for Applicant Households - National - 2013/14 Q2

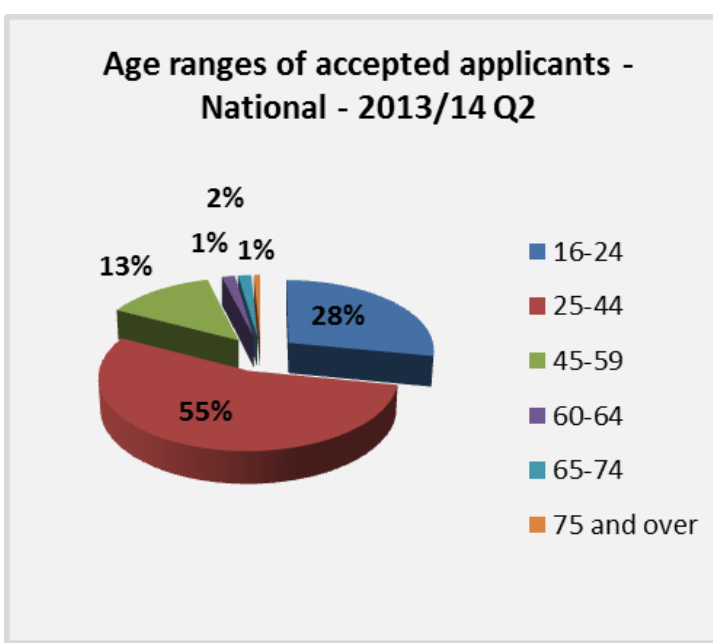
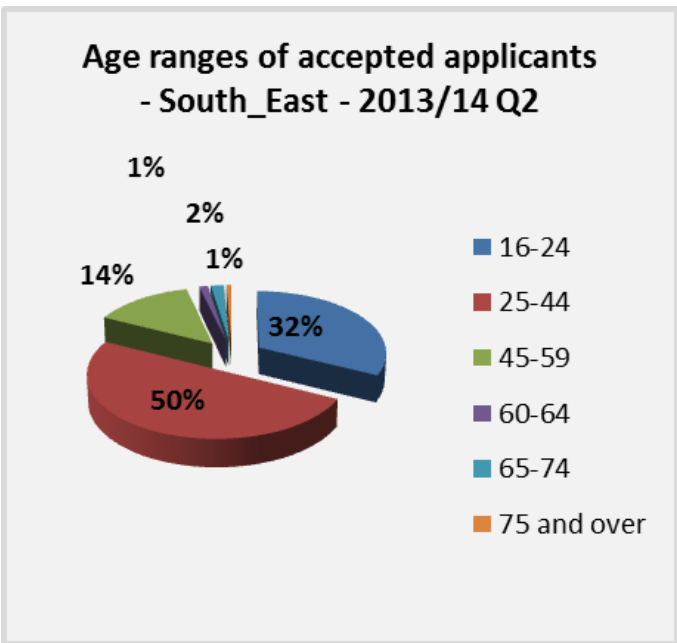
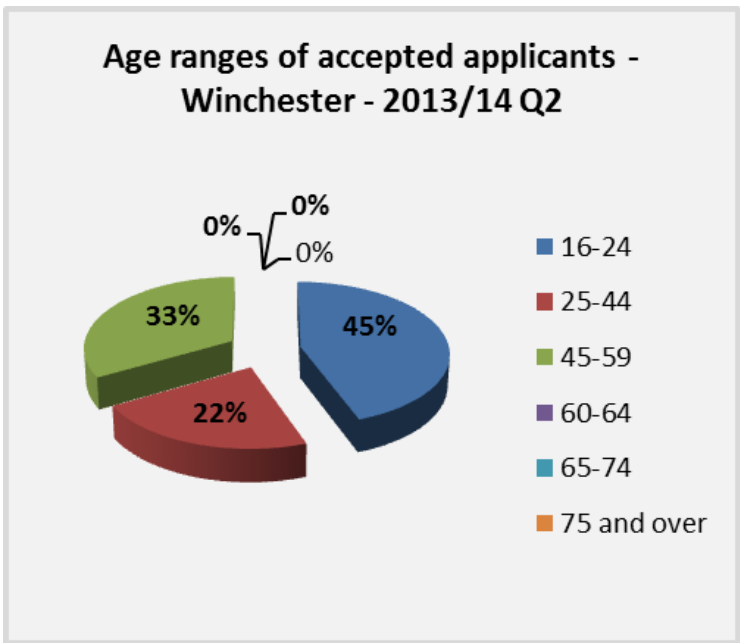


- Eligible, unintentionally homeless and in priority need
- Eligible, homeless and in priority need but intentionally so
- Eligible, homeless but not in priority need
- Eligible, but not homeless
- Ineligible

Age ranges of the above applicants found to be eligible, unintentionally homeless and in priority need

Please note: Some local authorities have not provided a full breakdown of applicants found to be eligible, unintentionally homeless and in priority need - by their age range. As a result the sum of the acceptances shown below (for individual authorities, the region and a national level) may be different to the totals given above.

2013/14 Q2	Winchester	% of total	South_East	% of total	National	% of total
16-24	4	44.4%	517	32.3%	3,732	28.0%
25-44	2	22.2%	801	50.1%	7,270	54.6%
45-59	3	33.3%	222	13.9%	1,779	13.4%
60-64	0	0.0%	19	1.2%	212	1.6%
65-74	0	0.0%	29	1.8%	215	1.6%
75 and over	0	0.0%	11	0.7%	100	0.8%



Applicant households found to be eligible, unintentionally homeless and in priority need - by priority need category

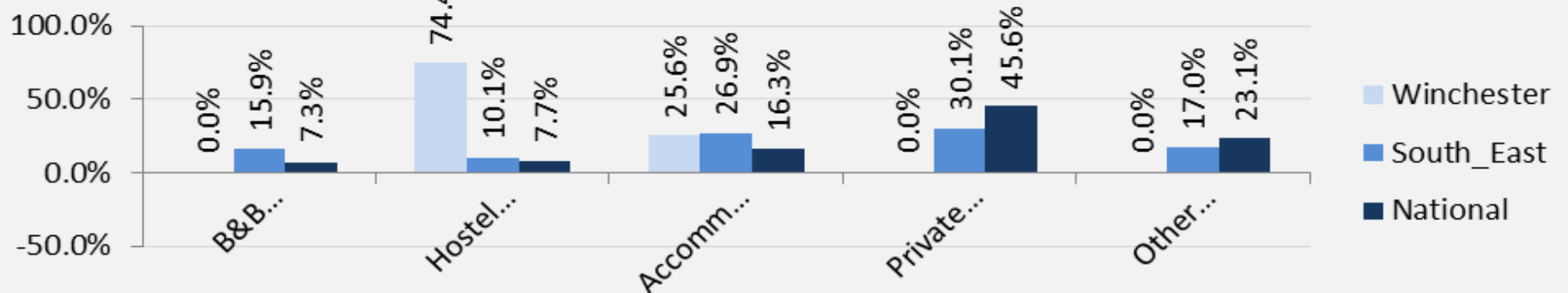
2013/14 Q2	Winchester	% of total	South_East	% of total	National	% of total
Applicant is homeless because of emergency e.g. fire	0	0.0%	11	0.7%	41	0.3%
Applicant whose household includes dependent children						
1 Child	1	11.1%	496	31.0%	4,028	30.3%
2 Children	3	33.3%	352	22.0%	2,443	18.4%
3+ Children	0	0.0%	155	9.7%	1,810	13.6%
All	4	44.4%	1,003	62.7%	8,612	64.7%
Applicant is, or household includes, a pregnant woman and there are no dependent children	2	22.2%	152	9.5%	1,073	8.1%
Applicant aged 16 or 17 years old	1	11.1%	15	0.9%	208	1.6%
Applicant formerly 'in care' and aged 18-20 years old	0	0.0%	25	1.6%	162	1.2%
Applicant or a member of their household is vulnerable as a result of,						
Old age	0	0.0%	25	1.6%	214	1.6%
Physical disability	0	0.0%	106	6.6%	936	7.0%
Mental illness or disability	2	22.2%	156	9.8%	1,122	8.4%
Drug dependency	0	0.0%	3	0.2%	21	0.2%
Alcohol dependency	0	0.0%	2	0.1%	19	0.1%
Former asylum seeker	0	0.0%	1	0.1%	10	0.1%
Other	0	0.0%	9	0.6%	216	1.6%
Having been 'in care'	0	0.0%	4	0.3%	59	0.4%
Having served in HM Forces	0	0.0%	1	0.1%	12	0.1%
Having been in custody/on remand	0	0.0%	9	0.6%	39	0.3%
Having fled their home because of violence/threat of violence	0	0.0%	77	4.8%	564	4.2%
<i>Having fled their home because of violence/threat of violence....of which domestic violence</i>	0	0.0%	59	3.7%	397	3.0%
Total applicant households accepted	9		1,599		13,308	

9. Applicant households accommodated* - DCLG P1E Data

* Households in the table below include those who are in accommodation secured under s193, those accommodated pending inquiries, or at local authority discretion following an intentionally homeless decision, or who are awaiting review, appeal or referral outcomes

	2012/13 Q2					
	Winchester	% of total	South_East	% of total	National	% of total
B&B (incl other nightly paid, privately managed with shared facilities)	0.00	0.0%	0.09	15.9%	0.07	7.3%
<i>o/w Households with dep children and/or pregnant women</i>	0.00	0.0%	0.04	6.8%	0.03	
Hostel accommodation (including women's refuges)	0.27	74.4%	0.05	10.1%	0.08	7.7%
Accommodation within your authority's own / RP stock	0.09	25.6%	0.15	26.9%	0.16	16.3%
Private sector accommodation: Leased by your authority; Leased or managed by RPs	0.00	0.0%	0.16	30.1%	0.46	45.6%
Other types of accommodation	0.00	0.0%	0.09	17.0%	0.23	23.1%
Total in accommodation arranged by the authority	0.37		0.55		1.00	

Applicant households in accommodation arranged by the authority - 2012/13 Q2



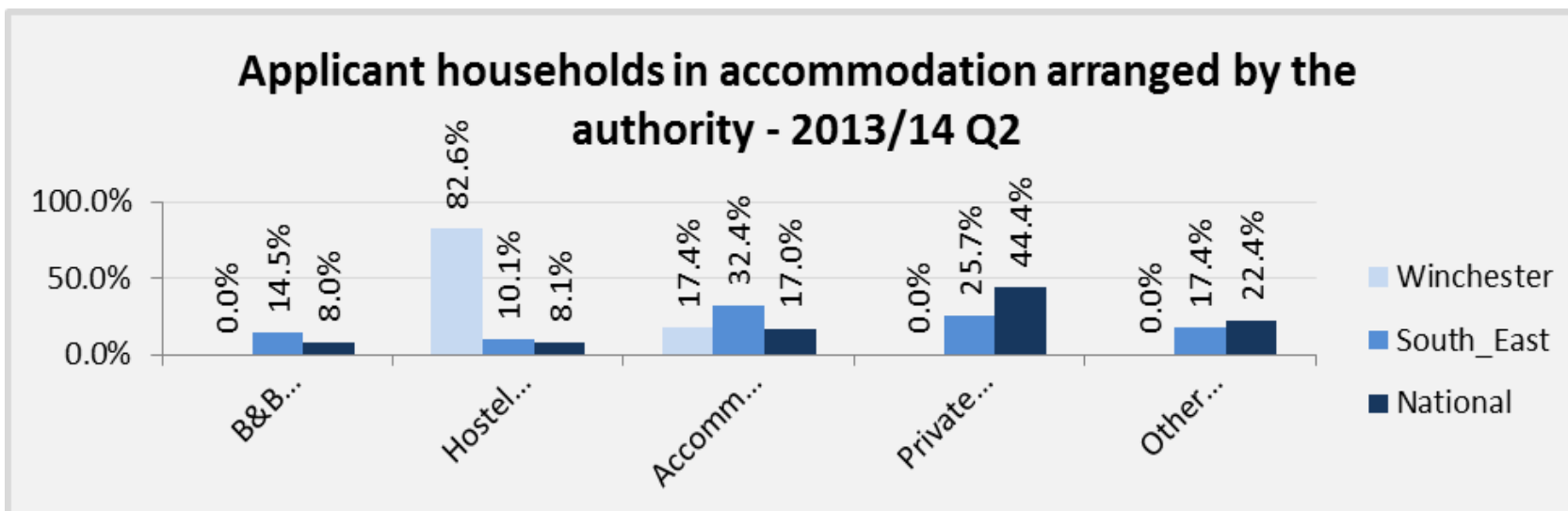
% of the total in accommodation arranged by the authority	Winchester	South_East	National
Number in accommodation in another LA area	N/A	10.8%	15.3%
Number intentionally homeless	N/A	2.4%	1.3%
Number pending LA review	N/A	1.1%	0.9%
Number pending CC appeal	N/A	0.1%	0.1%

* Households in the table below include those who are in accommodation secured under s193, those accommodated pending inquiries, or at local authority discretion following an intentionally homeless decision, or who are awaiting review, appeal or referral outcomes



2013/14 Q2

	Winchester	% of total	South_East	% of total	National	% of total
B&B (incl other nightly paid, privately managed with shared facilities) <i>o/w Households with dep children and/or pregnant women</i>	0.00	0.0%	0.09	14.5%	0.09	8.0%
Hostel accommodation (including women's refuges)	0.33	82.6%	0.06	10.1%	0.09	8.1%
Accommodation within your authority's own / RP stock	0.07	17.4%	0.19	32.4%	0.18	17.0%
Private sector accommodation: Leased by your authority; Leased or managed by RPs	0.00	0.0%	0.15	25.7%	0.48	44.4%
Other types of accommodation	0.00	0.0%	0.10	17.4%	0.24	22.4%
Total in accommodation arranged by the authority	0.39		0.59		1.08	



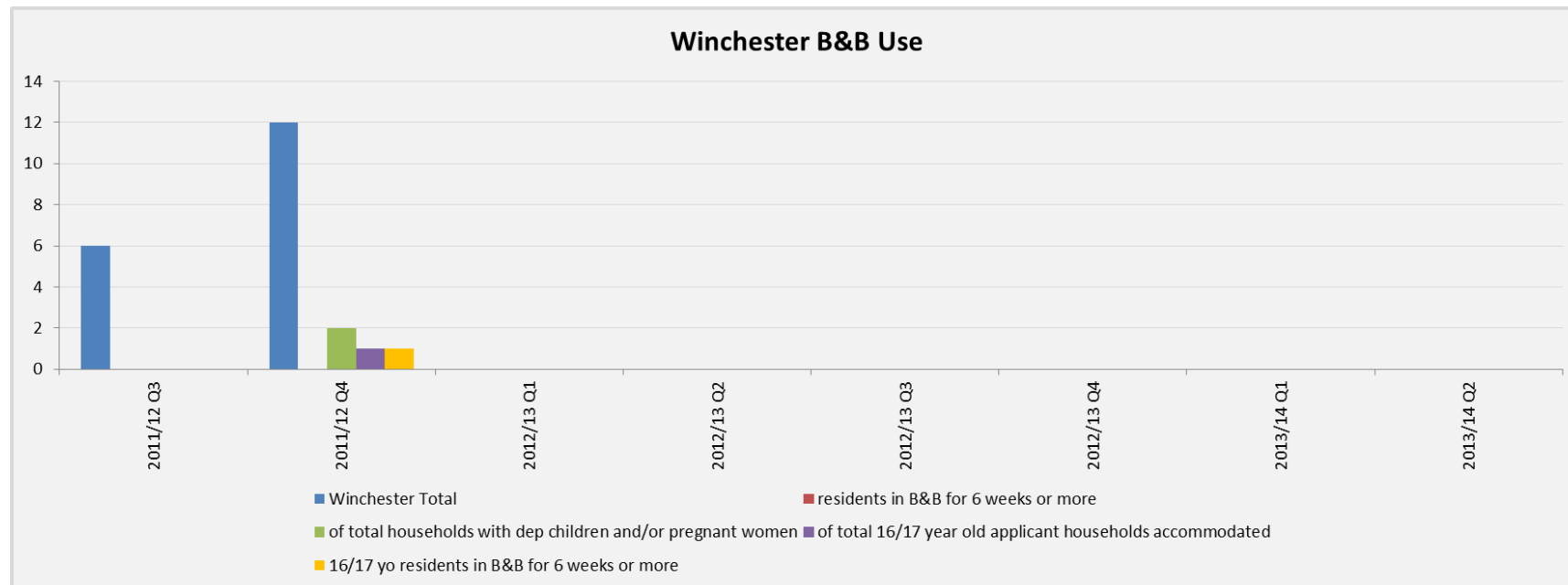
% of the total in accommodation arranged by the authority	Winchester	South_East	National
Number in accommodation in another LA area	N/A	8.5%	20.3%
Number intentionally homeless	N/A	1.8%	1.1%
Number pending LA review	N/A	0.9%	0.9%
Number pending CC appeal	N/A	0.0%	0.1%

10. B&B use* ** - DCLG P1E Data

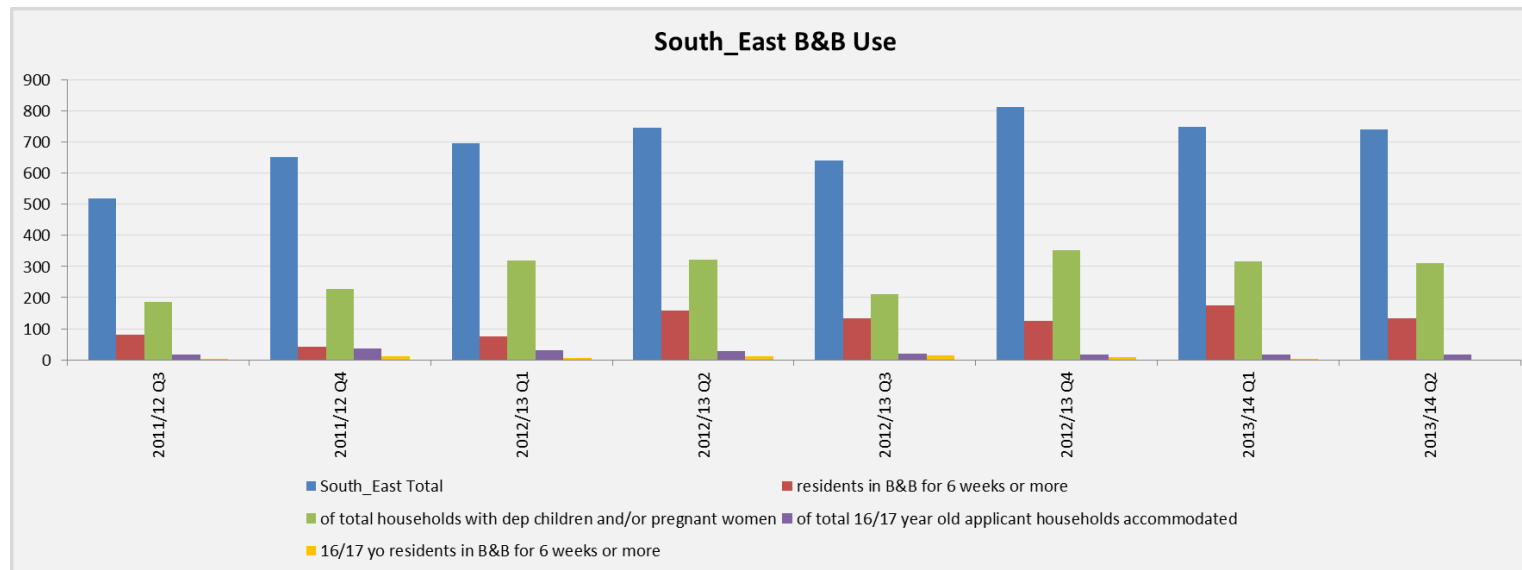
* This comprises bed and breakfast accommodation and 'other nightly paid' privately managed accommodation (with shared facilities)

**It includes all households accommodated in B&B - those who are in accommodation secured under s193, those accommodated pending inquiries, or at local authority discretion following an intentionally homeless decision, or who are awaiting review, appeal or referral outcomes

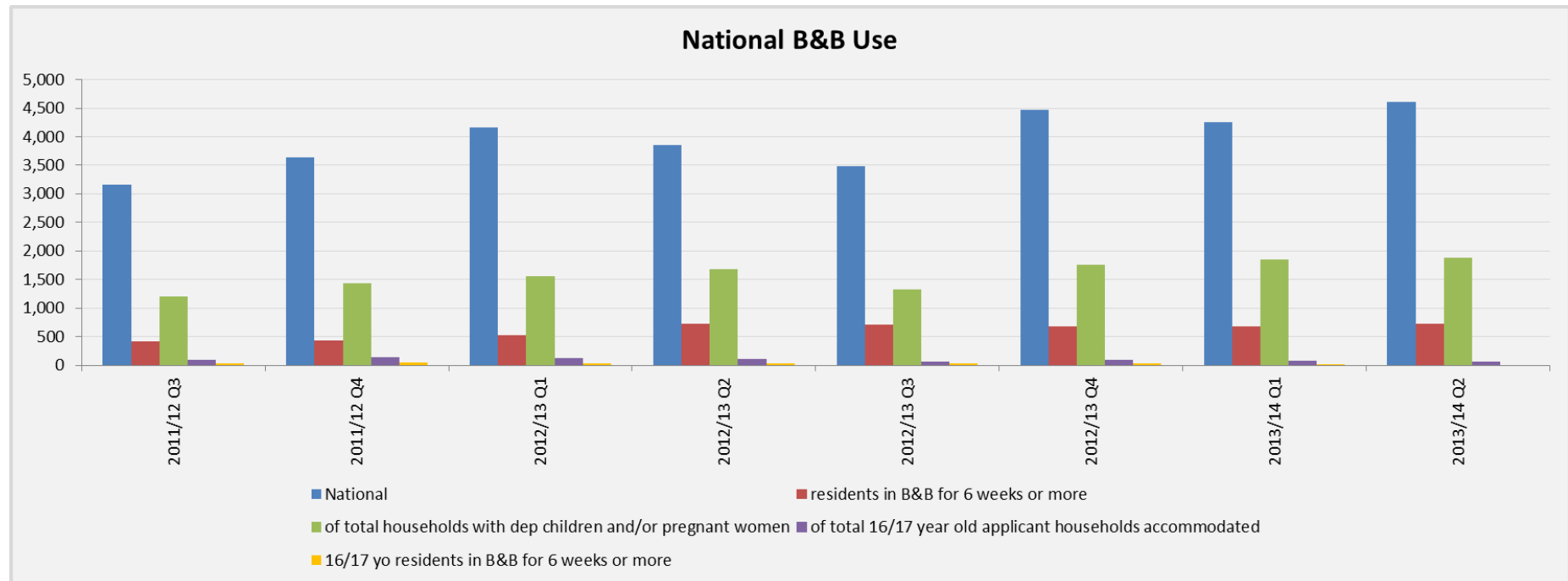
	Winchester Total	Per 1,000 Households	% of total accommodated by LA	residents in B&B for 6 weeks or more	of total households with dep children and/or pregnant women	% of total	of total 16/17 year old applicant households accommodated	% of total	16/17 yo residents in B&B for 6 weeks or more	% of total
2011/12 Q3	6	0.051	17%	0	0	0%	0	0%	0	
2011/12 Q4	12	0.103	30%	0	2	17%	1	8%	1	100%
2012/13 Q1	0	0.000	0%	0	0		0		0	
2012/13 Q2	0	0.000	0%	0	0		0		0	
2012/13 Q3	0	0.000	0%	0	0		0		0	
2012/13 Q4	0	0.000	0%	0	0		0		0	
2013/14 Q1	0	0.000	0%	0	0		0		0	
2013/14 Q2	0	0.000	0%	0	0		0		0	

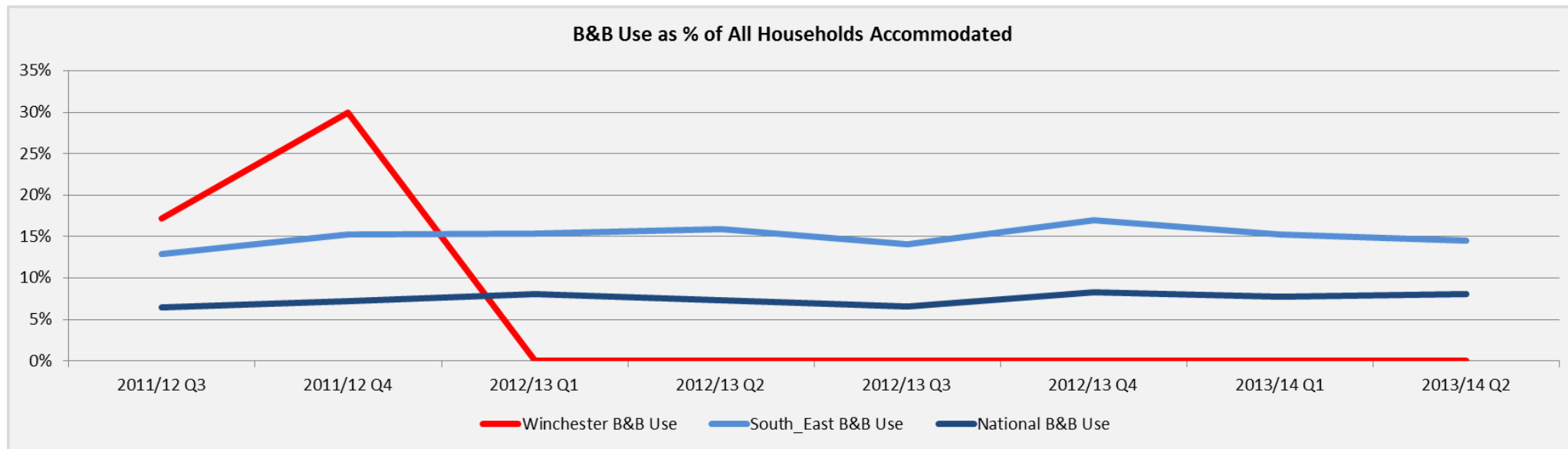


	South_East Total	Per 1,000 Households	% of total accommodated by LA	residents in B&B for 6 weeks or more	of total households with dep children and/or pregnant women	% of total	of total 16/17 year old applicant households accommodated	% of total	16/17 yo residents in B&B for 6 weeks or more	% of total
2011/12 Q3	520	0.060	13%	80	186	36%	17	3%	3	18%
2011/12 Q4	651	0.075	15%	42	227	35%	36	6%	12	33%
2012/13 Q1	695	0.080	15%	75	320	46%	32	5%	7	22%
2012/13 Q2	747	0.087	16%	159	321	43%	28	4%	11	39%
2012/13 Q3	640	0.074	14%	133	211	33%	19	3%	13	68%
2012/13 Q4	814	0.094	17%	125	353	43%	16	2%	8	50%
2013/14 Q1	748	0.087	15%	174	316	42%	17	2%	2	12%
2013/14 Q2	742	0.086	15%	134	312	42%	17	2%	0	0%



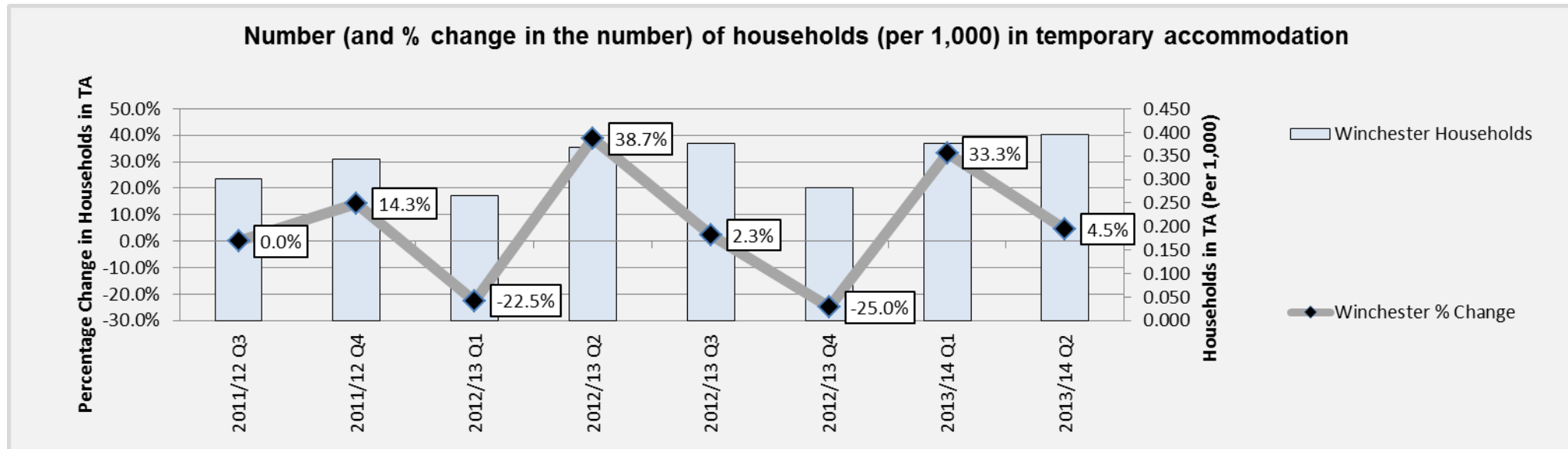
	National	Per 1,000 Households	% of total accommodated by LA	residents in B&B for 6 weeks or more	of total households with dep children and/or pregnant women	% of total	of total 16/17 year old applicant households accommodated	% of total	16/17 yo residents in B&B for 6 weeks or more	% of total
2011/12 Q3	3,166	0.060	6%	414	1198	38%	89	3%	27	30%
2011/12 Q4	3,635	0.069	7%	429	1430	39%	134	4%	51	38%
2012/13 Q1	4,162	0.079	8%	526	1561	38%	118	3%	40	34%
2012/13 Q2	3,852	0.073	7%	725	1681	44%	109	3%	40	37%
2012/13 Q3	3,488	0.066	7%	705	1319	38%	69	2%	37	54%
2012/13 Q4	4,474	0.084	8%	680	1751	39%	92	2%	31	34%
2013/14 Q1	4,247	0.080	8%	682	1846	43%	72	2%	11	15%
2013/14 Q2	4,601	0.087	8%	731	1880	41%	68	1%	0	0%



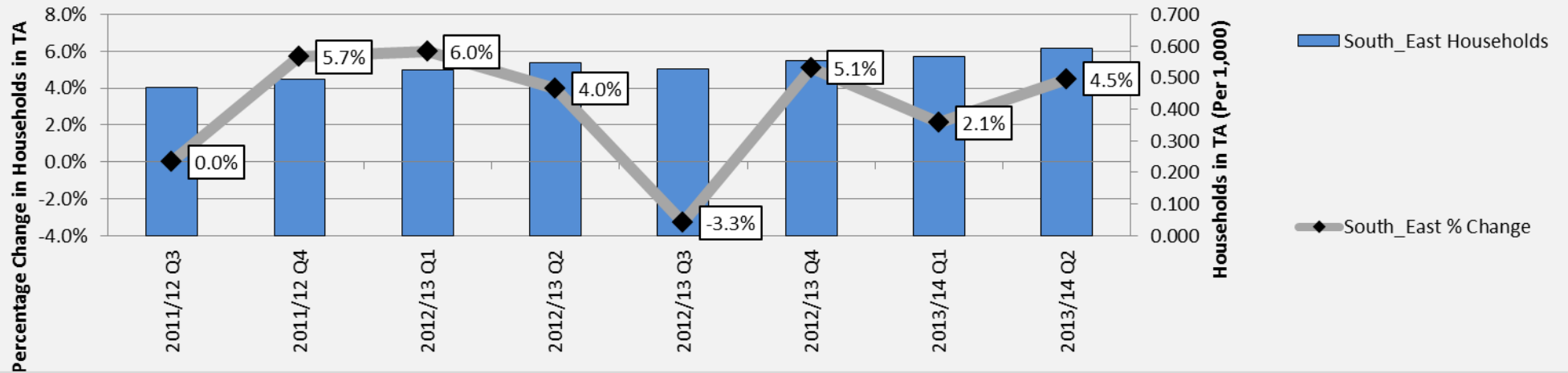


11. Number of households in temporary accommodation: trends* - DCLG P1E Data (Per 1,000 Households)

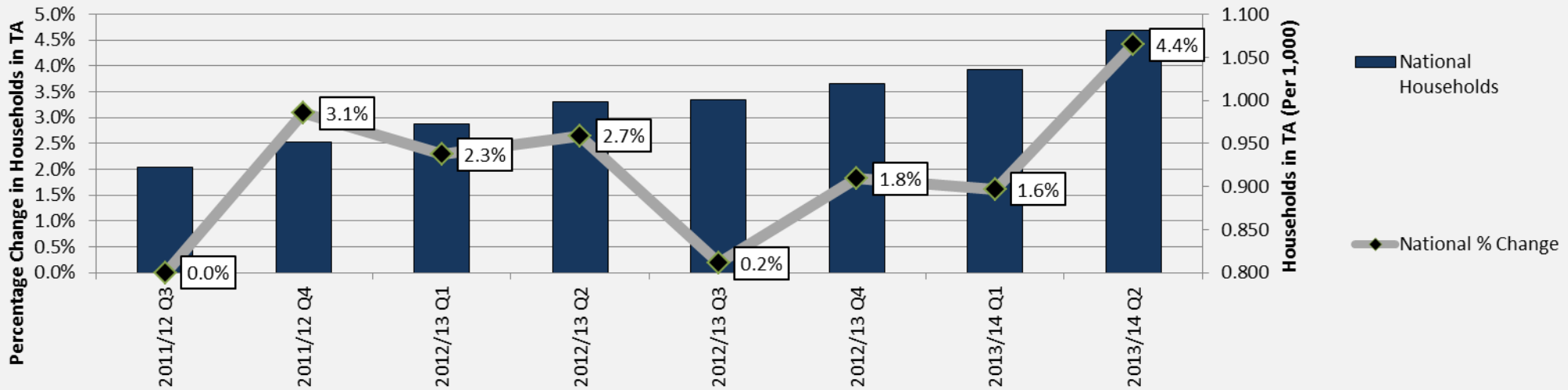
	Winchester	% Change	South_East	% Change	National	% Change
2011/12 Q3	0.30		0.47		0.92	
2011/12 Q4	0.34	14.3%	0.50	5.7%	0.95	3.1%
2012/13 Q1	0.27	-22.5%	0.52	6.0%	0.97	2.3%
2012/13 Q2	0.37	38.7%	0.55	4.0%	1.00	2.7%
2012/13 Q3	0.38	2.3%	0.53	-3.3%	1.00	0.2%
2012/13 Q4	0.28	-25.0%	0.55	5.1%	1.02	1.8%
2013/14 Q1	0.38	33.3%	0.57	2.1%	1.04	1.6%
2013/14 Q2	0.39	4.5%	0.59	4.5%	1.08	4.4%



Number (and % change in the number) of households (per 1,000) in temporary accommodation



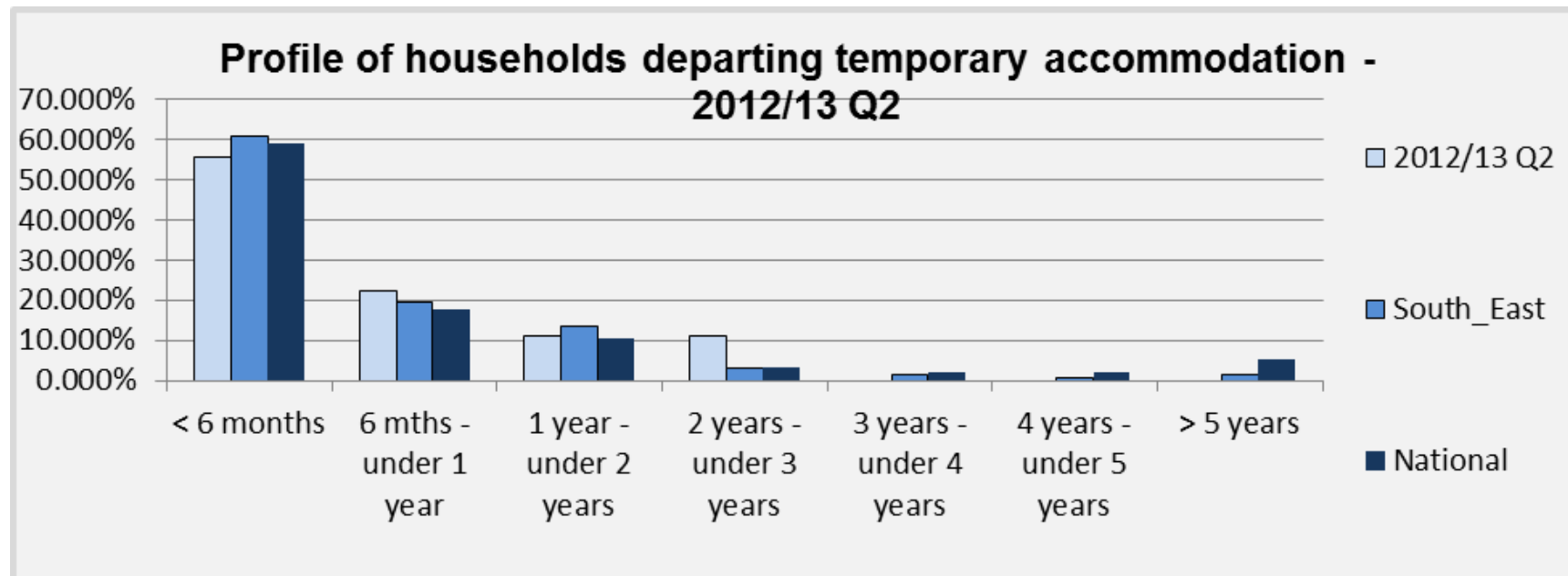
Number (and % change in the number) of households (per 1,000) in temporary accommodation



12. Length of stay in temporary accommodation (departing households) * - DCLG P1E Data

* Households moving out of temporary accommodation secured under S.193 for whom a main homelessness duty was ended (and immediately prior to this the household was living in the accommodation from which they were accepted/TA they had arranged themselves)

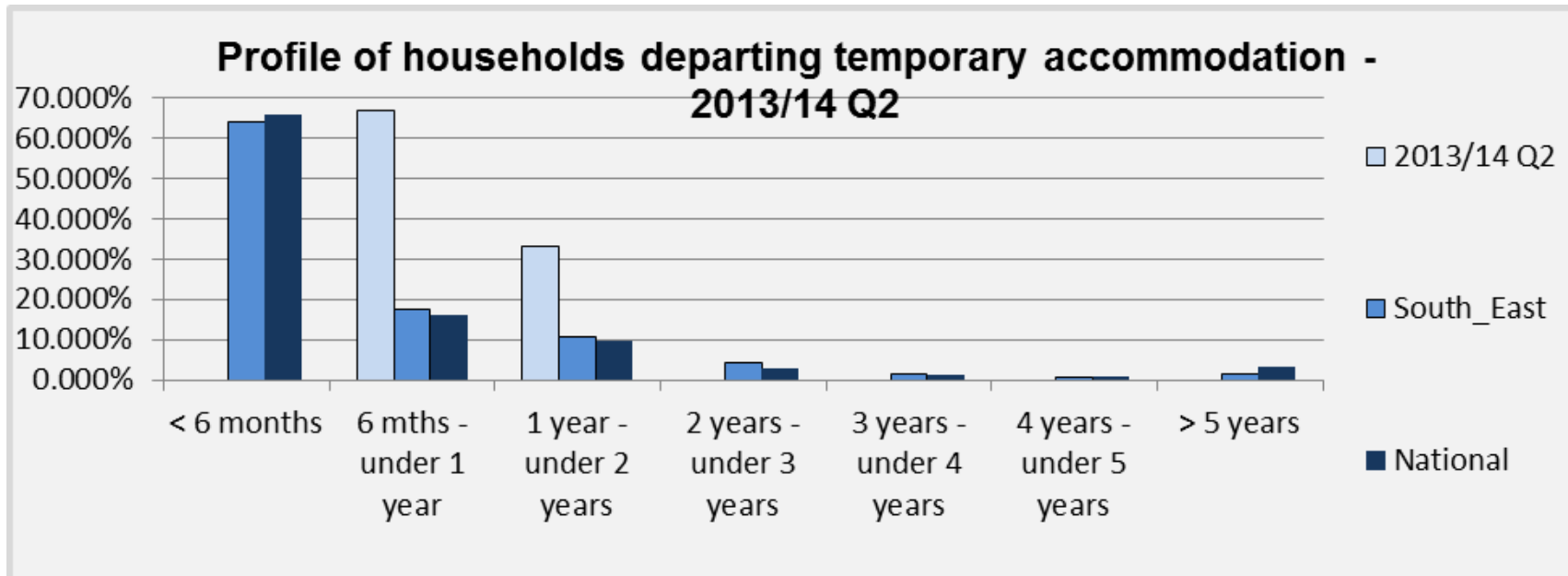
	2012/13 Q2		South_East		National	
	2012/13 Q2	% of total in TA	South_East	% of total in TA	National	% of total in TA
< 6 months	5	55.556%	533	60.8%	4,449	59.2%
6 mths - under 1 year	2	22.2%	171	19.5%	1,337	17.8%
1 year - under 2 years	1	11.1%	119	13.6%	785	10.4%
2 years - under 3 years	1	11.1%	26	3.0%	257	3.4%
3 years - under 4 years	0	0.0%	12	1.4%	142	1.9%
4 years - under 5 years	0	0.0%	4	0.5%	151	2.0%
> 5 years	0	0.0%	11	1.3%	393	5.2%
Total	9		876		7,514	





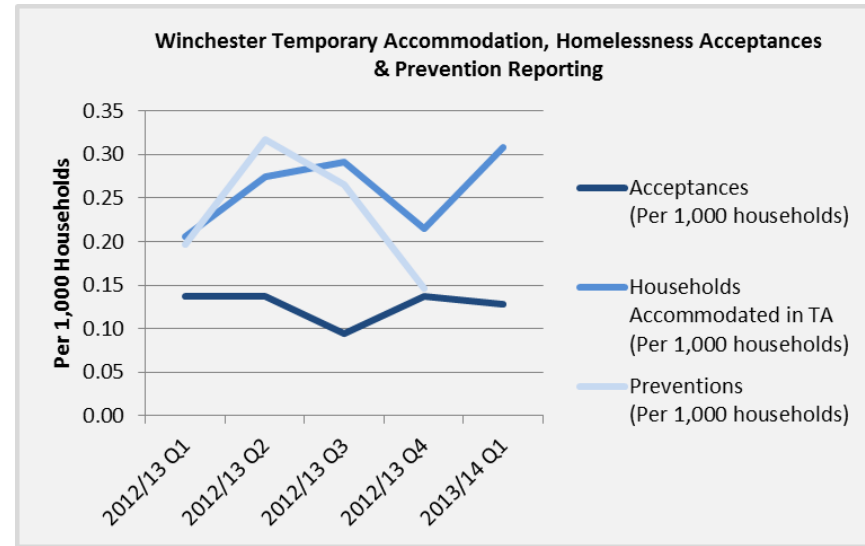
2013/14 Q2

	2013/14 Q2	% of total in TA	South_East	% of total in TA	National	% of total in TA
< 6 months	0	0.000%	766	64.1%	6,843	65.6%
6 mths - under 1 year	4	66.7%	210	17.6%	1,696	16.3%
1 year - under 2 years	2	33.3%	127	10.6%	1,007	9.7%
2 years - under 3 years	0	0.0%	52	4.4%	296	2.8%
3 years - under 4 years	0	0.0%	17	1.4%	138	1.3%
4 years - under 5 years	0	0.0%	8	0.7%	96	0.9%
> 5 years	0	0.0%	15	1.3%	350	3.4%
Total	6		1,195		10,426	

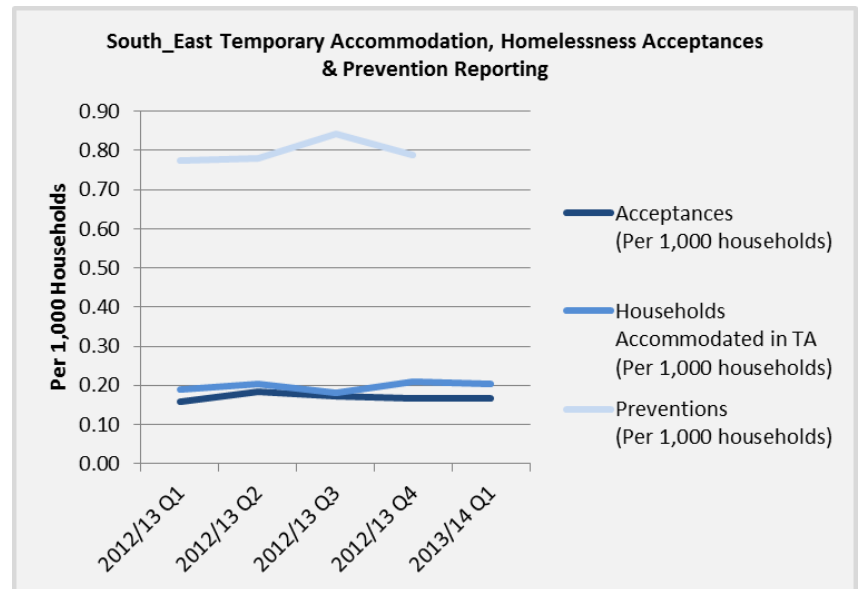


13. Temporary Accommodation, Homelessness Acceptances & Prevention Reporting Comparison - DCLG P1E Data

	Winchester			
	Acceptances (Per 1,000 households)	% Accepted	Households Accommodated in TA (Per 1,000 households)	Preventions (Per 1,000 households)
2012/13 Q1	0.14	75.0%	0.21	0.20
2012/13 Q2	0.14	68.8%	0.27	0.32
2012/13 Q3	0.09	63.6%	0.29	0.27
2012/13 Q4	0.14	87.5%	0.21	0.15
2013/14 Q1	0.13	80.0%	0.31	N/A
2013/14 Q2	0.11	69.2%	0.33	N/A
2013/14 Q3				
2013/14 Q4				



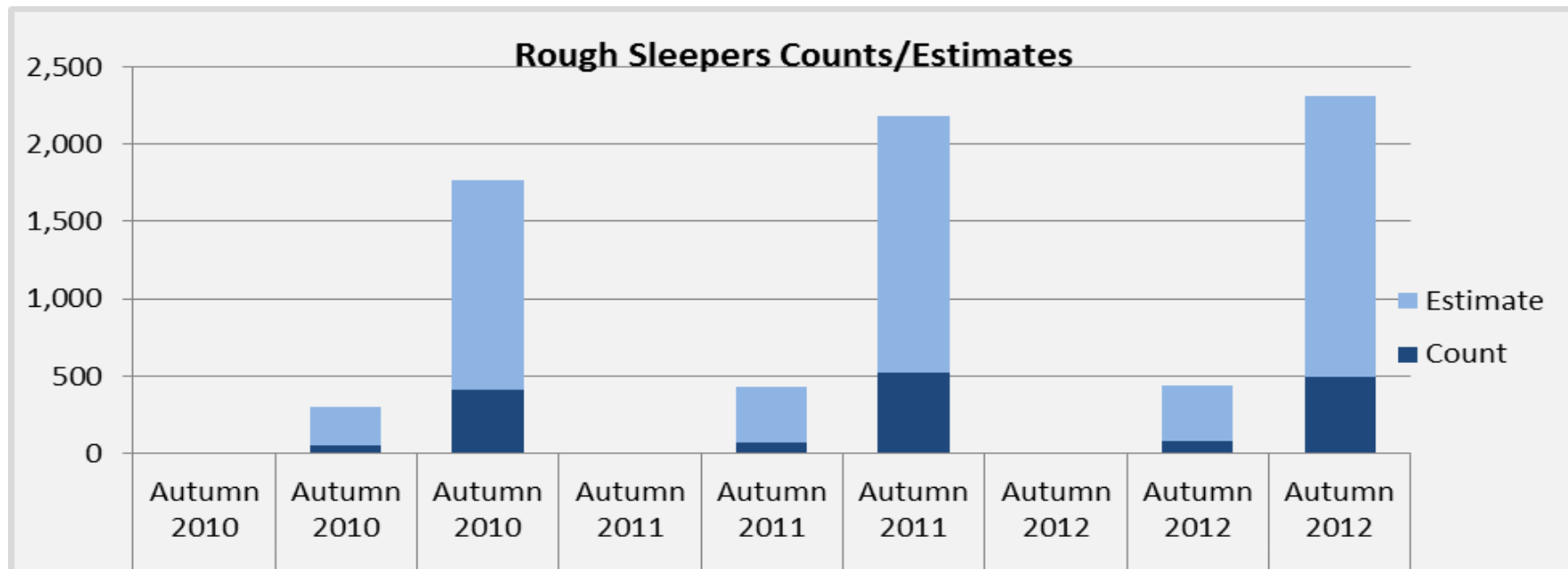
	South_East			
	Acceptances (Per 1,000 households)	% Accepted	Households Accommodated in TA (Per 1,000 households)	Preventions (Per 1,000 households)
2012/13 Q1	0.16	48.7%	0.19	0.78
2012/13 Q2	0.19	48.7%	0.20	0.78
2012/13 Q3	0.17	45.3%	0.18	0.84
2012/13 Q4	0.17	44.6%	0.21	0.79
2013/14 Q1	0.17	46.6%	0.20	N/A
2013/14 Q2	0.19	44.4%	0.21	N/A
2013/14 Q3				
2013/14 Q4				



14. Rough Sleeping - Department for Communities and Local Government

Number of rough sleepers

		Winchester	South_East	National
Autumn 2010	Count	5	52	407
	Estimate	-	247	1,361
	Total	5	299	1,768
Autumn 2011	Count	9	70	519
	Estimate	-	360	1,662
	Total	9	430	2,181
Autumn 2012	Count	7	82	498
	Estimate	-	360	1,811
	Total	7	442	2,309



Appendix 4:



Continuous Improvement Plan

Sections 2 - 12 Diagnostic Peer Review

Winchester City Council

20th February 2014

Peer-led Practitioner Prevention Partnership

The content of this document represents the findings of the peer reviewers as part of a Diagnostic Peer Review. It does not represent legal advice or opinion, nor does it represent statutory guidance or government. Local authorities should always seek their own legal advice to satisfy themselves on any issues or questions raised. Local authorities can call the NHAS Local Authority Housing Advice Line on 0300 330 0517 Monday to Friday 9am - 5pm for advice in relation to an individual housing or homelessness case

Introduction to your Continuous Improvement Plan

This Continuous Improvement Plan (CIP) is tailored to your Local Authority and the contents derive directly from the results of the Diagnostic Peer Review (DPR), recently conducted by your peers. The purpose of the CIP is to provide **specific action points for the parts** within the Assessment areas **which scored *under 60% in the DPR***.

The actions within the CIP are numbered. The first column called 'Action Number' simply lists all actions numerically in order of appearance. The column beside it called 'Question Number' refers to the Assessment number and then question number from the DPR in brackets. For example '2 (1)' - refers to Assessment 2 question 1.

If you would like to see the actions relating to the areas that you scored 60% or more on in order to continually improve in these areas too, please contact the NPSS team who will send this to you.

There is a separate Continuous Improvement Plan for Assessment One of the Diagnostic Peer Review toolkit which focuses solely on actions related to the Statistical Compiler and Key Documents part of the offsite assessment. If you would find this Continuous Improvement Plan helpful please email us at generalenquiries@practitionersupport.org to request a copy.

The action plan also makes reference to operational working examples, toolkits and training as a means of achieving continual improvement. These are available on the NPSS website.

Baseline Summary of Diagnostic Peer Review

Pre-Visit Assessment	Score	Max	Overall Score %	
2. Homelessness Strategy Overview	60	116	52%	Please see actions below
3. Website Review	23	48	48%	Please see actions below
Total			50%	

Onsite Assessment	Score	Max	Overall Score %	
4. Reception and Interview Room	38	48	79%	All parts over 60% - no actions
5. Customer Interview Observations	68	72	94%	All parts over 60% - no actions
6. Housing Options File Review	134	216	62%	Please see actions below
7. Homeless Assessment File Review	58	96	60%	Please see actions below
12. Quality of Housing Options Service	65	92	71%	All parts over 60% - no actions
Total			73%	

Interview Summary Scores	Score	Max	Overall Score %	
8. Staff	36	48	75%	All parts over 60% - no actions
9. Managers	101	156	65%	One part under 60% - Please see actions below
10. Partners	67	96	70%	All parts over 60% - no actions
11. Visits	166	240	69%	One part under 60% - Please see actions below
Total			70%	

Total Overall Score	Average % Score	
Total	68%	

Breakdown of Individual Parts of the Diagnostic Peer Review

2. Homelessness Strategy Overview		%
Current Homelessness Strategy		50%
Review and Strategy Development		45%
Strategic Priorities		53%
Fit for Purpose		50%
Corporate Commitment		63%
Investment		60%
Evidence of joint working		38%
Overall		52%

3. Website Review		%
Accessibility and Navigation		75%
Information and Advice		8%
Links and Directory		63%
Contact and On-line Application		50%
Overall		48%

4. Reception and Interview Room		%
Reception Facilities		82%
Interview Facilities		75%
Overall		79%

5. Customer Interview Observations		%
Preparation		100%
Establishing the Facts		100%
Providing Advice		75%
Engaging with the Customer		92%
Efficiency of Approach		100%
Effectiveness Of Approach		100%
Overall		94%

6. Housing Options File Review		%
Facts established		69%
Client's requirements		61%
Accurate and appropriate advice		58%
Timely and efficient casework		58%
Appropriate outcome/solution		69%
Effective file management		56%
Overall		62%

7. Homeless Assessment File Review		%
Facts established		69%
Accommodation duties met		56%
Efficient progress of inquiries		50%
Accurate decision		75%
Clearly reasoned s.184 letter		63%
Effective file management		50%
Overall		60%

Breakdown of Individual Parts of the Diagnostic Peer Review continued....

8. Staff Summary		%
Customer Experience		69%
Operational Delivery		67%
Resources		100%
Staff Development & Involvement		75%
Evidence of Joint Working		75%
Overall		75%

9. Managers Summary		%
Service Structure & Staff Development/Involvement		67%
Customer Experience		71%
Resources		67%
Operational Delivery		58%
Evidence of Joint Working		67%
Corporate Commitment		83%
Overall		65%

Partners Summary		%
Operational Delivery		69%
Resources		81%
Evidence of Joint Working		69%
Customer Experience		66%
Overall		70%

11. Visits Summary		%
Visit to Statutory Temporary Accommodation		79%
Visit to Over Night Accommodation		79%
Visit to Day facility		50%
Overall		69%

12. Quality of Housing Options Service		%
Service standards promote quality		61%
Baseline threshold service		72%
Good practice systems in place		71%
Confirmation of advice is provided		100%
Overall		71%

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
<p>Assessment One: There is a separate Continuous Improvement Plan for Assessment One of the Diagnostic Peer Review toolkit which focuses solely on actions related to the Statistical Compiler and Key Documents part of the offsite assessment. If you would find this Continuous Improvement Plan helpful please email us at generalenquiries@practitionersupport.org to request a copy</p>									
<p>Assessment Two: Homelessness Strategy Overview</p>					<p>Overall Homelessness Strategy Overview DPR Score:</p> <ul style="list-style-type: none"> Fair: 40% - 59% 				
<p>2. Current Homelessness Strategy DPR Score:</p> <ul style="list-style-type: none"> Fair: 40% - 59% 									
1	2 (1)	Develop a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs. Refer to the NPSS homelessness strategy toolkit for wider guidance and checklist							
<p>2. Homelessness Review and Strategy Development DPR Score:</p> <ul style="list-style-type: none"> Fair: 40% - 59% 									
2	2 (2)	Carry out a comprehensive examination of available data (including using stats compiler) and undertake realistic profiling/modelling of future resources, pressures and trends							
3	2 (3)	Incorporate into the review an examination of service performance, quality and cost							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
		efficiency to provide a baseline for setting strategic objectives							
4	2 (4)	Establish the gaps in advice, prevention, support services and accommodation available in the locality							
5	2 (5)	Consult with partners, stakeholders and customers to understand local needs and ensure this feeds into the strategy							
6	2 (6)	Within the strategy demonstrate that the strategy has been developed in partnership, with appropriate links being made with regard to other complementary strategies and action plans							
2. Strategic Priorities DPR Score:									
• Fair: 40% - 59%									
7	2 (7)	Include within the strategy a focus on prevention and support services that help to sustain accommodation & make repossession the last resort							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
8	2 (8)	Support partnerships with Voluntary Sector stakeholders and other local partners to address support, education, employment and training needs (including bespoke training around partnerships and operational working examples from NPSS website							
9	2 (9)	Ensure the strategy supports the delivery of a Housing Options prevention service to all clients, including households who may not be owed any statutory duty							
10	2 (10)	Include in the strategy a clear framework that supports the No Second Night Out model, or an effective local alternative							
11	2 (11)	Ensure the strategy supports the development of Housing Pathways for each relevant client group for the Local Authority that are based on a clear understanding of local needs and provision							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
12	2 (12)	Include in the strategy the development of a suitable private rented sector offer for all client groups, including advice and support to both client and landlord							
13	2 (13)	Ensure the strategy demonstrates that the authority is committed to preventing mortgage repossessions, including through the Mortgage Rescue Scheme							
14	2 (14)	Include in the strategy a commitment to limiting the use of B&B accommodation for all client groups, justified by a 'spend to save' approach							
15	2 (15)	Ensure the strategy makes provision and plans within the strategy for mitigating the impact of welfare reform – (see welfare reform action plan on NPSS website)							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
2. Ensure the Homelessness Strategy is fit for purpose DPR Score:									
• Fair: 40% - 59%									
16	2 (16)	Ensure the strategy meets basic legal requirements as set out in the Homelessness Act 2002 and the Localism Act 2012							
17	2 (17)	Ensure the strategy addresses local challenges through emphasis on positive action							
18	2 (18)	Ensure the homelessness strategy can demonstrate that it is suitably robust so that it will meet the future challenges that are likely to arise during its life							
19	2 (19)	Include within the strategy delivery plan Specific, Measurable, Achievable, Realistic, Time bound actions (SMART) including commitment to Evaluate and Re-evaluate (SMART(ER)) actions							
20	2 (20)	Monitor the strategy in partnership with accountability for delivery resting with identified leads to support performance management of the strategy							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
2. Develop Evidence of joint working DPR Score:									
<ul style="list-style-type: none"> Poor: 20% - 39% 									
21	2 (28)	Hold regular and inclusive Homelessness Forums and refer to these within the strategy							
22	2 (29)	Include as an action within the delivery plan the joint commissioning of services							
Assessment Three: Website Review						Overall Website Review DPR score:			
						<ul style="list-style-type: none"> Fair: 40% - 59% 			
3. Information and Advice DPR Score:									
<ul style="list-style-type: none"> Very Poor: 0% - 19% 									
23	3 (4)	Provide on the website access to accurate, useful and comprehensive information about housing options (including any specific schemes) and make clear what the council's statutory duties are							
24	3 (5)	Develop a range of self-help tools/packs and make these available for download from the housing options website							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
25	3 (6)	Publish a comprehensive suite of relevant policy, performance and strategic documents on the housing options service website							
3. Contact and online application DPR Score: <ul style="list-style-type: none"> Fair: 40% - 59% 									
26	3 (9)	Ensure the webpages include clear and comprehensive information about how to make contact with the relevant parts of the service, e.g. Telephone numbers, office location and opening times, email contact details etc.							
27	3 (10)	Clearly set out on the web pages what a customer can expect when making contact, e.g. service standards, procedures for handling contacts (appts, drop-in etc.)							
28	3 (11)	Ensure there is the facility for customers to make contact with the service through the website							
29	3 (12)	Develop a customer portal to support on-line applications and self-management of updates and other similar features							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
Assessment Six: Housing Options File Review					Overall Housing Options File Review DPR Score: <ul style="list-style-type: none"> • Good: 60% - 79% 				
6. Accurate and Appropriate Advice DPR Score: <ul style="list-style-type: none"> • Fair: 40% - 59% 									
30	6 (3)	Develop procedures, frameworks and or / forms and provide training to ensure officers give, and record on the file, accurate and appropriate advice during Housing Options Interviews which includes the following: <ul style="list-style-type: none"> • Appropriate options to prevent or tackle homelessness (incl. Pt VII where required) • Legal tests/processes • Signpost/referral • Written confirmation of the advice to the client 							
6. Timely and Efficient Casework DPR Score: <ul style="list-style-type: none"> • Fair: 40% - 59% 									
31	6 (4)	Develop procedures, frameworks and or / forms and provide training to ensure officers undertake timely and efficient casework which							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
		includes: <ul style="list-style-type: none"> • Action plan for meaningful engagement/early action to prevent • Regular contact, responsive to client • Prompt, timely, efficient • Closure at appropriate point • Key dates met • Recording all of the above on the case file 							
6. Effective File Management DPR Score: <ul style="list-style-type: none"> • Fair: 40% - 59% 									
32	6 (6)	Develop procedures, frameworks and or / forms and provide training to ensure officers undertake effective file management process/system including: <ul style="list-style-type: none"> • Orderly paper file/storage of docs • Clear notes to chart progress • Efficient interaction between paper files/IT system 							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
Assessment Seven: Homelessness Assessment File Review					Overall Homelessness Assessment File Review DPR Score: <ul style="list-style-type: none"> • Good: 60% - 79% 				
7. Accommodation Duties Met DPR Score: <ul style="list-style-type: none"> • Fair: 40% - 59% 									
33	7 (2)	Develop procedures, frameworks and or / forms and provide training to ensure officers undertake, and record, appropriate application and accommodation duties including the following: <ul style="list-style-type: none"> • Application taken at appropriate trigger point • s.188 provided at appropriate point (as required) • Accommodation appears suitable and B&B only used as an emergency last resort 							
7. Efficient Progress of Enquiries DPR Score: <ul style="list-style-type: none"> • Fair: 40% - 59% 									
34	7 (3)	Develop procedures, frameworks and or / forms and provide training to ensure efficient progress and recording of inquiries which include: <ul style="list-style-type: none"> • Case plan for inquiries • Prompt contact with 3rd 							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
		parties to secure evidence/documents <ul style="list-style-type: none"> • Regular contact/updates for client • Decision made within 33 days 							
7. Effective File Management DPR Score: <ul style="list-style-type: none"> • Fair: 40% - 59% 									
35	7 (6)	Develop procedures, frameworks and or / forms and provide training to ensure officers undertake effective file management process/system including: <ul style="list-style-type: none"> • Orderly paper file/storage of docs • Clear notes to chart progress • Efficient interaction between paper files/IT system 							
Assessment Nine: Interviews with Managers					Overall Interviews with Managers DPR Score: <ul style="list-style-type: none"> • Good: 60% - 79% 				
9. Operational delivery DPR Score: Delete as appropriate <ul style="list-style-type: none"> • Fair: 40% - 59% 									

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
36	9 (7)	<p>Ensure that if B&B is being used regularly there is an effective system in place to monitor use and expenditure by both staff and management</p> <ul style="list-style-type: none"> • Ensure that appropriate checks are made on the B&Bs regarding Health and Safety? • If B&B use is an ongoing issue what longer term plans are in place to address its use (i.e. a prevention focus and developing a supply and demand model)? <p>Please note that this is a large action which may require a separate action plan to be determined by the outstanding requirements of the service</p>							
37	9 (8)	Develop a strategy for engaging with the private rented sector,							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
		<p>including incentives for local landlords to engage with the Housing Options Service, for example: rent bonds / deposits / helplines for landlords. Develop processes for ensuring that properties accessed in the private rented sector are affordable, of good quality and well managed (this could mean checklists for officers, local accreditation schemes etc. Ensure that schemes for accessing the private rented sector are accessible to all, and that clients are prepared for PRS(training / advice is available on Budgeting Income / Expenditure checks / Tenancy Training / Managing Utilities)</p> <p>Please note that this is a large action which may require a separate action plan including linking to the PRS toolkit checklist on the NPSS website</p>							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
38	9 (9)	Ensure a manager attends county / regional and national events, when possible, and implements any learning locally							
39	9 (10)	Develop, implement and monitor a current homelessness strategy (please refer to NPSS Homelessness Strategy Toolkit – available on NPSS website for comprehensive details on how to do this) Please note that this is a large action which may require a separate action plan including linking to the homelessness strategy toolkit on the NPSS website							
40	9 (11)	Ensure that the local authority has a allocations policy which: <ul style="list-style-type: none"> • Supports the work of the Housing Options Service and does not provide a perverse incentive for customers to present as 							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
		<p>homeless or move into temporary / supported accommodation.</p> <ul style="list-style-type: none"> • Ensure the policy supports the aims and objectives within the homelessness strategy and tenancy strategy • Meets the right balance of local priorities • Considers including private rented sector properties on the CBL system • Ensure that vulnerable households are supported through the bidding process • Applicants supported, in partnership with RPs, to manage, the changes brought about by tenure reform e.g. Fixed term tenancies, affordable rent and rent in advance (where 							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
		relevant) There is a thorough assessment of need for floating support							
41	9 (12)	Ensure staff and managers are aware of the link between relieved data sets and no priority need and intentional data sets. Provide training if necessary. Ensure that there is not over use of the 'other' category and consider what prevention data from district partners could be included? Overall, make sure that statistical monitoring improves service delivery							
Assessment Eleven: Visits					Overall Visits DPR Score: <ul style="list-style-type: none"> • Good: 60% - 79% 				
Assessment Eleven c: Visit to Day Facility					Overall Visit to Day Facility DPR Score: Delete as appropriate <ul style="list-style-type: none"> • Fair: 40% - 59% 				
42	11.c (1)	Review the emergency accommodation options for the client group and ensure there							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
		are appropriate pathways in place to enable access to accommodation							
43	11.c (2)	Review the overall approach of the council and partners to dealing with entrenched rough sleepers and ensure that all rough sleeping issues are resolved in a timely manner							
44	11.c (3)	Review the overall approach of the council and partners to dealing with entrenched rough sleepers and ensure that all rough sleeping issues are resolved in a timely manner							
45	11.c (4)	Develop and implement a no second night out approach / model to addressing rough sleeping within the district							
46	11.c (5)	Ensure that day facilities / centres for rough sleepers are only dealing with rough sleepers and not those who are accommodated							
47	11.c (6)	Ensure the day facility works closely with street outreach teams							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
48	11.c (7)	Develop effective approaches to supporting rough sleepers with multiple, complex needs to come indoors							
49	11.c (8)	Develop service standards for providing a prompt response to rough sleepers							
50	11.c (9)	Ensure that the provider develops, for everyone that accesses the day facility, a comprehensive assessment of need and risk and a clearly defined move on action plan							
51	11.c (10)	Ensure that the day facility identifies itself and works to the places of change principles i.e. which moves people away from rough sleeping rather than a place of acceptance which lets anyone, homeless or not, in for free food and tea and coffee							
52	11.c (11)	Review the funding structure of the facility to ensure that all options for funding are being used							

Advice Number	Question Number	What we will do?	When will we do it by?	Who will deliver this?	Resources needed internally and externally (from NPSS, peer local authorities, voluntary sector etc)	Milestones	Target / Outcome	What would success look like?	Comments / Status
53	11.c (12)	Ensure other agencies visit and support service users of the day facility on a regular basis, including looking at gaps in provision and supporting users with bespoke needs in partnership							
54	11.c (13)	Ensure the Day Facility is fully accessible for disabled applicants and is fully DDA compliant							



Peer-led Practitioner Prevention Partnership



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National Practitioner Support Service

“Strive for Continuous Improvement in Front Line Housing Service”

Appendix 5. Workshop 1 feedback notes.

Group 1

- Hold a Domestic Abuse Forum
- Ensure the right people are at the right partnership meetings
- Introduce an annual conference of local providers
- Sign post services through a Homelessness website
- Mapping and gapping of resources through the voluntary sector
- Multi service sharing of information tool
- Better understanding of Hampshire home choice – sharing practices
- Representation included from all agencies regardless of district

Group 2

- Better communication between partner agencies and strengthening of working relationships
- Joint training opportunities
- Improve website information and links to other agencies
- WCC to produce newsletters
- Pursue joint early intervention work – solving the problem before a crisis
- Engaging with private landlords
- Offer independent mediation
- Financial assistance / advice to all
- Tap into local private financial opportunities

Group 3

- Better sign posting of information
- Bringing agencies together / better working relationships
- Good established relationship with council
- Difficulty in accessing any permanent help locally
- Council is good at emergency help and preventing
- Supported housing panel already struggling with obtaining 'move on' accommodation
- Housing strategy focuses on 2 and 3 bed properties
- Get together to agree the same messages
- Explain what the government wants
- Social housing is usually lost due to arrears; RSL's work to help avoid this situation
- Impact of welfare reform on homelessness
- Private landlords reluctant to take on tenants who will get their benefits directly. i.e. universal credit
- Importance of budgeting – getting into schools to start the learning early
- Unrealistic expectations of what to spend money on e.g. smart phones rather than food
- Use of 'Bond Scheme' with the Private Landlords
- Landlord voluntary accreditation
- Need for more single unit properties with an element of support included e.g. half way between independent living and supported accommodation
- More support to families who are struggling on the verge of separating
- Getting in lodgers – in response to bedroom tax / size criteria
- Creating private rented links with Eastleigh, Southampton and Portsmouth
- Huge amounts of empty properties above shops – any funding available?

Group 4

- Supported housing panel exists but need a providers forum
- Introduce a rough sleepers group
- Provide information of what each agency provide to share what facilities are available
- Groups/forums shouldn't be too big – engage agencies to tackle worklessness
- Annual meeting and consultation with update on homelessness strategy and new initiatives e.g. HHC – local welfare assistance.
- Introduce a annual event along the lines of today.
- Have clear eligibility criteria for each service
- Clear transparency on what WCC is able to support and understanding of how it works.
- Well informed teams – everyone involved receive training.

Appendix 6: Workshop 2 feedback notes:

Group 1

- Better partnership working with; Mental Health Adult services, Substance misuse services Housing, Third sector voluntary agencies i.e. food bank etc., Supported housing
- Clear mapping of pathways – access and referral flowchart (links to question 2)
- Links to business and voluntary services to get experience –way out of homelessness
- Bond guarantee scheme
- Register of private landlords/Identify barriers to private landlords
- Effective mapping of voluntary services and gaps
- Tenancy agreements free of charge to private landlords
- Rapid response service
- Continued advocacy and stepping up/enhanced service for those threatened with eviction
- All agencies providing early intervention services
- Joint working to offer choices i.e. arrears – jam jar accounts
- Education on expectations – need against want.
- Initiatives to help groups such as people made homeless through relationship breakdown i.e. single males

Group 2

- Robust joint working protocols with relevant agencies
- Services to suit individuals needs – sharing, group living, travellers – what type of housing do we need?
- Wet shelter to prevent rough sleeping explore an appropriate site
- Analysing stats – what is the main cause of homelessness? (underlying causes)
- Promote offer to landlords. Managing this well and making this attractive, no fees, bond. Make other agencies aware.
- Supported housing offering references
- Make landlords aware on going support is available by agencies
- Hampshire Home Choice promote service on the website
- Agencies should promote realistic options.
- National publicity awareness is needed
- More mobility when needs change

Group 3

- More support to struggling families e.g. young people (18+) and liaising with troubled families
- More drug and alcohol support
- Budgeting education / support needed (welfare reform)
- Halfway house units (some support with independent living) e.g. learning difficulties, drug and alcohol addiction, mental health
- Rent deposit scheme – Not enough?
- Support for Trinity and Night shelter – HCC supporting people, SP funding cuts, All emergency accommodation
- Build better agency networks
- Proactive policy for identifying private landlords to work with WCC (Bonds)
- Court advice desk to prevent homelessness – shentons and CAB at court (currently under threat due to legal aid changes)
- Involve police in discussions. No police powers to move people on unless anti social behaviour
- Street pastors and neighbourhood wardens working to pass on information and support
- If they engage the council already has the process to provide a solution - failing hard to reach groups who might struggle to engage
- Health checks what is the cost to health
- Explore Impact of welfare reform
- Work with prison service and probation service – can only leave prison with a place to stay that night – choice not to go there
- Is Winchester an 'importer' of homelessness because we offer too much support, generous Winchester people, community feeling / friends are here
- Mortgage rescue scheme to finish next year?

Group 4

- Better understanding of strategy and services, housing profile of other areas
- Improve rent deposit scheme to allow access if NOT homeless especially; supported housing sector
- Separate officer for rent deposit scheme to manage links with landlords
- Rent in advance scheme – closely managed
- Promote value of You Trust organise which works cross tenure
- Fees – e.g. credit check can be barrier so ensure good process to provide support so don't become a barrier
- Develop a private landlord forum/group and find all landlords
- Complex needs – managed accommodation, substance misuse, dogs, somewhere that support and education can be delivered. Either new build or house with 3 / 4 bedsits
- Offenders – accepted in to housing, time lapse between release date and accommodation e.g. good practice – Hart, Rushmoor – refer room in shared house upon release on short term basis.
- Good city support but better initiatives needed to address rural needs
- Evictions of those on licences (high vulnerability) provide support to the service to prevent evictions. Should go to panel at earliest opportunity to agree role of all agencies to work with individual to avoid street homelessness. Consider how to address those with issues around substance misuse and other issues in supported schemes to prevent eviction. Education of service providers of options and support available
- Sometimes referral out of area is best to meet needs
- Anyone in supported housing should be evicted without their case being heard – unless extreme circumstances

Appendix 7: Questionnaire Responses

Winchester City Council asked respondents to rank the options delegates proposed at the workshops as priorities for inclusion in the Preventing Homelessness Strategy. The options given are shown in the table below:

Introduce a provider's forum	Move on accommodation
Supported Housing Panel to adopt task specific groups	Review the requirement for a Local Wet Shelter
Introduce a Rough Sleepers Group	Short term accommodation for offenders upon release
Bring agencies together/ better working relationships	Build shared group housing opportunities
Well informed teams - sharing training opportunities to understand each others roles and responsibilities	Build more 1 bed accommodation
Nominated officers for sharing sensitive info opportunities	Pathway mapping/ joint agency support plans
Develop a Website Link to other agencies - updated info	Proactive policies to engage & work with landlords
Expand the Local Directory of services - signposting info	Tap into local private finance
Stakeholders - kept informed of Government initiatives	Joined up early intervention work
Voluntary sector mapping & gapping resources	Joined up agency work to reduce evictions in supported housing
Services designed to suit individuals' needs - sharing, group living, travellers etc.	Welfare Reform initiatives
Introduce a process of sharing best practice examples	Support/funding streams to assist troubled families/young people

Of the responses organisations ranked to 'organise a rough sleepers group' as the most important.

Other options that organisations felt were important were:

- Introduce a provider's forum
- Bring agencies together/ better working relationships
- Nominated officers for sharing sensitive info opportunities
- Develop a Website Link to other agencies - updated info
- Services designed to suit individuals needs - sharing, group living, travellers etc.
- Move on accommodation
- Short term accommodation for offenders upon release
- Proactive policies to engage & work with landlords
- Joined up early intervention work
- Joined up agency work to reduce evictions in supported housing
- Welfare Reform initiatives
- Support/funding streams to assist troubled families/young people