

Cambridgeshire and Peterborough Homeless Prevention Trailblazer

16th November 2017

“Making homelessness the unacceptable
outcome”



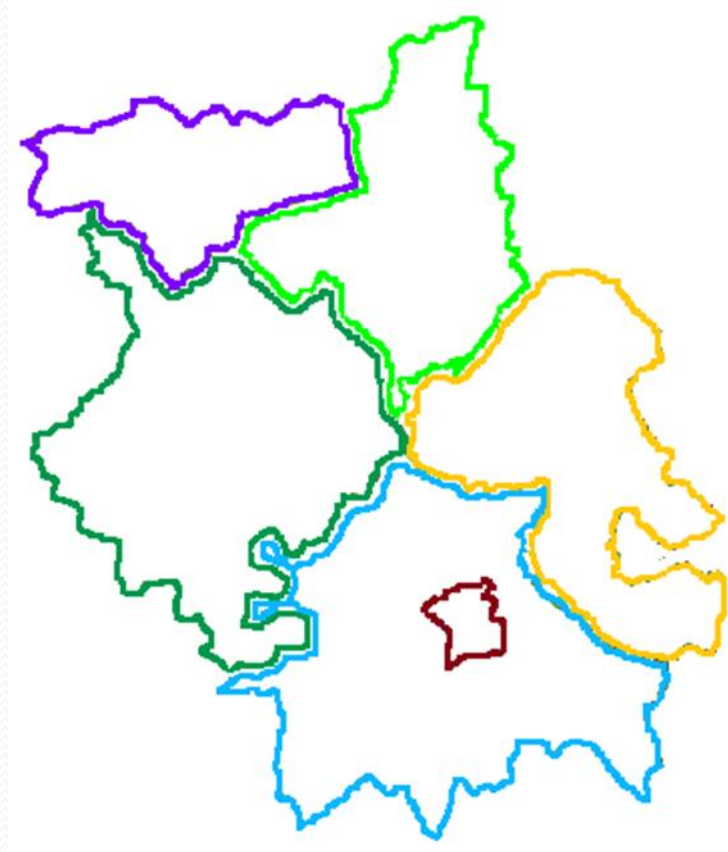
Homeless Prevention Trailblazer

- The area
- Statistics about homelessness across the area
- Our approach
- Early focus
- Spreading the word
- Partnership working
- Registered Providers
- Case studies
- Our learning
- Next steps
- Questions

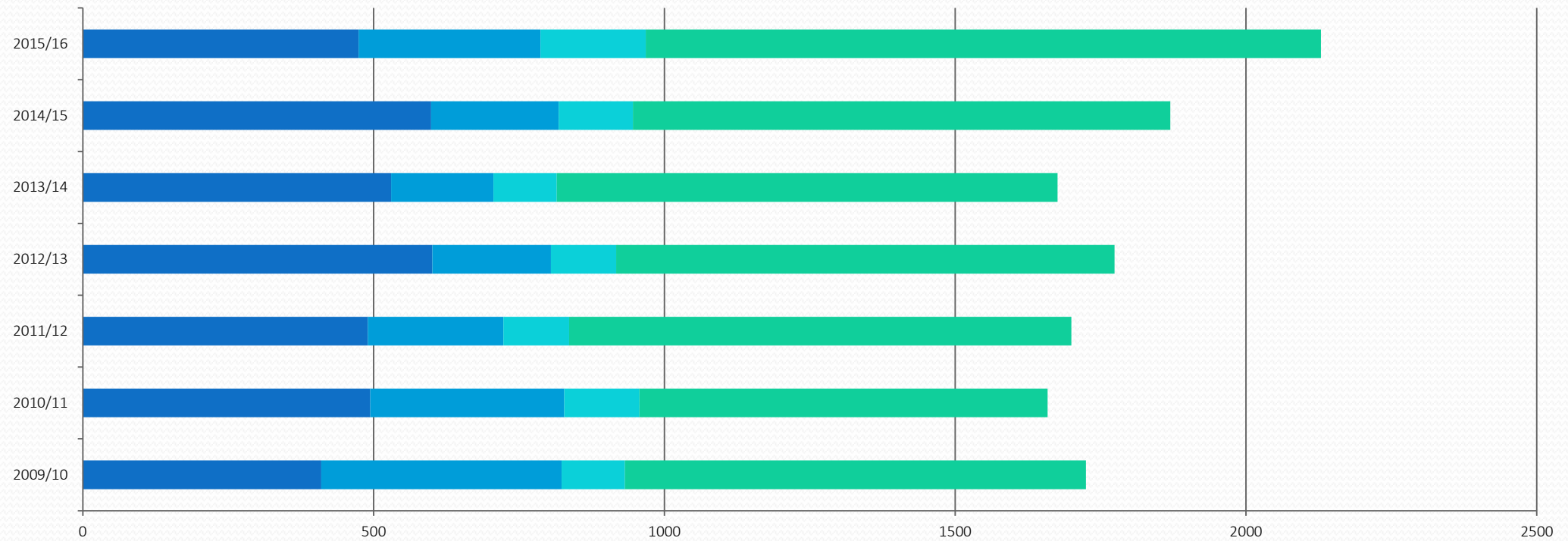


The area is Diverse

- 1 County Council
- 5 District Authorities
- 1 Unitary Authority
- 3 Cities
- 9 Market Towns
- 100's of villages



Homelessness decisions



■ Eligible but not homeless ■ Eligible & homeless but not in priority need ■ Eligible, homeless & in priority need but intentionally ■ Accepted as homeless and in priority need

What's our approach?

- Prevention team – Duty rota in MASH and Early Help Teams, Spotting the early warning signs of homelessness, ensure people know how to get support, case work, multi agency working, providing advice on housing to other public sector professionals, linking professionals together.....
- Landlord/Rent solutions – Helping landlords resolve problems and avoid evictions (e.g. help with universal credit issue), mediation, debt advice. Benefit advice....
- New Business Development – Accessing the private rented sector for those at risk of homelessness, working with lettings partners and extending coverage, marketing to attract private landlords.....



Our early focus- creating pathways

- Multi Agency Safeguarding Hub (MASH)
- Early Help Hub
- Adult Early Help
- District Teams
- Probation
- Housing Options Teams
- Registered Providers



Partnership working is key- tackling homelessness is everyone's business

Homelessness partners and providers, Public Service Board, Cambridgeshire & Peterborough NHS Foundation Trust, Clinical Commissioning Group, Public Health, Building Better Opportunities (4 projects), Integrated Offender Management, Police & Crime Commissioner, Probation Service, Prison Service, St Giles Trust, 6, District housing authorities, 1 unitary authority, Housing Associations, voluntary, community & charitable network (inc CAB), Department of Work & Pensions (Job Centre +) MASH (Multi agency Safeguarding Hub) Early help Hub, District Teams, Adult Early Help, Many Social Care Teams.....



How are we preventing homelessness with partners?

- Pre-bid partner buy in
- Homelessness Prevention MOU – high level commitment via Public Service Board
- Widespread training for homelessness awareness
- Housing Health check - individual debt advice for customers
- Web resources for staff and customers (Building Better Opportunities project)
- Web resources to share stories, success & data
- Staff on hand to provide advice, support and guidance

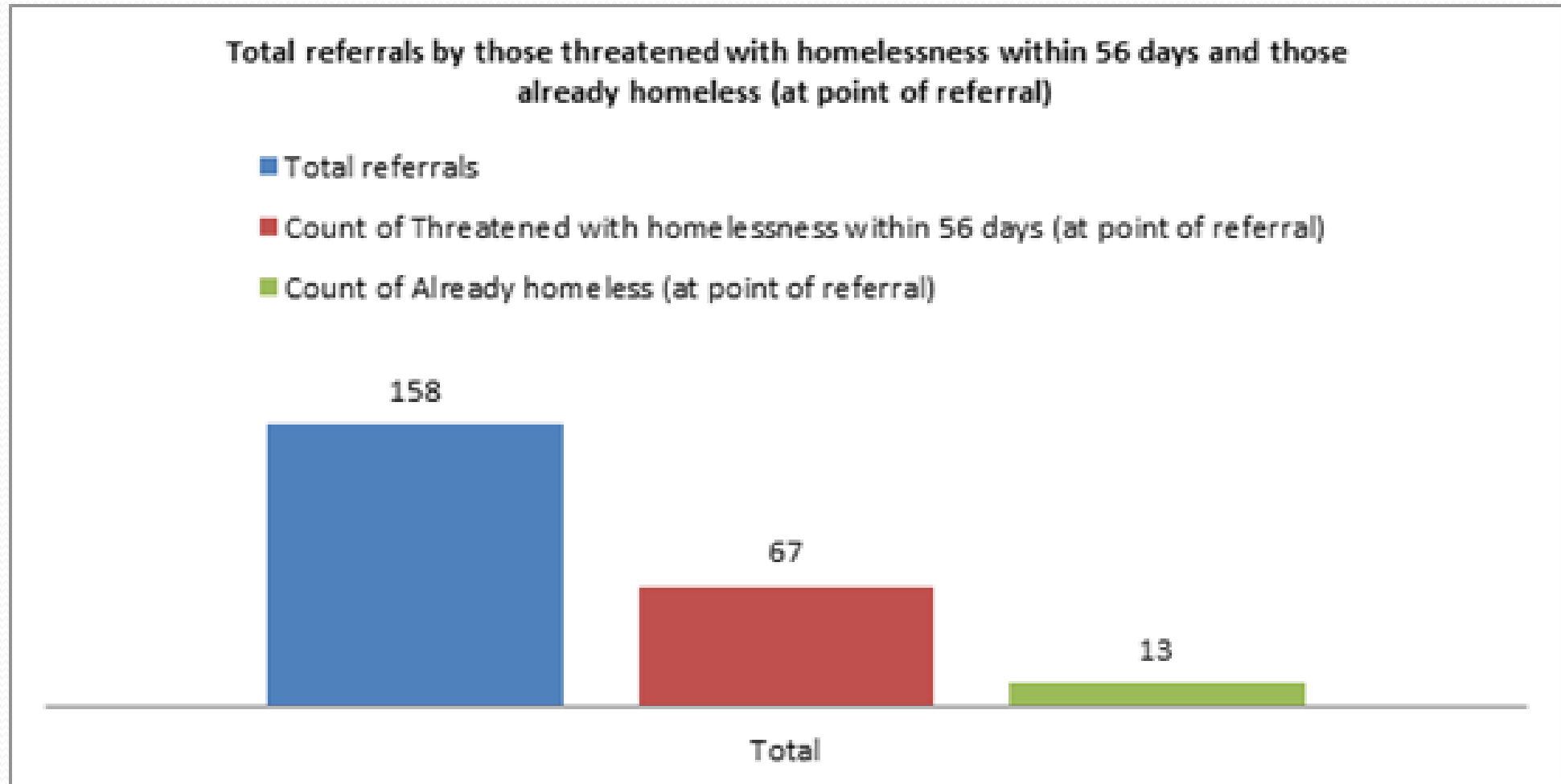


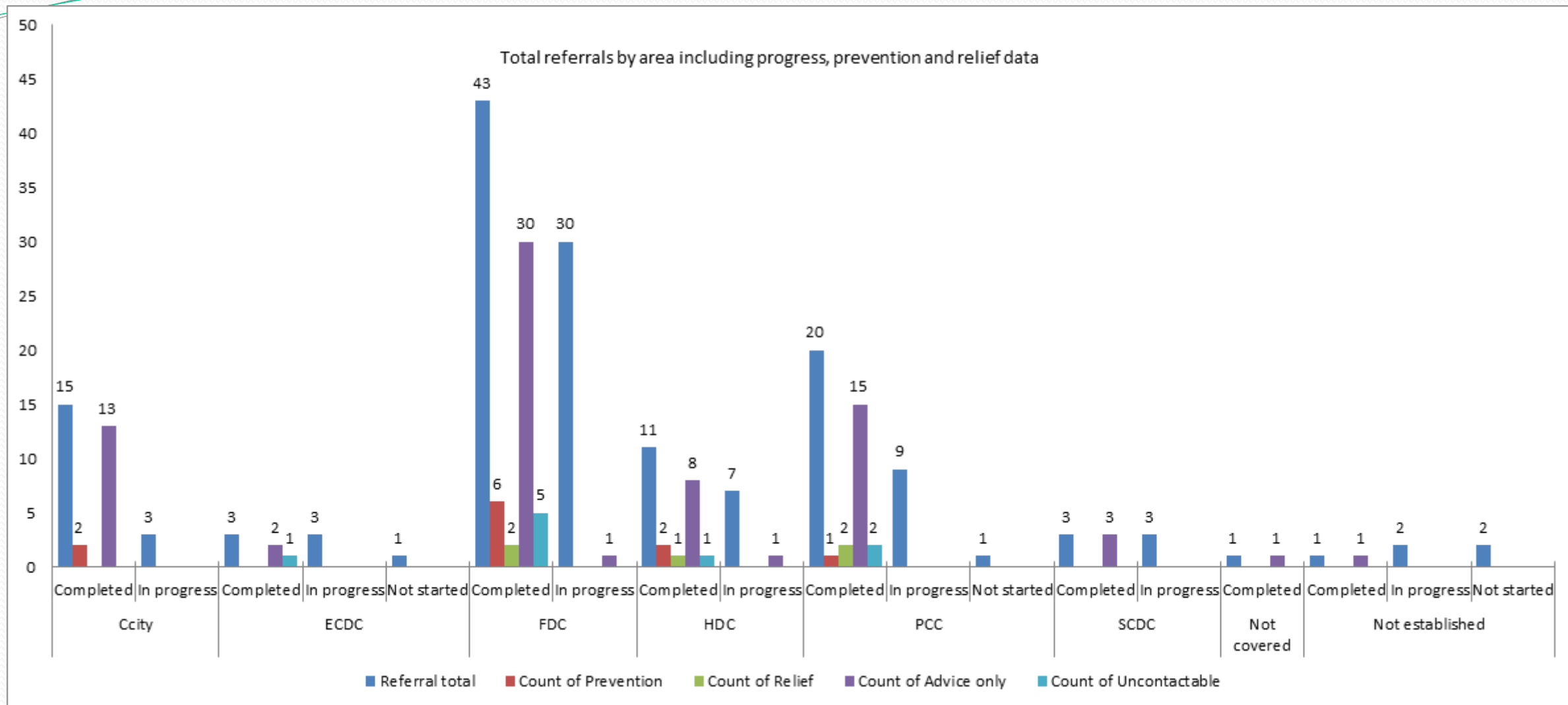
Spreading the word

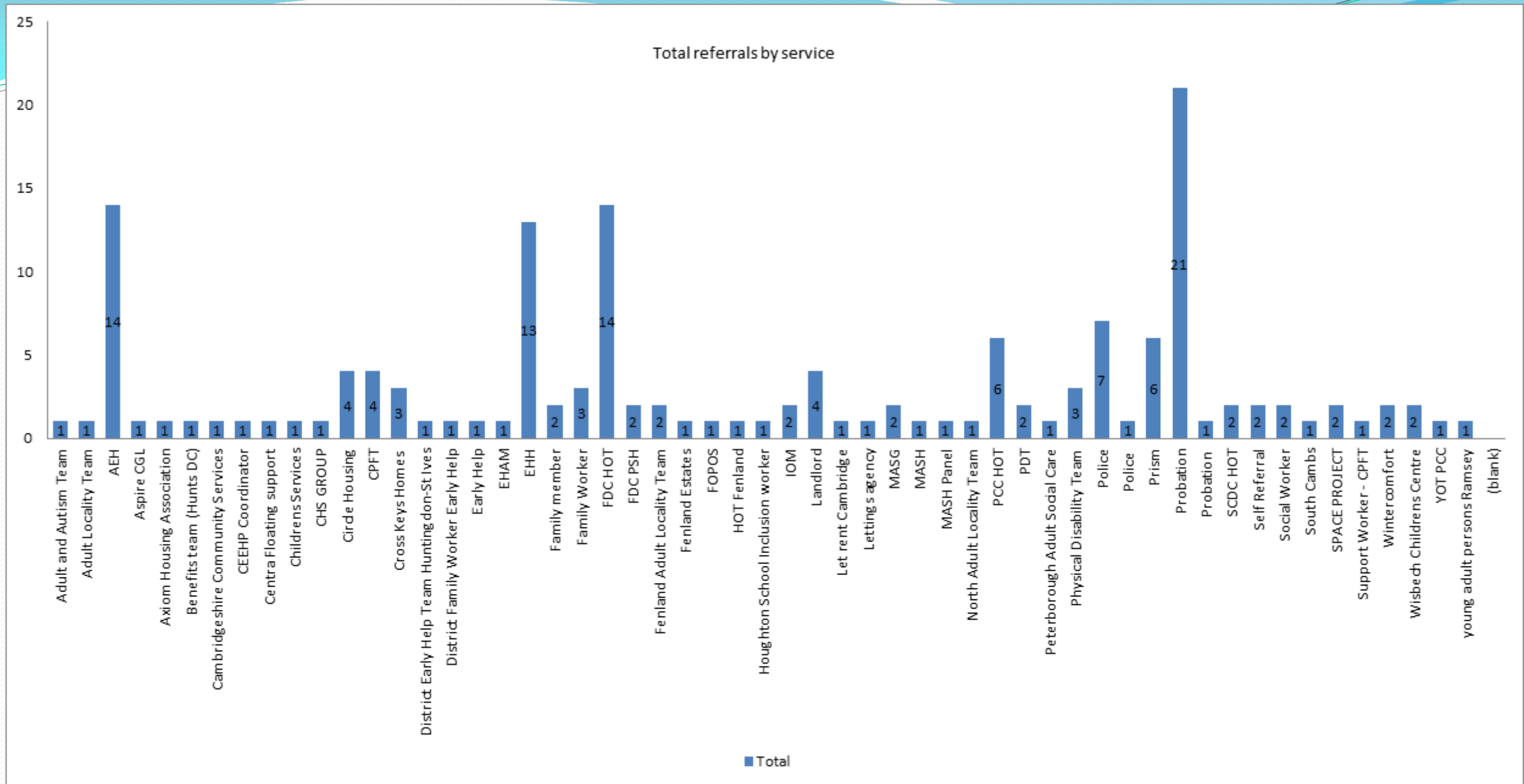
- Talking about Homelessness Prevention constantly!!! Which includes;
- Forums
- Away Days
- Team Meetings
- Board Meetings
- Office Chats
- Conference calls
- We even talk about it in our sleep!!!



Referrals 14th August to 24th October







We will....

“Empower all public facing staff to identify the risk of homelessness and work together to prevent it, we will make homelessness the 'unacceptable outcome'.



Joined up work with Registered Providers

- Linking in with all social housing providers
- Offering free training to housing and prevention officers on Think Family approach (CCC) and how homelessness prevention links in.
- Offering mediation where relationship broken down between Landlord and Tenant
- Enforcing the message that homelessness is the unacceptable outcome
- Be the link for them to other public sector agencies



Case Study

- Referred by Adult Early Help, Cambridgeshire (AEH)
- Tenant hoarding behaviour 3 years – Housing Association tenancy (HA)
- Relationship breakdown between tenant and landlord
- HA considering applying to court for possession of the property
- Trailblazer team mediated between landlord & tenant with AEH team
- Support offered via Trailblazer team to assist with small cost of removals of belongings in to a garage rented by the tenant
- AEH team engaged with tenant around ongoing mental health issues
- Court action suspended

Case Study

- Referral made by private landlord to Landlord Rents and Solutions Service
- Landlord considering serving Section 21 as £100 arrears and Rent always paid late. Relationship broken down with Landlord and Tenant
- Tenant having financial difficulties. Assisted to apply for DHP for top up of the rent and also to change the rent payment date for when HB received and set up a direct debit
- £100 cleared by Prevention fund.
- Homelessness prevented and Landlord satisfied with the resolution

Case Study

- Referral received from Peterborough youth offending team.
- Family in Private Rented accommodation. Moved there after being found intentionally homeless 6 months ago. Landlord wanted to serve Section 21. The rent always paid late.
- Attempted negotiations with landlord and assisted the tenant to apply for HB and DHP. Landlord still decided to serve notice but incorrectly so given advice. Correct notice has now been served.
- Have successfully negotiated with another landlord for an alternative property. Above LHA rate but have used homeless prevention fund to cover the difference for 6 months. Homelessness prevented.

Our learning

- To be positive about the changes
- Importance of all project roles being linked and coordinated
- Requirement for strong negotiation skills
- The need for an upstream approach
- Manage expectations of partners (no magic wands!)
- Don't spread ourselves too thinly
- Challenge of increasing supply of Private rented in line with LHA rates
- We are part of a change in culture that is necessary
- Think outside the box

Next steps

- Work across the area to offer consistent incentives to Landlords
- Look at the management of the DHP funds
- Plan a campaign to encourage private landlords to join one of the schemes on offer and break down barriers and myths
- Develop the online tools to support the project
- Training on homelessness prevention and the HRA in February 2018 for 180 Non-Housing Professionals
- Continue the day to day partnership working and encouraging other agencies to prevent homelessness in a joined up way
- Keep spreading the word.....

Any questions?

