

Carlisle City Council

Carlisle Homeless Prevention and Rough Sleeping Strategy

2021-2026



Contents:

- 1. Foreword: Cllr Nedved3
- 2. Introduction:
 - Why do we need a Homeless review and strategy?4
 - Equality and diversity4
 - Consultation process5
- 3. Strategic aim and objectives6
- 4. National Policy Context6
- 5. Local context and key findings9
- 6. Summary of Key Achievements since the last strategy12
- 7. Resources13
- 8. Covid-19 – a time for real change15
- 9. Delivering the strategy16
- 10. Monitoring, Evaluation and Review17
- 11. Corporate Commitment19
- 12. Service User Involvement19
- 13. Glossary of terms and acronyms used20

- Figure 1:** Comparative homelessness levels per 1000 household9
- Figure 2:** Monthly snapshot of rough sleepers placed in TA Covid-1915
- Figure 3:** New strategic action plan governance structure18

- Table 1:** Percentage of people homeless as a result of leaving an institution10

Foreword

I am pleased to introduce Carlisle City Council's Homeless Prevention and Rough Sleeping Strategy 2021-26, which has been developed in unprecedented times.

We are committed to working with those who are affected by homelessness or the threat of homelessness. We will help them stay in their current home where safe to do so or assist in finding new appropriate accommodation.

Partnership working in the homeless sector is strong in Carlisle and we are very grateful for everything our partners have done to assist us in this complex work, but there is still much to do - especially during current challenging times.

Homelessness and rough sleeping are complex issues with multiple causes requiring personalised flexible longer-term solutions. To achieve the best possible results for our citizens and our City, we recognise that it is essential that all partners across different sectors and departments understand the important contribution and benefits of joined-up collaborative homelessness prevention and intervention to support the most vulnerable, challenging and at risk.

We must continue working together, making best use of our collective local resources and complimenting each other's aims, to ensure that we have in place a range of flexible services that can appropriately meet the diverse needs of our community.

Early intervention and effective prevention remain our major priority; as is ensuring a sufficient supply and a variety of housing options and flexible support to ensure that the wider factors of poverty, disadvantage, unemployment and poor health are also addressed and coordinated to ensure effective tenancy sustainment.

The 2021-26 strategy builds on the significant achievements and strengths of the previous strategy, with an aim to enhance these successes further. The strategy contributes towards the strategic objectives within Carlisle City Council's corporate plan; and incorporates and compliments other local, regional and national strategies in order to enhance partnership approaches and deliver joint priorities, preventative activities focused on addressing the root causes of homelessness through a collective commitment for Carlisle.

We would like to thank all those who have worked with us in developing this strategy and look forward to continuing collaborative working to ensure the success in its delivery.



A handwritten signature in blue ink that reads "P. Nedved".

Cllr Paul Nedved

Portfolio holder for Economy, Enterprise and Housing

Introduction

Why do we need a Homeless review and strategy?

It is a statutory requirement contained in the Homelessness Act 2020 that every local authority produces a Homelessness Review and Strategy outlining the main causes of homelessness in its area, and the strategic plans and operational actions that the council has in place to tackle them. We must revise and rewrite our strategy every five years as a minimum requirement, and this document updates and replaces the previous **2015-20 strategy**.

We are currently facing one of the biggest changes to housing legislation in over 40 years - the **Homelessness Reduction Act 2017**. The Act places a duty on all local authorities to try and prevent and relieve homelessness for all families and single people, regardless of whether they are in priority need or not. A key focus is early intervention and prevention rather than crisis management. Local Authorities have a statutory duty to assist those threatened with homelessness 56 days prior to them being evicted (previously 28 days). Furthermore, local authorities need to clarify what actions are taken when someone applies for assistance following notice or intention of eviction action. Our response to this change emphasises the need for partnership working and aligns itself with the new 'Duty to Refer'.

Coupled with this, Local Authorities now have greater responsibility in the provision of services to identify and address rough sleeping.

This is the first-time local authorities have been asked to produce a homelessness strategy that specifically includes rough sleeping. In Carlisle we welcome this addition and the focus it will give us for meeting the needs of some of the most disadvantaged and complex members of our community.

We are committed to respond to the ambition set out in the Government's Rough Sleeping Reduction Strategy 2018, to halve rough sleeping by 2022 and eliminate rough sleeping by 2027.

This strategy sets out our vision for tackling homelessness and rough sleeping in Carlisle over the next five years.

The purpose of the Homelessness Review was to determine the extent to which the population in the District is homeless or at risk of becoming homeless, assess the likely extent in the future, identify what is currently being done and by whom, and identify what resources are available, to prevent and tackle homelessness in order to inform development of the strategy.

Equality and Diversity

This strategy is aimed at improving homelessness services for all residents with housing or housing-related support needs. As such, no group or individual in Carlisle should be adversely affected or disadvantaged as a result of the strategy. The strategy actively recognises the difficulties faced by those facing homelessness and rough sleepers in accessing services and promotes inclusion.

The outcomes of the Homelessness Review show that, proportionate to the District profile, no protected characteristic group. As determined by the Equality Act, is adversely impacted by homelessness or by our decisions.

We are committed to equality and diversity issues and comply with the requirements of the Equality Act 2010. An Equality Impact Assessment has been undertaken on this strategy.

Consultation process

We published our previous homeless strategy in 2015; since this time the issues and factors impacting on homelessness both nationally and locally has changed. Our homeless and rough sleeping review, and the opportunities presented through the Homeless Prevention Act, mean we can now take a different approach to tackling the challenges.

In writing our new strategy we have carried out a review of homelessness and rough sleeping in our area. We looked at information from a range of sources to understand the levels, causes and other factors contributing to homelessness and rough sleeping in Carlisle.

We also carried out comprehensive consultation with partners, stakeholders, service users and the wider public. This has helped us to target our action plan to focus on the needs of our city.

Consultation was undertaken through a range of methods with amendments made as a direct result of feedback received:

- Feedback and data from other statutory partners.
- Virtual workshops.
- Resident and client meetings/feedback.
- Homelessness and Rough Sleeping Strategy Review Online Survey - public consultation.
- Carlisle City Council's Members.

Strategic aim and objectives

The **aim** of Carlisle's Homeless Prevention and Rough Sleeping Strategy 2021 - 2026 is to:

Work in partnership to deliver innovative and accessible services to; end rough sleeping, prevent and reduce homelessness, and support homeless households in finding affordable and sustainable housing solutions.

To achieve this, the Homeless Prevention and Rough Sleeping Strategy has been developed based on six strategic objectives:

- Objective 1:** Reduction of multiple exclusion homelessness and rough sleeping.
- Objective 2:** Prioritising early intervention and prevention of homelessness.
- Objective 3:** Promoting safeguarding and harm minimisation.
- Objective 4:** Increasing access to flexible move on accommodation and support options available for people experiencing homelessness.
- Objective 5:** Improve experiences and opportunities for young people and children experiencing homelessness.
- Objective 6:** Increase key partnerships to respond effectively to local emergency situations.

National Policy Context

Nationally, homelessness and rough sleeping are big issues. The rise in rough sleeping has been visible in many areas across the country. Similarly, many families have experienced difficulties through welfare reform changes.

Since the last homelessness strategy was produced in 2015 the Government has maintained a focus on homelessness prevention while at the same time introducing a range of welfare reforms and annual reductions in government grants to Local Authorities.

Welfare reforms have included the introduction and extension of benefit caps (£258 maximum per week for a single person and £385 maximum per week for a household with children) and the roll out of Universal Credit. A main theme that has been consistently stressed throughout this time is the need for partnership working as Local Authorities cannot tackle the issues of homelessness on their own but need to work strategically with others.

During the life of this strategy additional legislation and welfare benefit changes will also impact on the Council and its partners' prevention of homelessness initiatives. Universal Credit Housing costs can no longer be claimed by 18-21-year old's (although exemptions exist) and from 2018, under 35-year old's in the social and affordable rented sector are subject to the reduced local housing allowance rates applied currently to private rented dwellings.

These changes not only impact on the ability of people to afford to remain in accommodation but also on the Council's abilities to assist them into new accommodation which is affordable to them.

In 2018 local authorities saw the introduction of **the Homelessness Reduction Act 2017**. This represented the biggest changes to homelessness legislation in 40 years. The Act placed considerable additional duties on local authorities, particularly in respect of the provision of services to prevent or relieve people's homelessness and to undertake assessments of their support needs.

The Government's response has been considerable and new legislation setting out a bold and ambitious framework of duties has been passed. The full details of changes introduced by the Homelessness Reduction Act 2017 can be seen by reading factsheets produced by the Ministry of Housing, Communities and Local Government (MHCLG):

<https://www.gov.uk/government/publications/homelessness-reduction-bill-policyfactsheets>

The Act represents one element of the Government's drive to tackle homelessness and rough sleeping nationally. Additional resource and expertise have been made available to local authorities by MHCLG and other departments to support this work.

Key measures in the Act include:

- An extension of the period 'threatened with homelessness' from 28 to 56 days.
- A duty to prevent homelessness for all eligible applicants threatened with homelessness, regardless of priority need.
- A 'duty to refer' - public services need to notify a local authority if they come into contact with someone they think may be homeless, or is at risk of becoming homeless.

It is only through effective partnership and shared vision that we can meet the ambitions of the Homeless Reduction Act.

The Government's **Rough Sleeping Strategy 2018** aims to end rough sleeping by 2027.

The key focus of its plans is to stop people becoming homeless in the first place.

The full strategy can be seen here: <https://www.gov.uk/publication/the-roughsleeping-strategy>

In recognition of the complex nature of homeless and rough sleeping, work is being undertaken between government departments including Department of Health, Ministry of Justice, Department for Education, and the Department for Work and Pensions. This will support is in providing a coordinated approach to tackling the root causes of homelessness and rough sleeping and overcome the factors that prevent people from achieving independence.

The Care Act 2014, which came into effect in 2015, represents the most significant reform of care and support in more than 60 years, putting people and their carers in control of their care and support.

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

It sets out key principles on how health and social care colleagues should work, reflecting the person centred, holistic approach set out in the Homelessness Prevention and Rough Sleeper Strategy 2021-2026.

Welfare Reforms continue to present challenges for residents and landlords. Changes that have already been implemented include: a reduction in the Benefit Cap to £20,000 for families and £13,400 a year for single people, the Under-Occupancy Charge that limits the Housing Benefit entitlement for claimants who are deemed to have one or more spare rooms. Universal Credit has been rolled out fully in Carlisle. Changes to Universal Credit, including scrapping the seven-day waiting period at the beginning of a claim, making a full month's advance available within five days of making a claim and allowing claimants on housing benefit to continue claiming for two weeks, will hopefully help to soften the impact on claimants.

The council recognises the connection between welfare issues, hardship and the increased risk of homelessness, and will incorporate actions within this strategy to address welfare issues linked to homeless prevention, and will work in partnership to support customers with financial, tenancy, domestic, food and energy security through:

- Making sure residents receive the benefits and allowances they are entitled to.
- Promote locally available partnership services to ensure that those who need additional support know where and how to access this in a timely manner.
- Listen to people who need additional support and working with them to achieve successful outcomes.
- Work closely with key partners to put those most at risk at the centre of local service delivery and finding the correct solution for them together.

The Tenant Fees Act 2019 introduced in June 2019 has made restrictions on charges that landlords are able to charge tenants in the private rented sector.

<https://www.gov.uk/government/publications/tenant-fees-act-2019-guidance>

The Domestic Abuse Bill 2020 outlines the future delivery of support to victims and their children in accommodation based domestic abuse services, is expected to be enacted in 2021.

<https://www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets>

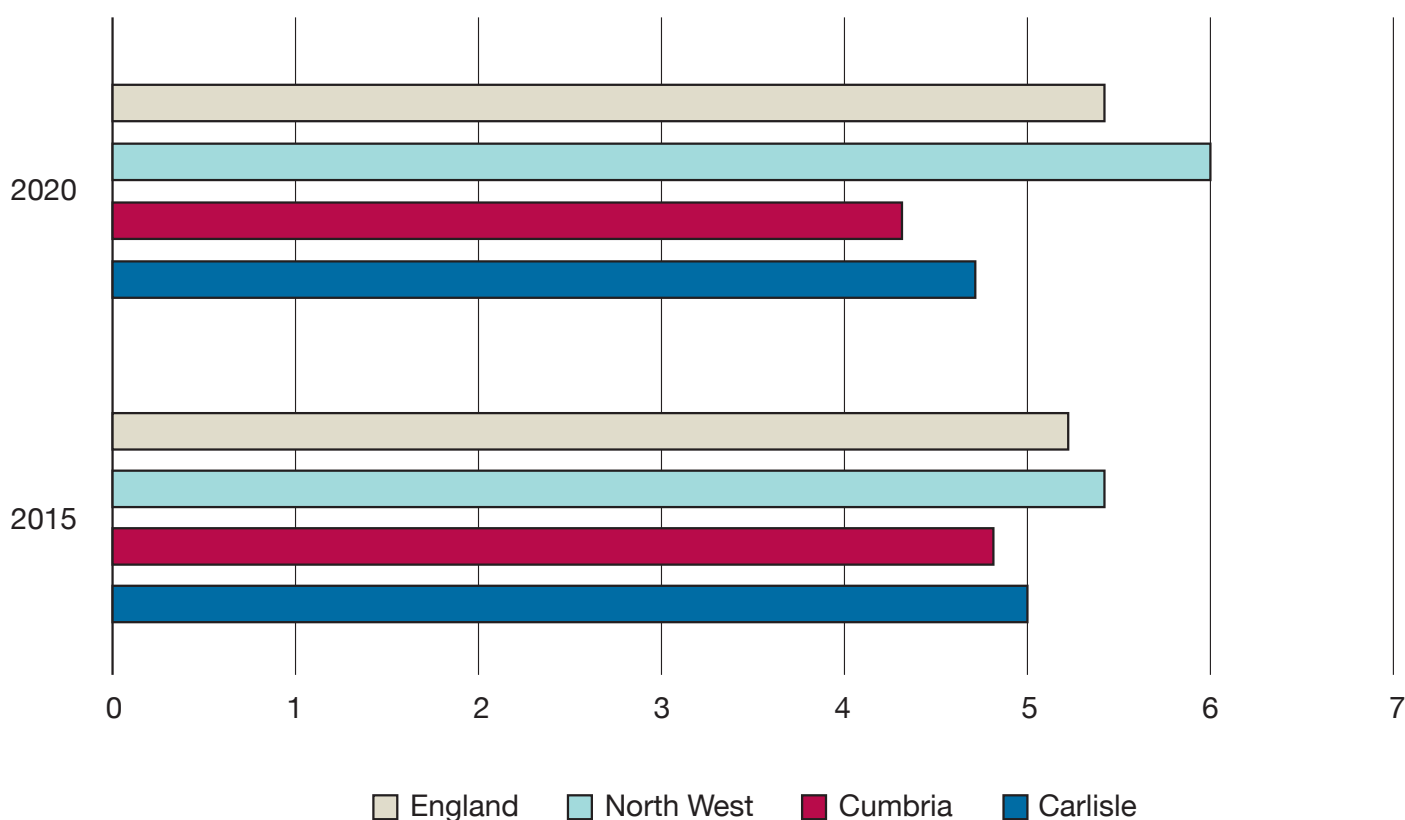
Local Context and key findings

Currently approximately 108,678 people live in Carlisle with the population expected to increase to 109,500 by 2026. Carlisle is classified as the fourth most deprived district in Cumbria for overall deprivation markers and five wards within Carlisle rank within the 10% most deprived of areas in England.

13% of children in Carlisle are estimated to be living in low income families, which is higher than the national and regional levels; and it is estimated that over 6,000 households are currently experiencing fuel poverty.

Homelessness in Carlisle has reduced by 6% between 2015 and 2020; we attribute this to more effective, timely and targeted preventative actions; and increased access to social housing for those eligible applicants This is supported by the finding that in 2019/20, 55% if all cases were assisted at the prevention stage, which is 6% higher than the national average, and 9% higher than the Cumbrian average.

Figure 1: Comparative homelessness levels per 1000 households



The increase in intentionally homeless decisions (from 3% in 2015 to 25% in 2020) reflects the increase in applicants with higher complex needs, often with exclusion/engagement issues and rehousing barriers that are unable to be resolved within the 56-day relief period. These non-statutory cases are the ones most at risk of repeat homelessness and rough sleeping, and often have the highest needs and challenges in terms of addressing the complexity of issues. In 2019/20, Carlisle had 43% more single males at the relief stage than the national average; and significantly more offenders and leaving prison with no address than the national average.

Table 1: Percentage of people homeless as a result of leaving an institution

2019/20	England	North-west	Cumbria	Carlisle
Prevention duty	1%	1%	3%	5%
Relief duty	3%	5%	6%	11%

These individuals are at higher risk of homelessness and rough sleeping as highlighted in the homelessness and rough sleeping review findings, used to profile the most common characteristics of those who are rough sleeping or at risk of rough sleeping and multiple exclusion in the district:

- White.
- Single no dependent children.
- Aged 25-44.
- Mental health issues.
- Offending history.
- History of leaving an institution.
- Drug and/or alcohol misuse issues.
- Long term sick or unemployed.
- History of repeat homelessness.
- History of exclusion from services.
- Historical or current safeguarding/abuse risk factors linked to complex relationships.
- Limited rehousing options.

The presence of dependent children in the household has been the primary reason for homelessness priority need over the last five years in Carlisle; accounting for 44% of acceptances in 2019/20.

Following that the most significant accepted priority groups in order are:

- Vulnerable as a result of mental illness/disability.
- Pregnant woman, no other children.
- Other: drug and alcohol issues/offending/history of homelessness/rough sleeping.

Carlisle has seen an increase in 2019/20 in the number of applicants presenting who are homeless as a result of a private rented sector tenancy ending at the prevention stage; this is 36% higher than the national average.

The data findings following the review, allows us to profile the most common characteristics of those who are accepted as homeless in the district:

- White.
- Households with dependent children.
- Lone female parent.
- Aged 25-34.
- Long term sick or unemployed.

Significantly, the number of young people under 35 years has increased over the past five years, specifically those who have higher longer term supported accommodation needs including care leavers, young pregnant females or young families. This rise is attributed to a lack of specialist provision in the City to meet these needs, and a lack of specialist emergency accommodation outside of the local authority emergency temporary accommodation. In 2019/20, the number of care leavers presenting as homeless in Carlisle was higher than the national average at 5%.

1,048 households have been supported in emergency temporary accommodation (TA) over the five-year period, which equates to 20% of all homeless cases and this has remained static throughout the five-year period. Key data of note over the five year period:

- Average weekly length of stay has reduced from 10 weeks to 8 weeks.
- Positive move on has increased from 66% to 71%.
- 83% are single person households, which is a 16% increase over the period.
- The number of 16/17 year old being accommodated has reduced from 13 to 1.
- Domestic abuse placements have increased from 12 to 25; and account for 14% of all placements.
- 63% of all placements are for those aged under 35 years.
- 27% of all placements are as a result of relationship breakdowns.
- Rough sleeper (and those at risk of) placements have increased from 30 to 47; and account for 27% of all placements.

Summary of key achievements since the last strategy

Throughout the course of the 2015-20 Inter-agency Homelessness Strategy we have:

- Worked with Cumbria County Council to develop the young person's pathway services and young person's homelessness protocol.
- Extend the No Second Night Out (NSNO) provision.
- Established rehousing pathways and support projects focused on adults facing exclusion and at risk of rough sleeping.
- Reviewed and established a rent in advance and bond scheme.
- Prepared and reacted to the Homelessness Reduction Act 2017.
- Improved the capacity of the Homeless Prevention and Accommodation Services, upgrading IT systems, training, integrated service delivery and prevention focused activities.

The actions have contributed towards:

- 2,212 households being prevented from becoming homeless.
- 1,048 households supported in emergency accommodation, 18% of which with dependent children.
- 357 households assisted to access private sector accommodation.
- 211 flooded households assisted.
- 70% reduction in main duty homeless acceptances.
- Supported 48 individuals rough sleeping or at risk of rough sleeping with complex needs.
- Supported 514 victims of domestic abuse and their children who were at direct risk of homelessness as a result.
- £8.16 million in benefit gains to vulnerable households.
- Supported 957 households to move into affordable long-term housing to meet their needs.

Resources

Alongside our own budget to fund homelessness services, additional funding has been awarded by MHCLG in 2020/21:

- Homelessness Prevention Grant **£66,781**.
- Flexible Homelessness Support Grant (FHSG) **£87,225**.
- New burdens Fund **£50,184**.
- Cold Weather Fund **£6,400**.
- Rough Sleeping Initiative **£123,402**.
- Domestic Abuse Partnership **£130,000**.
- Next Steps Accommodation Programme **£46,600**.

Carlisle has received a Homelessness Prevention Grant since 2003. The funding can be used for initiatives carried out by the local authority or invested into projects operated by voluntary organisations.

FHSG replaced the Temporary Accommodation Subsidy regime previously administered by the Department for Work and Pensions. The new grant system enables flexibility to spend the funding on preventing homelessness, in addition to assisting those who are homeless. The UK Government has made the new burdens grant available to help meet the requirement of the Homelessness Reduction Act 2017; i.e. to administer new case management systems and training to support additional government reporting requirements.

The Cold Weather Fund is to help local authorities continue to support non-statutory and rough sleeper accommodation placements over the winter period.

The district Homeless Prevention Grant (including FHSG) allocation for 2021/22 following the recent Government Spending Review is **£198,863**.

Rough Sleeping Initiative & Rapid Rehousing Programmes:

Cumbria has been working in partnership to address and meet the needs of rough sleepers across the county since 2019. Districts collectively committed **£36,000** and to date have been successful in being awarded **£807,980** in grant funding by the MHCLG to achieve key objectives; current project funding ends 31 March 2021 (Carlisle’s allocation for 2020/21 is profiled above).

Carlisle City Council is the lead authority for overseeing the funding and submitting project data returns to MHCLG. All initiatives funded by the project is for nonstatutory homeless individuals or couples (with no dependents) who are (or at risk of) rough sleeping.

Cumbria is delivering the following across district areas:

- Supported Lettings - 10.5 FTE established across all district in Cumbria to support this cohort for up to six months within 76 tenancies (across social and private tenancies).
- Local Lettings Agency - One FTE working across Eden and South Lakeland districts to develop and support 15 tenancies for this cohort within the private sector.
- High needs units (housing first model) - capital monies to develop 16 units for those with complex needs with support across Allerdale, Barrow, Carlisle and Copeland districts.
- Rough Sleeper Coordinators - Three FTE established to work across all district areas to coordinate support for rough sleepers and those identified as at high risk of rough sleeping to assess and address key issues.

Cumbria Domestic Abuse Partnership:

Cumbria has been working in partnership since 2016 to address and meet the specialist accommodation-based support needs of victims and children experiencing or at risk of homelessness as a direct result of domestic abuse. Districts have been successful in being awarded **£1,079,771** in grant funding by the MHCLG to achieve key objectives; current project funding ends 31 March 2021.

Carlisle City Council is the lead authority for overseeing the funding and submitting project data returns to MHCLG. (Carlisle’s allocation for 2020/21 is profiled above).

Cumbria has established specialist 8.2 FTE staffing and 18 units of safe accommodation with enhanced security features to meet the needs of victims.

Next Steps Accommodation Programme:

Carlisle has been successful in being allocated short term funding of **£46,600** to immediately fund 9 additional self-contained move on units with support, for rough sleepers accommodated as a result of Covid-19; we will work in partnership with a local supported accommodation provider to deliver.

Further funding rounds are expected following the spending review for 2021/22 for all the MHCLG Rough Sleeping programmes named above, and in advance of the Domestic Abuse Bill. Carlisle will submit additional funding applications with the aim of extending the current successful projects locally. If the projects are not funded, then key actions need to be reviewed as this will impact on service delivery.

It is envisioned this strategy will be delivered within existing resources however, this is subject to the full implications of:

- Withdrawal from the European Union (Brexit) and the impact on EEA nationals with no recourse to public funds.
- Amendments to the Code of Guidance of the Homelessness Reduction Act.
- New duties as a result of the Domestic Abuse Act 2017.
- Ongoing opportunities to secure external funding to continue to deliver specialist projects concerning domestic abuse and rough sleeping.
- The full impact of the Covid-19 pandemic nationally and locally.

Covid-19 - a time for real change

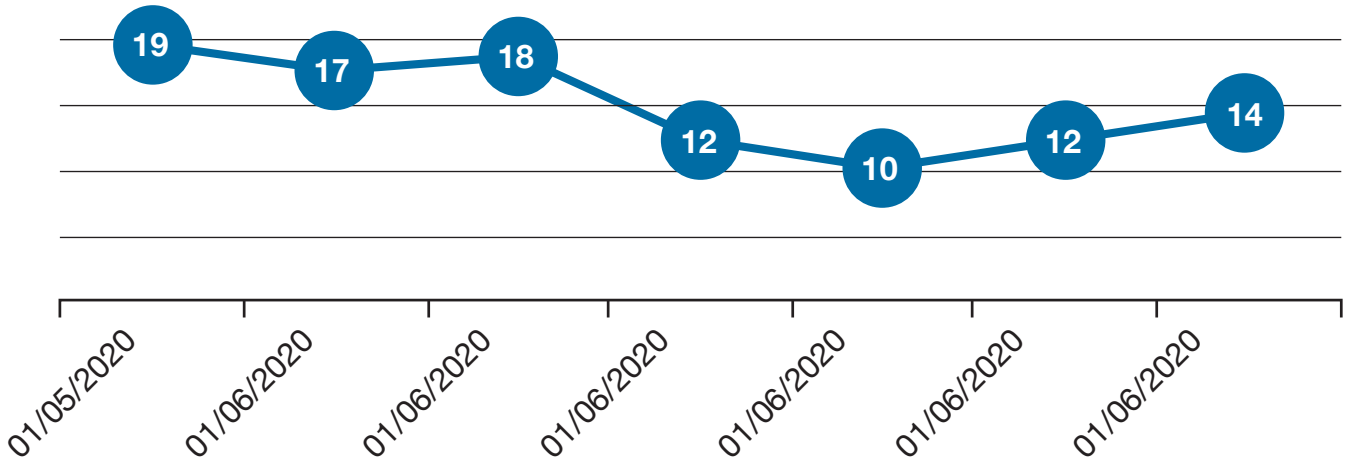
We could never have imagined that we would need to review and formulate our new strategy and actions in the middle of a national lockdown due to a pandemic. Covid-19 has been a huge challenge to the sector nationally and locally and has required services to refocus and respond immediately to the difficulties associated with vulnerable people with health issues in shared accommodation provision; balanced with the need to keep critical services being delivered and fully staffed 24 hours a day.

In order to manage safely, we have had to temporarily change aspects of the operational delivery of our support and letting of accommodation to comply with government and PHE safety guidelines. We have utilised bed and breakfast provision temporarily and increased our throughput significantly to manage increased demands and continue to assist the most vulnerable people in crisis, including those most vulnerable to the virus.

We have always had a can-do approach and as such we adapted quickly, resourcefully and innovatively to respond effectively to this unprecedented emergency.

Nationally, government asked local authorities to 'get everyone in'; this has seen over 90% of rough sleepers being offered accommodation and support, and an opportunity to do things differently and drive forward really effective innovative longterm change. On a local level, we are incredibly proud of what we have achieved so far:

Figure 2: Monthly snapshot of rough sleepers (or at risk of rough sleeping) placed in emergency temporary accommodation as a result of Covid-19



50% of those accommodated each month are at risk of rough sleeping as a result of being discharged from prison with no address. To date, we have supported 21 people identified as rough sleepers or at risk of rough sleeping throughout this period to move into long term sustainable accommodation.

Examples of additional support measures in place to ensure vulnerable people can stay safe has been: repurposing our accommodation and staffing; additional health needs assessments and C19 triaging; protective screening in our accommodation schemes, providing C19 advice, PPE and hand sanitising stations throughout our accommodation for residents; supporting those who need to self-isolate, arranged in house testing and provided essential medication and food for those symptomatic or who have tested positive; purchased emergency items such as mobile phones and furniture packages to support successful rehousing and engagement.

Despite the ongoing challenges, we also recognise that this is a real opportunity to change individual's lives through the unexpected and we will continue to build on the flexible ways of working throughout the pandemic, to deliver effective solutions at a local level through collaboration, partnerships, working with other statutory and non-statutory agencies to ensure we do all we can to promote the chance for change and sustain positive outcomes.

We will continue to consider equality and diversity in all that we do to meet the demands of Covid-19 reviewing working practices in order to adapt our delivery of service ensuring we are continually meeting the needs of our customers and our employees.

Delivering the Strategy

Each of the strategic objectives has a range of areas for development that will be focused on for the next five years. We cannot achieve this in isolation and partnership working will be essential to ensure that the best outcomes and solutions can be reached.

There is a lot of work already going on in the city around the issues of homelessness and rough sleeping. However, in order to ensure this continues to meet local need and demand, there must be transparency and accountability.

In order to achieve this, we will focus on and review the strategic action plans annually. We will work with other partner agencies in health, social care, prisons, probation and others, to see what commitments they will make from their own organisations to assist in the delivery of this strategy and focused actions.

Following government guidance, actions related to partner agencies will not be included in an action plan, unless formally adopted by that agency.

Once these commitments are made, they will be included in the action plan and monitored. This will mean that all agencies are committed to playing an active role in preventing homelessness and rough sleeping wherever possible.

The objectives form the basis of a five-year action plan, which give clear outcomes and provide details on the key activities to be carried out by new focused task and finish subgroups. These targeted subgroups will have with identified lead officers who will ensure that the action and outcomes identified are progressed in partnership with stakeholders; reporting progress to a new strategic homeless prevention and rough sleeping board for Carlisle.

Monitoring, Evaluation and Review

We have the overall responsibility for the Homeless Prevention and Rough Sleeping Strategy. As such the Executive and Health and Wellbeing Overview and Scrutiny members will receive an annual report in the summer of each year on the progress of actions. The first report will be delivered in 2022.

In order to keep this strategy agile, the progress report will account for all bids and successful funding, and any new legislation, with outlines on the impact on local services and any changes that are required to future action plans.

A new Homeless Prevention and Rough Sleeping Strategic board will be our main group that will oversee the delivery of the strategy and monitoring progress in achieving it.

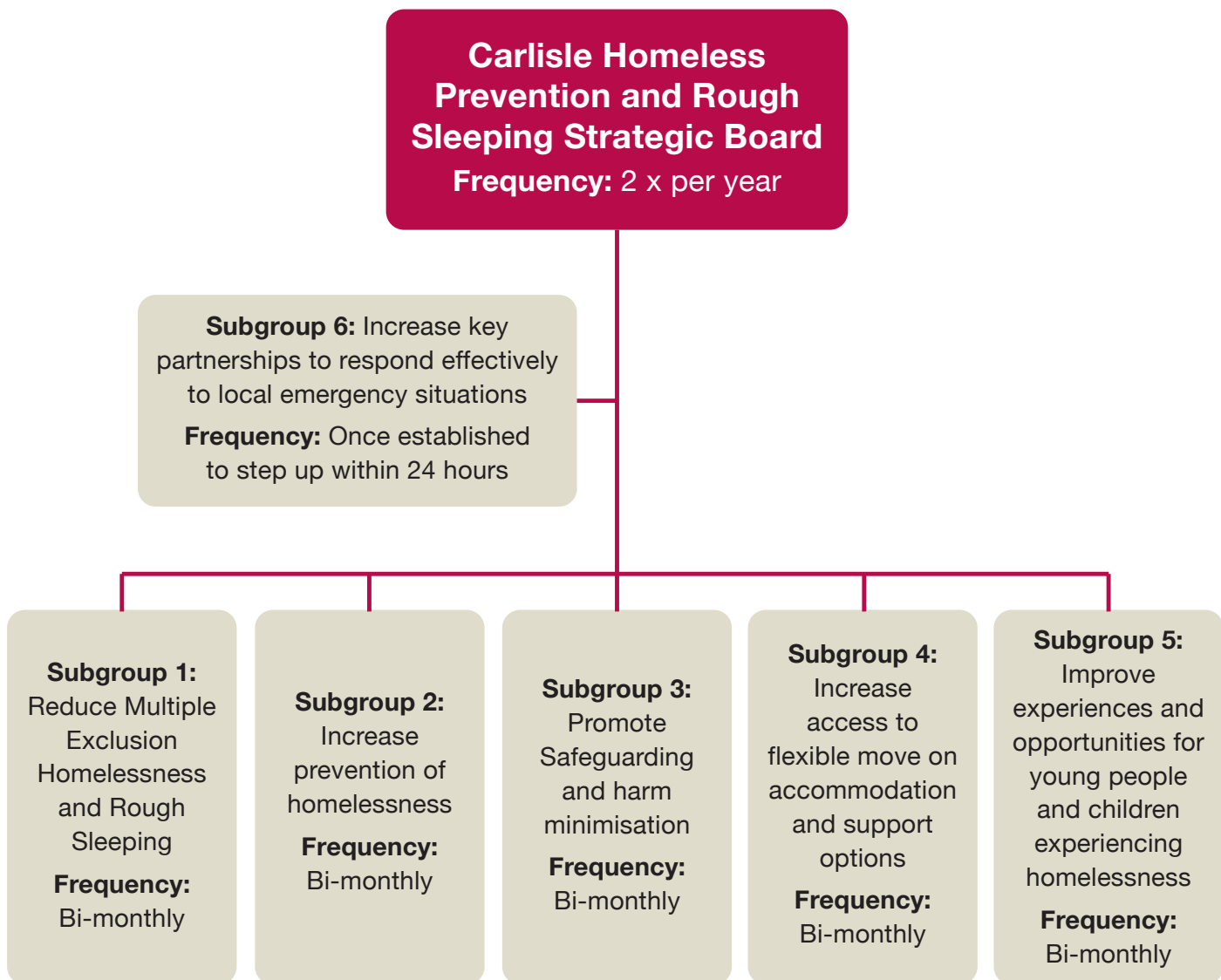
This includes:

- Monitoring progress against key actions.
- Using data, evidence, user and lived experience to identify the homelessness challenges in the area, including those that may apply to specific groups of people, and priority actions.
- Evaluating the effectiveness of subgroup interventions.
- Coordinate and agree to all local funding bids, in respect of homelessness and rough sleeping.
- Identifying and co-ordinating across all partners the effective use of funding for homelessness services and interventions.
- Promoting and facilitating the joint commissioning of homelessness services and interventions where appropriate.

In addition, six multi-agency subgroups will be established to support the priority objectives and ensure key actions are delivered.

In addition, six multi-agency subgroups will be established to support the priority objectives and ensure key actions are delivered.

Figure 3: New strategic action plan governance structure



These subgroups will be made up of relevant operational staff from various statutory, third sector and community services, including from organisations that contribute to the day-to-day delivery of homeless services in the city.

Corporate Commitment

Progress towards achieving the strategy's aims and objectives will be measured and monitored on a regular basis. In order to achieve this the following activities will be carried out:

- The action plan will be reviewed on an annual basis with progress reported to Carlisle City Council's Executive; scrutinised by the Health and Wellbeing Overview and Scrutiny members; and championed by the Portfolio Holder.
- An annual update will be produced and shared including action plan progress and key homelessness.
- An annual review day will be held with key stakeholders in Carlisle.

In addition to the annual review of progress, the following key performance measures will be used to monitor the on-going success and progress of homelessness services in Carlisle:

- Number of homeless presentations and assessments (including negative homeless decisions).
- Number of positive prevention and relief cases.
- Number of ineligible households and reasons.
- Main reasons for homelessness.
- Average length of stay in B&B.
- Move on rates from temporary accommodation.
- Average length of stay from temporary accommodation.
- Number of rough sleepers supported.
- Number of households experiencing domestic abuse supported.

Further appropriate measures will be developed over time as the action plan is updated.

Service User Involvement

A panel of service users will be assembled annually to review the progress of delivering the Strategic Action Plan, plus be consulted about the priorities for the year ahead. Their know-how will be used to ensure the activities carried out will have a relevant impact on the lives of those who it is intended to benefit.

Additionally, an annual service users survey will be carried-out, to seek views of what's working well and what could better in respect of the advice and assistance they receive to prevent or relieve homelessness and in relation to emergency accommodation including wider advice and support services.

Glossary of terms and acronyms used

Duty to Refer: A duty on specified public authorities to refer service users who think they may be homeless or threatened with homelessness to local authority homelessness/housing options team. (Introduced in the Homelessness Reduction Act 2017)

Local Housing Allowance Rate: Local Housing Allowance (LHA) rates are used to calculate Housing Benefit for tenants renting from private landlords. LHA rates relate to the area in which you make your claim.

MHCLG: The Ministry of Housing, Communities and Local Government (formerly the Department for Communities and Local Government). The job of the MHCLG is to create great places to live and work, and to give more power to local people to shape what happens in their area.

PRS: Private Rented Stock is a classification of housing in the UK. The basic PRS definition is: property owned by a landlord and leased to a tenant.

Rent Bond Scheme (or Rent Deposit Scheme): A rent deposit scheme could help if you can't afford a tenancy deposit to rent from a private landlord. Rent deposit schemes offer loans to be used as deposits. Usually, the scheme lends you the money in advance. You pay it back in instalments from your wages or benefits.

Rough Sleeper: A rough sleeper is someone whose housing situation falls into one of the following categories: sleeping in the open air, sleeping in tents, sleeping in cars or other vehicles or sleeping in abandoned buildings/other places not designed for habitation.

Welfare Reform: Changes in the operation of a welfare system with the aim of reducing the number of individuals dependent on government assistance.

Health Needs Audit: This is a good practice way of gathering information about the health of people who are homeless in the local area, to determine need and gaps (supported by Homeless Link).

Young Persons Protocol: Joint working protocol and guidance for staff within Children and Family and Homeless Services working with 16/17-year olds.

MEH: Multiple Exclusion Homelessness is a description of people with complex needs who experience an overlap between homelessness, mental health problems, drug and alcohol dependency, street activities like begging, sex work or shoplifting, and experience of institutions such as prisons.

NSNO: No Second Night Out is a national and local focus on helping those people who find themselves rough sleeping ensuring there is a rapid response to new rough sleepers and a service offer to ensure that they do not have to sleep out for a second night.

Street Needs Audit: To gather information about the extent and nature of street activity working alongside key partners in Carlisle.

SWEP: The Severe Weather Emergency Protocol is a local response to severe and winter provision in Carlisle to help prevent deaths on the streets to any rough sleepers caused by weather; this includes the cold where the weather is predicted to drop below 0 degrees for three days or more, but also extremes such as wind and rain.

RRP: Rapid Rehousing Pathway is a national programme to assist rough sleepers, funded by the MHCLG

RSI: Rough Sleeping Initiative is a national programme to assist rough sleepers, funded by the MHCLG

DAP: domestic abuse partnership in Cumbria to support those at risk of homelessness as a result of domestic abuse, funded by MHCLG

NSAP: Next Steps Accommodation programme to support rough sleepers, funded by the MHCLG