

NORTH LINCOLNSHIRE COUNCIL

**ASSETS, CULTURE AND HOUSING
CABINET MEMBER**

HOUSING ADVICE AND HOMELESSNESS – PERFORMANCE UPDATE

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To update the Cabinet Member on the work of the Housing Advice Team during 2014/2015.
- 1.2 The report includes:
 - 1.2.1 The level of homelessness acceptances and preventions during 2014-15.
 - 1.2.2 Comparisons with previous years' results.
 - 1.2.3 A discussion around future demand.

2. BACKGROUND INFORMATION

- 2.1 This report provides information on the three key performance measures for the Housing Advice Team. These are the number of contacts, the number of homeless acceptances and the number of homeless preventions.
- 2.2 For the purposes of this report, homeless prevention is defined as providing people with the ways and means to address their housing and other needs to avoid becoming homeless. We achieve this by either helping people at risk of losing their home to stay put. When this is not possible, we try to achieve a move to alternative accommodation.
- 2.3 We are currently recruiting to an existing vacant post to help meet and support current and anticipated demand for the service.

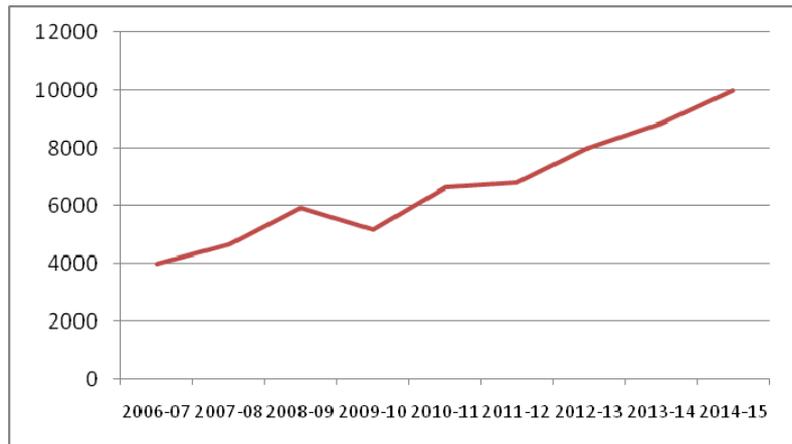
Contacts

- 2.4 The number of contacts to the team continues to increase. During 2014/15, there were 9,973 contacts, which is a year on year increase from 2009/10 (see figure 1 below).
- 2.5 This month sees the introduction of universal credit for all new claimants. We expect that this to increase the number of contacts over the coming months and that the impact will be far greater than for any of the preceding welfare changes. Over the next 12 months, existing claimants will switch over leading to further demands on service.

Figure 1 – Contacts to the Housing Advice Team

TOTAL CONTACTS

2006-07	4011
2007-08	4680
2008-09	5950
2009-10	5196
2010-11	6620
2011-12	6806
2012-13	8001
2013-14	8828
2014-15	9973



Homeless Acceptances

- 2.6 Our homeless acceptances increased again in 2014/15 (see figure 2 below). We expect a further rise in 2015/16 for the same reasons as outlined above.
- 2.7 However, we should acknowledge that whilst this increase is worrying, it remains low when compared to other local authorities in the region (see figure 3).
- 2.8 Despite increasing numbers of homeless acceptances, we have worked hard at trying to reduce the use of bed and breakfast accommodation. In 2012/13 £83,943.65 was spent, in 2013/14, with the increasing use of temporary accommodation, this figure was £46,584.18 and last year it stood at £45,137.44.

Figure 2 - Homeless Acceptances

HOMELESS ACCEPTANCES

2006-07	233
2007-08	197
2008-09	129
2009-10	106
2010-11	61
2011-12	13
2012-13	30
2013-14	43
2014-15	80

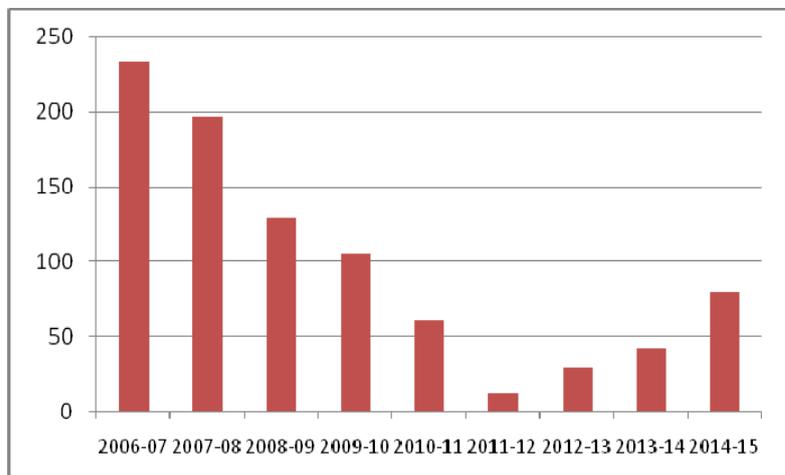


Figure 3 Homeless Acceptances per 1000 households in 2014

Authority	Homeless acceptances per 1000 households
Hull City Council	0.79
East Riding of Yorkshire Council	0.36
North East Lincolnshire Council	0.31
North Lincolnshire Council	0.24

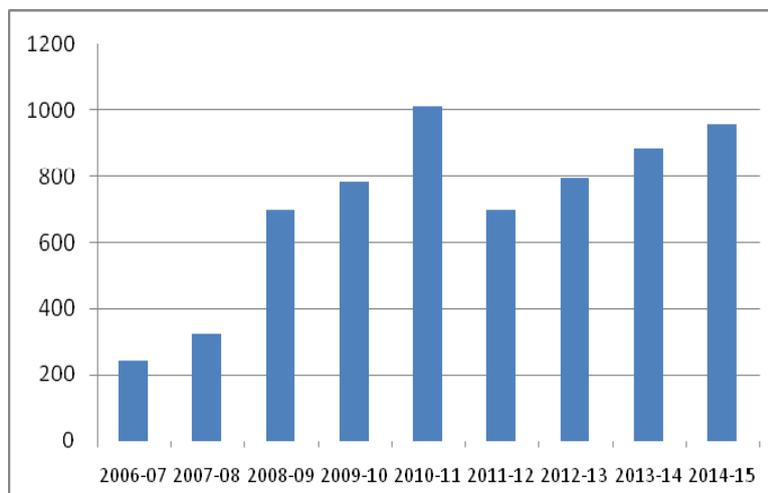
Homeless Prevention

- 2.9 Under the Homelessness Act 1996 (as amended) and the Homelessness Code of Guidance published in July 2006, we are required to give advice and assistance to all those seeking help to prevent homelessness.
- 2.10 During 2013/14, we had 887 cases of homelessness prevention rising to 958 in 2014/15. This is again a significant increase and reflects the upward trend of recent years.
- 2.11 Those presenting as homeless and threatened with homelessness do so for a variety of reasons. These include loss of private rent, relationship breakdowns and eviction by friends and family.
- 2.12 Whilst further analysis is required, the figures show an increasing number of households presenting due to domestic violence and rent arrears with North Lincolnshire Homes.

Figure 3 Homelessness prevention and relief cases

HOMELESS PREVENTIONS

2006-07	240
2007-08	325
2008-09	700
2009-10	785
2010-11	1010
2011-12	700
2012-13	795
2013-14	887
2014-15	958



3. OPTIONS FOR CONSIDERATION

3.1 This is a performance report and there are no options for consideration.

4. ANALYSIS OF OPTIONS

4.1 Not applicable.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 Financial - There are currently no implications for the team. We are keeping the situation under review particularly given the introduction of Universal Credit.

6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

6.1 Not applicable.

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

7.1 The report was circulated to relevant officers in the Financial Services and Strategic Housing teams for comment. No adverse feedback was received in response.

8. RECOMMENDATIONS

8.1 That the Cabinet Member notes the contents of the report and the continuing demands on the Housing Advice Team.

8.2 That the Cabinet Member agrees to receive an update report in September on the impact of Universal Credit.

8.3 That a supplementary report giving more detailed analysis is provided to the July briefing.

DIRECTOR OF PLACES

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Background papers used in preparation of this report: Nil