

## Cabinet

Wednesday 6 March 2024

11.00 am

Rooms GO2A, B and C, 160 Tooley Street, London SE1 2QH

## Appendices – Part 1

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Date: 26 February 2024

# Homelessness and Rough Sleeping Strategy 2024-29

Draft

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# Executive Summary

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Southwark's Homelessness and Rough Sleeping Strategy 2024-2029 sets out our plan to prevent and relieve homelessness. It will build on our last strategy and from our analyses and reviews, we will set out our objectives, priorities and actions to meet current and emerging needs in our Borough. It is a strategy that will focus efforts to prevent homelessness wherever possible through existing and new partnerships, relieve homelessness with accommodation that meets residents' needs and will aim to address inequality and insecurity in the Borough for our residents.

Homelessness does not only describe the condition of people visibly sleeping rough; it also includes those households to whom a homelessness duty has been accepted by a local authority. This wider definition includes those with no access to suitable accommodation such as people staying with family and friends and those in temporary accommodation provided by the Council, or those threatened with homelessness within 56 days, with no alternative suitable accommodation available to them.

Southwark has introduced and developed a number of improvements to better meet the needs of our residents through its current strategy. This has included an expansion of prevention activity with additional resources of prevention officers across teams. We have expanded the offer of support for private tenants, landlord and agents and built stronger relationships with our key partners. Through the duty to refer mechanism introduced by the Homelessness Reduction Act 2017, Southwark has developed clear and effective referral pathways with numerous internal and external agencies and significantly expanded our service to provide effective interventions and support for rough sleepers. However, in view of global and national events in recent years that have made already challenging circumstances more acute, we must ensure our next Strategy provides for a renewed focus to strengthen partnerships and deliver for our residents.

Southwark has continually reviewed the circumstances and needs of our residents through a significant review of data in the Borough to help form our draft strategic aim, objectives and priorities. We have also now taken this forward and completed an informal consultation exercise within the organisation and with our partners and service users to produce our draft strategy.

The 5 priorities we have set out are:

## **1. Prioritise Homelessness Prevention –**

Using a data-led and joined up approach to prevent homelessness and sustain existing accommodation arrangements where possible.

## **2. Deliver High Quality Advice & Support –**

Ensuring a high quality, tailored, trauma-informed, effective advice and support is delivered promptly to address the diverse needs of our residents.

### 3. Work to End Rough Sleeping –

Expanding Southwark's off the street provision for rough sleepers and those with complex needs, prioritising Housing First, and working with partners to address the causes of rough sleeping.

### 4. Quality Outcomes Through Housing Provision –

Making best use of accommodation available that meet the needs of our residents, supports their health and wellbeing, and continue to drive up standards.

### 5. Tackling Systemic Housing Insecurity –

Working with partners to address the wider determinants of housing insecurity including through advocacy, and empowering residents to make informed decisions in resolving their housing issues.

## Introduction

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### *The Statutory Framework to be considered*

The work of delivering housing advice and support is underpinned by a number of key pieces of legislation and government strategy. These include:

**Part 7 of the Housing Act (1996)** sets out the definition of homelessness, and the duties that local authorities owe to applicants who are accepted as being homeless or threatened with homelessness. The Council has a duty to provide accommodation if there is reason to believe that an applicant may be eligible, homeless and in priority need. If these criteria are met, interim accommodation is arranged for the applicant until a decision has been reached on their application. If the Council decides that it owes the 'main homelessness duty' to an applicant, they will be offered temporary accommodation until they find their own accommodation or are made a final offer of accommodation, or the duty ends in another way.

**The Localism Act (2011)** also amended the 1996 Housing Act by allowing local authorities to discharge their homelessness duty by arranging a suitable offer of accommodation in the private rented sector.

**The Homelessness Reduction Act (2017)** made significant changes to the Housing Act (1996) and placed a number of new duties upon local authorities. These include:

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- To assess the cause of homelessness, circumstances and needs of all household members, including children.
- To develop and agree with applicants a personalised plan of the steps that will be taken to prevent or relieve homelessness.
- Extending the time frame a household is threatened with homelessness from 28 days to 56 days, meaning that local authorities have a duty to prevent homelessness from an earlier stage.
- New duties to assess all eligible applicants (not just those unintentionally homeless and in priority need), and new duties to take reasonable steps to prevent and relieve homelessness.
- A duty on public authorities to refer service users who may be homeless or threatened with homelessness to the housing authority (with the consent of the individual)
- Services must be designed to meet the needs of specific groups including care leavers, people leaving hospital / prison and victims of domestic abuse.

**The Domestic Abuse Act (2021)** places a duty on local authorities in England to provide support to victims of domestic abuse and their children. It makes provision that all eligible homeless victims of domestic abuse automatically have 'priority need' status for homelessness assistance.

**The Homelessness Act 2002** and the Homelessness (Priority Need for Accommodation) requires a homelessness strategy for every housing authority district, to be renewed at least every five years and consulted upon by other local or public authorities or voluntary organisations.

**The Government Rough Sleeping Strategy 2018 delivery plan** set out the Government target of halving rough sleeping by 2022 and eradicating all street homelessness by 2027. It provided the following updates:

- All local authorities must update their homelessness reviews and strategies and re-badge them as homelessness and rough sleeping strategies.
- Strategies are made available online and submitted to the Ministry for Housing, Communities and Local Government.

- Local authorities report progress in delivering these strategies and publish annual action plans.

In September 2022 the Government updated the 2018 Strategy and set out a clear definition of what the Government means by ending rough sleeping, which is that it is prevented wherever possible, and where it does occur it is rare, brief and non-recurrent.

It grouped activities under four key themes - Prevention, Support, Recovery and a Transparent and Joined up System.

### *The Southwark Framework of Policies to be considered*

Our next Homelessness and Rough Sleeping Strategy must also align and enhance the work we are undertaking in a number of key Southwark strategies, policies and initiatives:

#### **Southwark Housing Strategy 2015 – 2043**

Our long-term Housing Strategy was established in 2015 and in 2020 was refreshed with simplified clearer commitments and updated actions.

The four fundamental issues remained affordability; quality; security and pride and responsibility.

The four broad principles were re-focused on these key values as follows:

1. Increasing the supply of genuinely affordable high-quality homes that meet our residents' housing needs and aspirations.
2. Demanding safer, higher quality, energy efficient homes
3. Promoting tenure security and social support in housing, and improving the health, wellbeing and economic resilience of residents.
4. Empowering residents and communities to have pride and influence over their homes and neighbourhoods.

#### *Achievements –*

Through this Strategy, Southwark continues to deliver the largest council home building programmes in the country with over 1368 new social homes built to date and 3000 new homes delivered or currently on site for completion. It has invested in significant programmes of major works to its existing estate with high levels of support for its tenants and leaseholders. As the largest Local Authority landlord in London, we have worked hard to minimise misuse of stock and support resident involvement and interests in regeneration programmes around the borough.

The Housing Service has delivered the highest levels of new housing building nationally, providing quality homes to meet the needs of those on the housing register. Southwark will likely let an additional 1000 new homes to residents in need during 2024-2025, having let a similar level of new build in 2023-24. This will lead to a reduction in the number of households in temporary accommodation and those living in unsuitable accommodation arrangements within the borough alongside a range of other medical, support and overcrowding issues which if not addressed might lead to homelessness.

### *Challenges –*

Systemic inflationary pressures, alongside the higher cost of borrowing, will impact our delivery for further new homes development, at a time when the supply of private sector accommodation for procurement is reducing. With household incomes squeezed and those most vulnerable to cost hikes worst affected, a greater demand for earlier support is needed from Authorities now and for some time ahead.

### **Southwark Homeless and Rough Sleeping Strategy 2018 – 2022**

Our last strategy has led to significant change and improved outcomes for our residents and from which we are building an enhanced response to the significant change we've seen in recent years.

Our last strategy set out the following overarching aim -

*Deliver an innovative, leading and accessible service to prevent homelessness and assist homeless households in finding long term affordable and sustainable housing.*

From this formed 3 objectives - -

1. To offer a high quality and innovative service to homeless households and households threatened with homelessness.
2. To use our position as a leading trailblazer authority to make a positive contribution to national policy around homelessness and welfare reform.
3. To work collaboratively in finding long-term housing solutions for people threatened with homelessness.

To achieve these objectives, Southwark set out 5 key priorities and operational goals within these -

Priority 1 – Homeless Prevention

Priority 2 – Tackle Rough Sleeping

Priority 3 – Vulnerability and health

Priority 4 – Responding to the local housing market

Priority 5 – Responding to welfare reform

### *Achievements -*

Our current strategy has brought about significant changes in the way services have been delivered and achieved improved outcomes in many areas, including:

#### Rough Sleeper Support –

Southwark has extended the commissioning of outreach services through the use of its Rough Sleeper Initiative Grant. We have introduced Navigators to engage with rough sleepers with support needs to help access accommodation and health services to build trust and maintain engagement. The service has also commissioned a specialist nurse and mental health practitioner to improve tailored support for rough sleepers with complex needs.

Southwark also introduced and has since expanded its complex needs housing provision through Housing First and continued to expand off the street accommodation. Finally, the service has also worked jointly with Southwark Law Centre to provide immigration advice and support to regularise the status of rough sleepers and enable access to mainstream housing provision as well as building an employment and skills offer to help rough sleepers avoid returning to the streets.

#### Early homelessness prevention

Southwark has continued to secure high levels of funds to fully commit discretionary housing payments and our rent arrears fund in helping residents meet shortfalls of rent and help to mitigate the impacts of welfare reform over the last 5 years. The service has continued to liaise well with the DWP and other key agencies in delivering advice through cost-of-living roadshows and we have seen continued high levels of homeless prevention for residents to sustain their accommodation arrangements across tenures.

#### Private Rented Sector support and advice

The last strategy enabled an expansion of services to help meet the needs of those renting privately in the Borough. With a dedicated team providing early advice to landlords, tenants and agents, the service has managed to help defend possession proceedings or negotiate with landlords where possible. The service has also worked jointly with partner agencies, such as Southwark Law Centre and Kinera an enabling third sector organisation to provide a rapid and holistic package of support with threats of eviction, the need for legal advice and additional support to manage often complex needs, which underpin their housing insecurity.

#### *Challenges -*

Our borough has universally been impacted by a worsening financial climate. Those renting have faced significant rent rises against real terms falls in household income. The pandemic placed huge strains on families and we recognise the work we must do to help sustain living arrangements wherever possible.

During the second half of 2023-24 we have seen rising levels of homelessness that cannot easily be addressed through prevention strategies, with a spiralling of residents evicted from Home Office accommodation as a decision is reached on their immigration case. Many of these decisions were part of the Streamlined asylum process (SAP) introduced to address Home Office decision backlogs. This has led to a 550% increase in homeless approaches from this group during the second 5 months of 2023/24

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compared to the first 5 months of that period. The implications for service in terms of homeless assessment processes, costs of temporary accommodation and accommodation to prevent homelessness are considerable. The likely impact is increased rough sleeping, given the majority of residents are single adults without vulnerabilities. The private rented sector re-housing options are so constrained by availability and affordability issues compound the risk for prolonged homelessness for this disadvantaged group. Bespoke responses to this in 2023/24 will likely need to extend into future periods to manage the volumes of residents needing assistance.

## Southwark Allocations Policy

Southwark Council is required under section 167 of the Housing Act 1996 to produce a Housing Allocation policy. The requirements of the policy are set out in Part VI Housing Act 1996 (as amended by the Homelessness Act 2002 and Localism Act 2011) giving reasonable preference to those applicants defined by the 1996 Act. In June 2012 the Government further issued guidance to Local authorities on the allocation of housing stock. The homelessness strategy and the council's housing allocations policy must have due regard for each other. The current policy is being reviewed and will be available for consultation in 2024.

## Southwark's Placement and Procurement Policies for Temporary Accommodation and Private Rented Sector Offers (PRSO)

Building on our existing policy and Good Homes Standard commitment for temporary accommodation, Southwark is driving improvements in the allocation of affordable and suitable homes and tailoring provision to resident need through enhanced suitability assessments. Additional governance and checks through the development of a new procurement approach will help to ensure good standards and compliance. It will also be part of evolving measures to help procure further accommodation to meet our needs through work with institutional investment opportunities to create longer term options and use of our existing stock.

## Southwark Stands Together

From a call to action following the death of George Floyd on 4<sup>th</sup> June 2020, Southwark established a Borough wide initiative to better understand the injustice and racism experienced by Black, Asian Minority Ethnic people, in order to help create a fairer and more equal society. This initiative spans both its internal culture and processes and service to its residents and partners. Its work will encompass the following themes -

1. Renewing and reinventing our open spaces and buildings –  
*To enable our Black, Asian, Minority Ethnic people in Southwark to collaborate in developing diverse and inclusive open spaces to the public that establishes best practice standards shapes key policies and celebrates our communities*
2. Education theme –  
*To enable our young Black, Asian and minority ethnic people are participating fully and meaningfully in an environment where their heritage is reflected in teaching as*

*well as receiving exposure to new opportunities and excellent support for their transition into the world of work*

3. Health theme -

*Harnessing the passion and commitment of our Black, Asian, and minority ethnic communities to address health inequalities hearing their views on effective health and care and working with a fully mobilised health sector.*

4. Culture theme –

*To provide greater opportunities for our Southwark based Black, Asian and minority ethnic artists to receive support in the development of new products and show casing their work with increasingly diverse and supportive organisations.*

5. Communities theme –

*To enable Black, Asian and minority ethnic communities play key roles in shaping their services, supporting their neighbours, creating together spaces that are vibrant warm and welcoming and sharing equally in local resources, such as spaces and funds.*

6. Interaction with policing theme –

*Supporting a community that can celebrate good news stories where Black, Asian and minority ethnic residents are working closely with the police and developing increasing levels of trust and confidence through positive engagement models.*

7. Employment and business theme -

*Many people from diverse backgrounds across Southwark are accessing quality jobs. Locally inspired Black, Asian and minority ethnic-led small business are also thriving, backed by accessible and effective business support.*

8. Council staff engagement theme -

*Creating a culture where everyone can be themselves at work and are supported to achieve their full potential in an organisation that is representative of the community and that has pledged to become an anti-racist organization.*

Given the known systemic inequality that exists in the Borough and manifests in housing insecurity and an overrepresentation in those approaching for support, we must ensure our strategic aims echo this commitment and supports all aspects of its work to make Southwark a fairer Borough.

## **Southwark 2030**

Southwark 2030 is a new strategy for the Borough and its partners to achieve change for our residents. It will be an ambitious vision which has been driven by consultation with residents, local organisations, businesses and council staff. It sets out 7 goals that our strategy will align to as these take shape during 2024. These cover - Housing, health and wellbeing, economy, environment, opportunity, safety and neighbourhoods; with children and young people more clearly represented.

# National and Local Context

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## *The National context –*

The UK economy has in many ways recovered from the shock of the pandemic, but by the latter half of 2022, inflation rose significantly impacting the poorest households most severely due to the large share of their budget spent on essentials. Energy, food and other prices, compounded by the war in Ukraine, are driving a cost-of-living crisis and drop in disposable income.

The Government has delivered packages for addressing the cost-of-living crisis, including lump sum payments to those in receipt of means-tested benefits and payments to reduce fuel bills to all householders. Locally, Southwark has match funded its allocation of grant from the Household Support Fund to establish a Cost of Living Fund worth almost £12 million in helping those most in need. By the end of 2023-2024, Southwark will have distributed more than £40 million in extra Cost of Living support to residents. Nonetheless, we know the poorest households will continue to be hardest hit by this systemic insecurity that is exacerbated by increasing housing costs. Support to uprate Universal Credit in April 2023 in line with inflation will have had a positive impact, however, due to cuts and freezes in the basic rate of benefit entitlements since 2010, significant pressure remains for many households. The further measure to restore Local Housing Allowance (LHA) rates to 30<sup>th</sup> percentile of market rent determined in September 2023 will see a boost in housing costs support for many. However, with the benefit cap formula remaining unchanged, many out of work households will be affected with minimal to no increase in support. We understand this will most likely impact those renting privately with children most acutely. The indication that this is a 1 year increase only will not provide the market confidence required. With recent Government borrowing and expenditure, national debt stands at 98.8% of Gross Domestic Product (GDP) and Government has announced aims to reduce inflation and debt and grow the economy. With these factors and drivers, it is understood that housing insecurity will remain an acute risk for the country for many.

## *Southwark – The Local context*

### *Southwark Demographics (an overview)-*

For an in-depth analysis of Southwark including demographic, equality, and housing market information please see our Review of Homelessness. This is useful to consider when looking at homelessness and the responses to tackle these issues as they are often interlinked. The Borough is undergoing rapid and continual change with high levels of private investment and development but also has areas of high deprivation, as well as a large and diverse population with varying needs. The pandemic had a profound impact on the Borough including a significant impact on our population numbers which saw a drop of 3.8% from 2020 to 2021. This was also likely compounded by the UK's exit from the EU.

Southwark is a proudly diverse borough and 4 out of 10 people were born outside of the UK. This diversity means that we have many different communities, languages and needs to consider when looking at housing and homelessness.

When looking at household breakdown in the borough, Southwark has a high number of single person households in the north of the Borough, with the larger households (4 or more household members) in the centre of the Borough. The ten-year change since 2011 has seen a fall in single households, in 3 person households and in 4 person households. There was, however, a rise of 2.7% in 2 person households.<sup>1</sup> This change may have been due to the impact of the pandemic, which saw many families move out of London.

Other needs that need to be considered are disability and support needs. When looking at disability and carers in Southwark, there are estimates that there are over 25,000 unpaid carers which are expected to be disproportionately made up of women, people from Black African ethnic backgrounds and those that also have a disability/complex needs.<sup>2</sup> A more in-depth analysis of the borough by our Public Health department is available [here](#). It is also important to note that since 2011, the percentage of people reporting a disability under the equality act fell by 4%.<sup>3</sup>

21% of Southwark's population ranked within the most deprived nationally. According to the Urban Health Index, which looks at 68 neighbourhoods across Southwark and Lambeth, in the South of the borough, all neighbourhoods were ranked in the top 20 of areas, whilst several of the neighbourhoods in the middle and towards the North of the Borough were ranked in the bottom 20. Southwark has a more polarised distribution of neighbourhoods compared to neighbouring borough of Lambeth for example.<sup>4</sup>

There are also disparities between areas in the borough. As noted above, the North and centre of the Borough has more inequalities than the South. In the Faraday Ward which covers areas of Walworth and Burgess Park, 32% of children under 16 live in poverty compared to 5% in Dulwich Village, (1.5 miles away.) When comparing the same wards further, we see that male life expectancy in Faraday is 79 years compared to 87 in Dulwich.<sup>5</sup>

We also need to consider the impact of Covid-19 on the health and wellbeing of Southwark's population. As already discussed, Southwark has a high population of people

<sup>1</sup> [Household size - Census Maps, ONS](#)

<sup>2</sup> Southwark JSNA Annual Report: 2022

<sup>3</sup> Southwark JSNA Annual Report: 2022

<sup>4</sup> Southwark JSNA Annual Report: 2022

<sup>5</sup> The value of partnership working to support residents during COVID-19; Southwark's Annual Public Health Report 2022

from ethnic minority backgrounds, who are living in the more deprived areas of Southwark. Within these areas, we saw higher risks to Covid-19 due to many working in front facing roles, higher vaccine hesitancy from social, historical and religious factors and a higher presence of co-morbidities associated with Covid-19 complications.<sup>6</sup> Mortality rates in the most deprived areas were double those in the south of the borough.<sup>7</sup>

When looking at employment, Southwark has around 233,400 working age people with 40,200 people not in work. The most common reasons for this are the high number of students (c.16, 500) and those with medical needs preventing them from working (c.10, 000). Average incomes are in line with national averages at £33,848. However, 44% earn below £30,000 per year.<sup>8</sup>

### *A Breakdown of Housing Tenure in Southwark*

The percentage of social rent properties has been decreasing annually for some time but Southwark remains the largest council landlord in London and has ambitious council house-building plans, with over 3,000 new homes either built or currently on site. In 2010 Southwark housing stock made up 31.4% of all housing in the borough. By 2021 this had fallen to 25.9%. There has, in turn been an increase in private rents in the Borough, whilst those owned outright/owned with mortgage have remained steady. 31% of all households in Southwark own their property (largely towards the south of the Borough), or own with a mortgage. 40% are socially rented, still a relatively high proportion, (largely the centre and North of the Borough) and 29% are private rented (mostly evenly spread from the very centre of the borough and the north).<sup>9</sup>

There are other necessary considerations when looking at the increase in private rented properties. Many people in Southwark can be considered vulnerable in terms of their health needs, low incomes, and household composition and will be reliant on welfare benefits to help pay their rent. From the table below, we can see that the Local Housing Allowance (LHA) rate is much lower than upper quartile rents and in most cases it is below lower quartile rents also. It is becoming increasingly harder to source affordable rents for those receiving welfare benefits. We are also seeing an increase in the amount people spend on rent as a percentage of their total income, this is happening across all income brackets. The ONS has estimated that in London, only those on a higher income quartile would be able to rent without spending more than 30% of their income.

*Southwark's average private rents compared to the Local Housing Allowance (LHA) (2023)*

| ROOM SIZE   | Mean (£) | Lower Quartile (£) | Median Q (£) | Upper Q (£) | LHA (£) |
|-------------|----------|--------------------|--------------|-------------|---------|
| Room rate   | 768      | 700                | 745          | 900         | 515     |
| Studio      | 1156     | 1050               | 1112         | 1250        | 1146    |
| 1 bedroom   | 1542     | 1300               | 1500         | 1750        | 1146    |
| 2 bedroom   | 1988     | 1600               | 1850         | 2250        | 1346    |
| 3 bedroom   | 2517     | 2000               | 2450         | 2863        | 1670    |
| 4 bedroom + | 3332     | 2775               | 3275         | 3650        | 2194    |

<sup>6</sup> The value of partnership working to support residents during COVID-19; Southwark's Annual Public Health Report 2022

<sup>7</sup> Southwark's Health and Wellbeing Strategy 2022-2027

<sup>8</sup> Southwark JSNA Annual Report: 2022

<sup>9</sup> [Tenure of household - Census Maps, ONS](#)

Source: ONS, London Rental Statistics

It is important to consider whether these homes are overcrowded, occupied or under occupied based on the number of bedrooms available. In 2021, 48% of households reported to be occupied, or in other words, using all bedrooms, without being overcrowded or under occupied. The most overcrowded area, was around Burgess Park and Peckham North with an average of 16% being overcrowded by at least one bedroom. Conversely, in the south of the borough around Dulwich Park and Herne Hill, 52% of households were under occupying by 2 or more bedrooms.<sup>10</sup>

## Homelessness in Southwark – an overview and key findings from our data review

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Our Homelessness Data Review can be found in the appendix. The following are some key data points that give a good overview of the picture of homelessness in the Borough including demand for the service, approach reasons, supply of accommodations and outcomes for applicants.

### *Applications*

#### **1. Homeless applications taken fell by 10% between 2018/19 and 2022/23 (excluding 2020/21 during the height of the pandemic)**

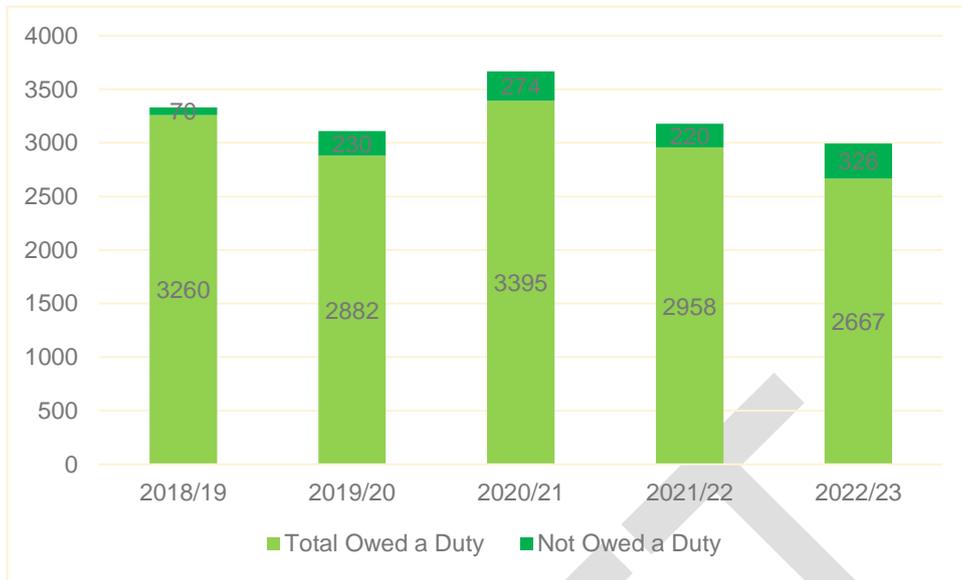
The review of homelessness in 2017 showed that the number of homelessness applications received had increased considerably in 2016-2017. The chart below shows the number of homelessness applications owed a duty in Southwark has increased significantly since the introduction of the Homelessness Reduction Act 2017 and rose especially in 2020/21 due to the Covid-19 pandemic but has started to level out in the years since.

The increase in applications is due to two important factors: the introduction of the Homelessness Reduction Act in April 2018, which allowed the council to help residents sooner with their housing issues by broadening the reasons residents can approach for assistance; and a reduction in the number of homes that residents can afford. Affordability issues are complex but welfare reform and increasing costs of the private rented sector in the Borough have been continuing factors.

*Breakdown of applicants owed a homelessness duty on approach*

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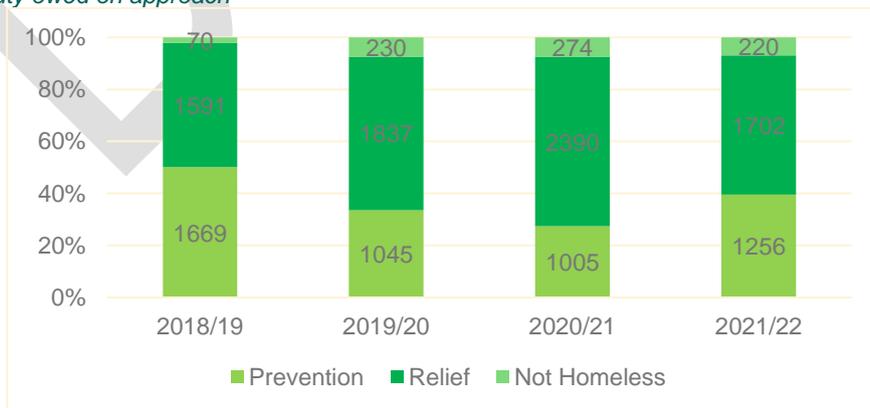
<sup>10</sup> [Occupancy rating for bedrooms - Census Maps, ONS](#)



Southwark takes a significantly higher number of homeless applications than the average for England and London. When broken down further, inner London takes comparatively more than Greater London with Lambeth and Ealing the only borough's to take more applications than Southwark (3107 & 2985 compared to Southwark's 2936 in 2022/23.) This shows the strain on services in the south and south east of London and is reflective of the lack of affordable housing in the area. Another notable difference is that in 2020/21, Southwark's homelessness applications increased when those in England and London reduced slightly. This can partly be put down to the fact that whilst Court proceedings were paused for the majority of cases for those renting by Secure or Assured Tenancies, the hidden homeless were not protected under Government initiatives to prevent homelessness during lockdown. In Southwark there are many households that suffer with overcrowding and poor quality housing.

Therefore, with the nature of the virus requiring households to have space to shield and self-isolate, many were therefore at risk of homelessness due to the very nature of their housing circumstances. Also, Southwark has a large social housing stock, so whilst formal evictions were stopped, there were still friends/family exclusions to consider.

*Breakdown of Duty owed on approach*



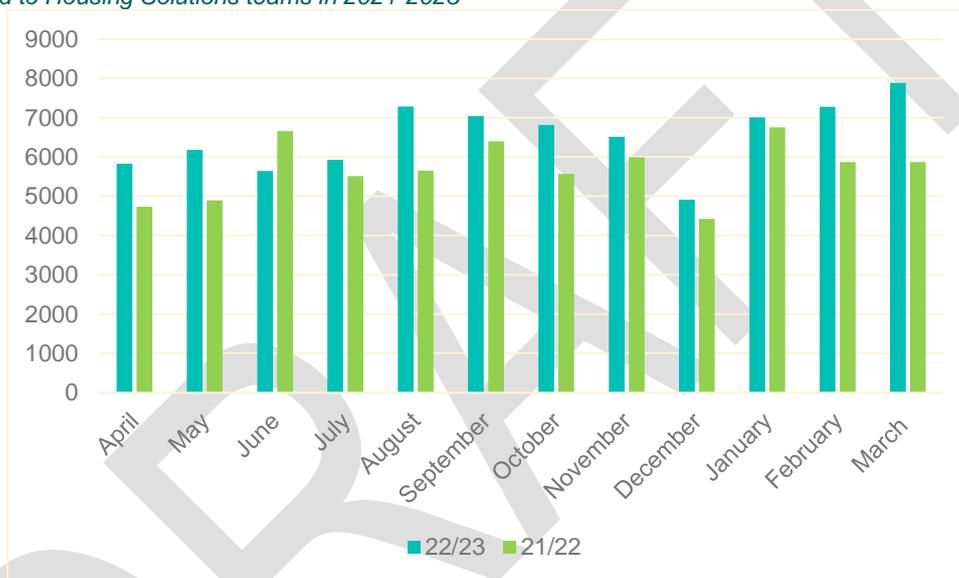
The introduction of the Homelessness Reduction Act 2017 allowed for applicants to approach the council for assistance earlier when experiencing instability with their housing. In 2022/23, 40% of approaches were given a Prevention Duty.

### *Demand for service delivery*

## **2. The Service received an average of 6500 calls to the service each month in 22/23**

Demand for assistance from the Housing Solutions service has continued to grow over the past 3 years following the pandemic, the cost-of-living crisis, and the UK's departure from the EU. Below we can see this demand in our call numbers has increased in the past two years.

*Calls received to Housing Solutions teams in 2021-2023*



### *Reason for approach*

## **3. Family and friends evictions remain the highest homelessness approach reason in Southwark followed by the termination of Assured Short hold Tenancies. The largest increase in approach reason was seen in Domestic Abuse.**

The chart below sets out the main causes of homelessness in Southwark over the last four years. The most common cause of homelessness over this time has been that parents, friends or relatives are no longer willing to accommodate the individual or household in question (27% in 2022/23). There had been a significant growth over time in the termination of assured short hold tenancies; which accounted for 30% of homelessness in 2015/16. However, as the chart shows, this was lower in 2022/23 (17%). This is likely due to the eviction ban which was introduced during the initial lockdown for the Covid-19 pandemic. This meant landlords were required to serve longer notices and

were not able to obtain court orders to formally end tenancies until this ban was lifted in June 2021.

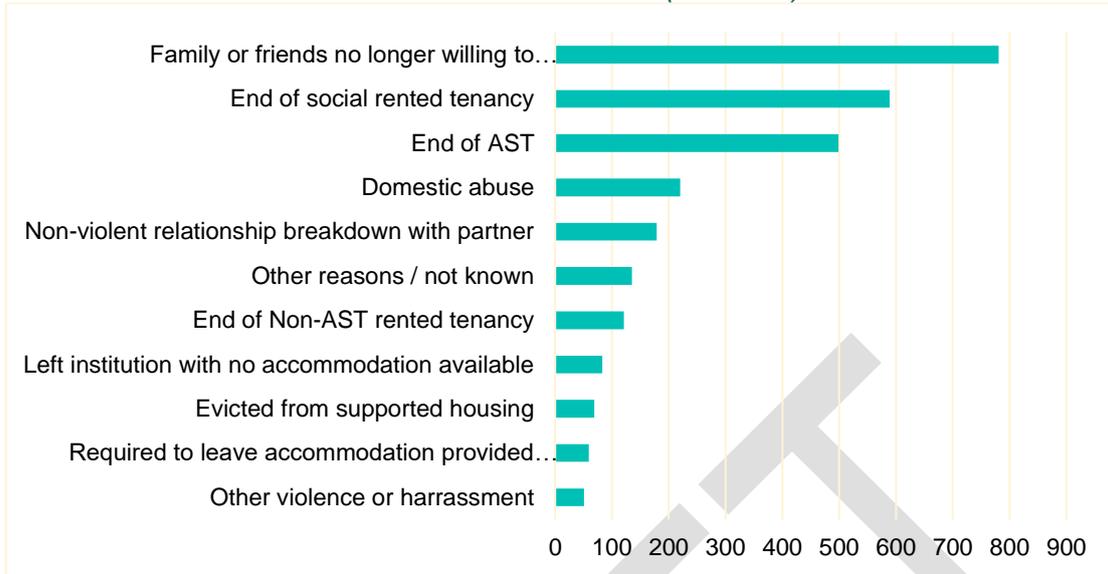
Another notable change is that approaches due to Domestic Abuse have increased significantly, these approaches made up 7.5% of approaches in 2022/23. It is important to note the introduction of the Domestic Abuse Act 2021 which introduced automatic priority need for those who have been made homeless for this reason. The increase in approaches from this cohort can also be accredited in part, to our joint working with Solace, who co-located with the Housing Solutions service from 2018. Our service continues to invest in training and accreditation in this subject area and has encouraged officers to become Solace Champions, meaning they have up to date training as well as refreshers to keep their knowledge relevant.

We can also see from this data that there are a number of approaches due to 'End of social rented tenancy'. This is due to HCLIC reporting categorisation and does not reflect the number of Southwark tenancies that were ended in 2022/23. This categorisation is used for any tenant who approaches with an issue with their tenancy, for example; rent arrears issues, who would be assisted with a prevention duty and helped to apply for DHP etc. This proactive approach to tenancy issues, is why this figure is our second highest approach reason.

This data also contains a significant number of records stating the "the main reason for homelessness" as "other", this can partly be put down in the first few years due to local authorities getting to grips with the new reporting system, and it is important to note that these responses decrease over time and will continue to do so in following data years as several more answers have been added to the HCLIC responses which have meant less reason for officers to use the 'other' option when recording data.

During the second half of 2023-24 the numbers of those approaching the service as a result of immigration decision began to climb rapidly as a result of the Streamlined Asylum Processing (SAP) work undertaken by the Home Office. By January 180 households, only 11% of whom were families, had approached the council for housing assistance as a result of receiving a negative decision. The options for this group were extremely difficult given the short periods of notice and the challenges in securing private sector solutions.

*Main reason for loss of last settled accommodation (2022/23)*

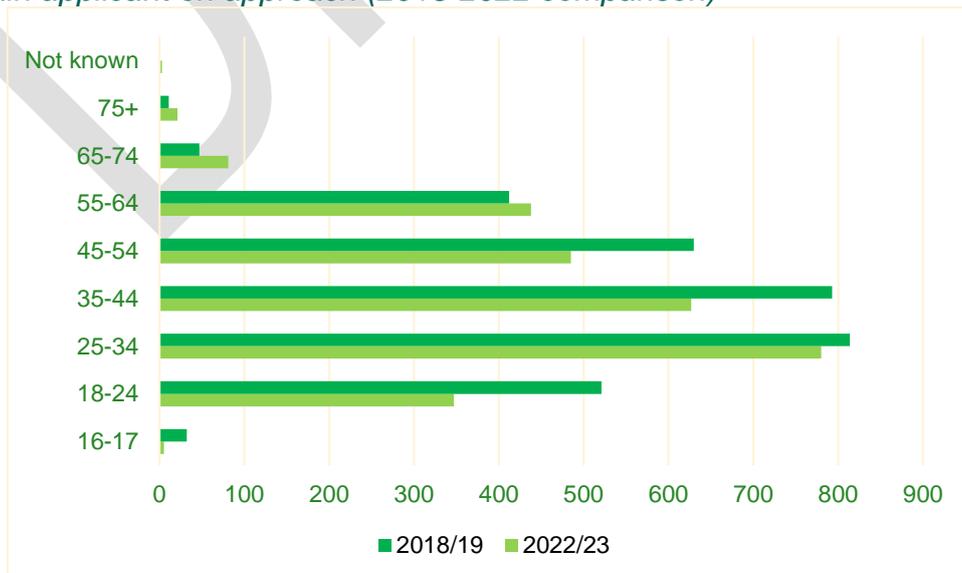


*Age Profile of those approaching*

**4. The percentage of over 55 year olds presenting to the service for a homelessness assessment increased 14% between 2018 and 2022/23**

The majority of main applicants accepted as owed a homeless duty are under 45 years of age (63% in 2022/23). The largest cohort of applicants were between the ages of 25-34, making up 28% of applicants in 2022/23. This represents an increase in younger applicants on previous years. The chart below shows how this has changed over the past 4 years. The largest change has been in the number of over 65 year old approaching the service which increased 14% over this time. The causes of this are complex but there are links between this and housing suitability as people age, properties may no longer be fit for their needs. It is also necessary to consider the financial impact of the cost of living and fuel poverty among this group.

*Age of main applicant on approach (2018-2022 comparison)*

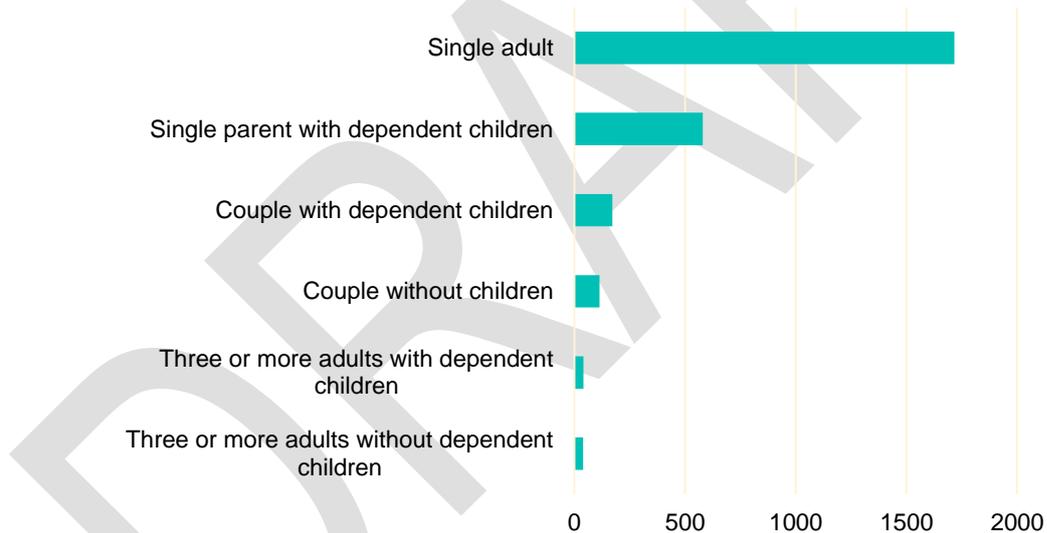


### Household composition of approaches

5. **The largest household type presenting to the council in 2022/23 was single adults. The percentage share of this group has reduced since 2018 (70% down to 64%) and those with children has increased**

The chart below sets out the range of household types accepted as owed a homelessness duty over the last four years. Lone parent households headed by a female account for the majority of homeless duty acceptances in Southwark. We have also seen a sharp increase in the number of single homeless applicants approaching our service since the introduction of the Homelessness Reduction Act 2017 as access to prevention and relief options were broadened. This group now make up the largest demographic of approach cases. In 2015/16, single applicants made up 14% of applications owed a duty compared to 62% of applications in 2022/23.

### Household composition of approaches in 2022/23



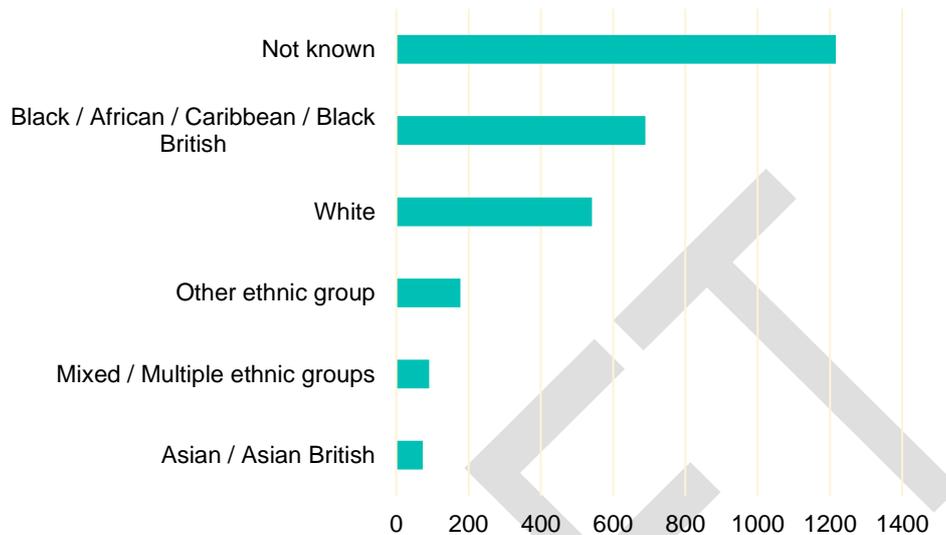
### Ethnicity of household main applicant

6. **Those identifying with Black/African/Caribbean/Black British ethnicity made up 25% of approaches in 22/23**

This chart looks at the ethnic origin of households approaching as homeless or threatened with homelessness. There has been an increase in the number of households that have chosen not to state their ethnic origin in their initial application, this may be reflective of new remote working procedures which allowed customers to fill in a registration form themselves in which 'ethnicity' is not a mandatory question.

This has since been changed and we should see a reduction in the use of this response in coming data uploads. Black/African/Caribbean/Black British make up our largest approach ethnicity other than those 'not known'.

### *Ethnicity of Main Applicant in 2022/23*



### *Support needs*

#### **7. The biggest support needs identified by service users were physical ill health and mental health needs**

We can see from the data that homeless households in Southwark are slightly less likely to have a support need to report than the London average. Notably, Southwark applicants report higher levels of physical ill health and disability than England as a whole, as well as higher levels of repeat homelessness. Conversely, Southwark has lower levels of drug and alcohol dependency and applicants with a reported offending history approaching.

The below table shows the reported support needs of applicants in 2022/23, this data shows 52% of homeless applicants had one or more reported support need. When breaking these down, the most reported support need was 'physical ill health or disability' followed by a 'history of mental health problems', & 'at risk of/has experienced domestic abuse'.

It is important to note that these assessments are self-assessments made by the main applicant during a homeless application. It must be considered that not all applicants would report their needs in this way due to the categorisation of these field or simply not feeling comfortable to do so.

### *Support needs reported by households in 2022/23*

#### **Number of support needs reported in 2021/22**

|                  | 1 support need | 2 support needs | 3+ support needs | % of households reporting any support need (of total apps) |
|------------------|----------------|-----------------|------------------|--|
| <b>Southwark</b> | 658            | 345             | 441              | 52%  |
| <b>London</b>    | 12,750         | 4,360           | 4,260            | 37%  |

*Most reported support needs reported by households in 2022/23*

| Support need   | Southwark |
|--|-----------|
| <b>Physical ill health and disability</b>                                      | 52%       |
| <b>History of mental health problems</b>                                       | 47%       |
| <b>Young parent requiring support to manage independently</b>                  | 21%       |
| <b>At risk of / has experienced domestic abuse</b>                             | 20%       |
| <b>History of repeat homelessness</b>  | 16%       |
| <b>History of rough sleeping</b>   | 16%       |
| <b>Learning disability</b>   | 14%       |
| <b>At risk of / has experienced abuse (non-domestic abuse)</b>                 | 8%        |
| <b>At risk of/ has experienced sexual abuse / exploitation</b>                 | 8%        |
| <b>Drug dependency needs</b>   | 7%        |
| <b>Alcohol dependency needs</b>  | 6%        |
| <b>Offending history</b>   | 6%        |
| <b>Former asylum seeker</b>  | 5%        |
| <b>Young person aged 18-25 years requiring support to manage independently</b> | 5%        |
| <b>Access to education, employment or training</b>                             | 4%        |
| <b>Care leaver aged 21+ years</b>  | 2%        |
| <b>Old age</b>   | 2%        |

|                                      |     |
|--------------------------------------|-----|
| <b>Care leaver aged 18-20 years</b>  | 1%  |
| <b>Young person aged 16-17 years</b> | <1% |
| <b>Served in HM Forces</b>           | <1% |

### *Successful Homelessness Preventions and Reliefs*

#### **8. The service prevented homelessness in 84% of all prevention duty cases issued compared to 20% of relief cases**

The introduction of the HRA17 allowed us to get involved in cases of homelessness earlier. This has proven very successful as prevention cases have an 84% success rate compared to 20% in relief cases. This shows the importance of getting in earlier in housing insecurity cases to resolve issues before they reach crisis point.

Below highlights the importance of this work, as we can see that more cases in prevention were successfully assisted to secure accommodation than were subsequently homeless at the end of their prevention duty. Outcomes of this will include; securing PRS properties, negotiating renewals on existing tenancies and advocacy to end eviction proceedings.

#### *Positive Prevention outcomes v. Positive Relief Outcomes (2018/19-2022/23)*

|                               | 2018/19    | 2019/20    | 2020/21    | 2021/22    | 2022/23    |
|-------------------------------|------------|------------|------------|------------|------------|
| % Positive prevention outcome | <b>86%</b> | <b>68%</b> | <b>83%</b> | <b>85%</b> | <b>84%</b> |
| % Positive relief outcome     | <b>16%</b> | <b>18%</b> | <b>27%</b> | <b>21%</b> | <b>20%</b> |

### Prevention outcomes: Secured accommodation v. Became Homeless (2018/19-2022/23)



With the changing affordability of private rented properties in the Borough along with the cost-of-living crisis, positive outcomes for prevention cases are harder to obtain through securing new tenancies as shown below in the reducing number of PRS scheme moves achieved after the highs of the pandemic years.

#### PRS scheme moves successfully completed (2018-2022)

|                                     | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|-------------------------------------|---------|---------|---------|---------|---------|
| <b>Self Help Scheme's processed</b> | 38      | 69      | 463     | 233     | 167     |
| <b>Finder's Fee Scheme moves</b>    | 154     | 225     | 320     | 158     | 79      |

#### Temporary accommodation numbers

9. 3627 homeless households are in TA, 851 of which are in nightly paid accommodation

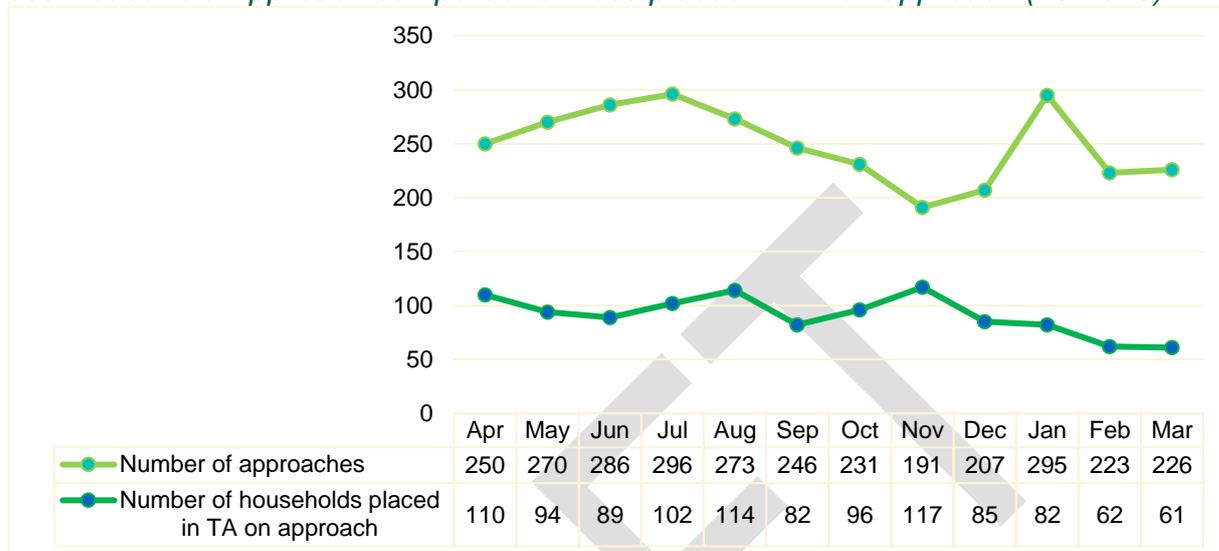
We have a high number of households in Temporary Accommodation (TA) compared to the London and Inner London average. Sourcing TA is being an increasingly difficult task as well as sourcing quality and size appropriate accommodation for our need.

#### Comparison of TA numbers (Southwark, London, Inner London, 2023)

| Local Authority group | Number in TA |
|-----------------------|--------------|
| London (average)      | 1,876        |

|                               |       |
|-------------------------------|-------|
| <b>Inner London (average)</b> | 1,412 |
| <b>Southwark</b>              | 3,627 |

### *Homeless Household Approach compared to those placed in TA on approach (2022/23)*



Not all households will be placed in TA when they approach the council for assistance with their homelessness, the chart above shows that around 37% of approaches are placed in TA when they first contact us for a homelessness application.

During 2023/24 research by London Council's has shown numbers in TA across the capital rising for more than a year. It also highlighted homeless demand increasing sharply with greater use of bed and breakfast accommodation, including greater numbers of placements of over six weeks in breach of statutory regulation. The supply of accommodation in the private sector to prevent homelessness, or as temporary accommodation has reduced. This has led to increases in costs per unit and declining standards. Southwark has avoided the use of bed and breakfast and retained numbers in temporary accommodation, which had been stable for more than a year, but numbers began to rise rapidly in the second half of the year as housing market pressures, accommodation availability and cost of living all combined to produce an acute pressure.

### *The Housing Waiting List*

**10,17462 households are on the waiting list for social housing in Southwark with 1034 social lets made last year.**

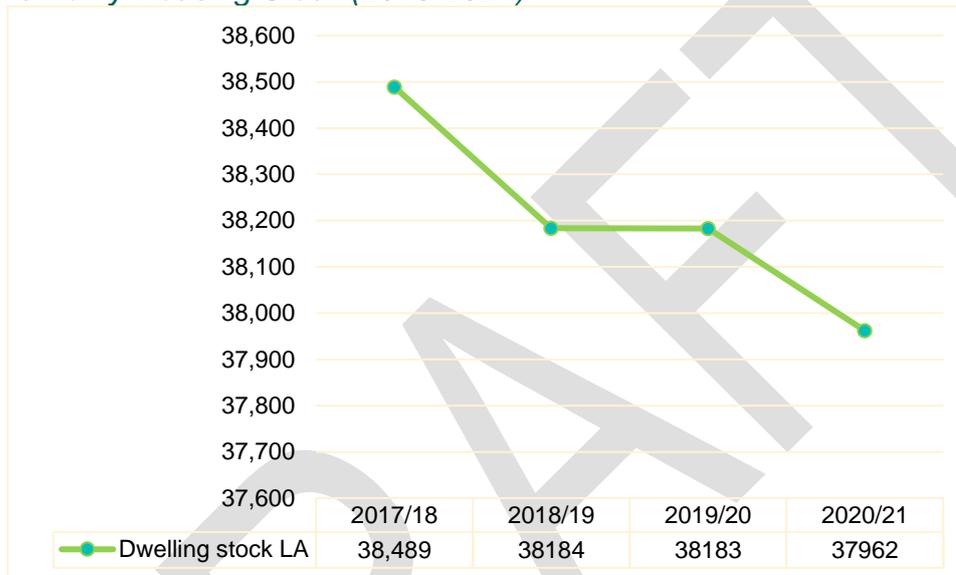
Our housing waiting list continues to grow as the housing crisis has worsened. We have over 17,000 households on the list currently with around 400-500 new applications received each month. We made 1034 lets from the register last year which shows the growing disparity between the supply and demand here.

### *Bed need of households on the housing waiting list 2022*

| <b>Bed Need</b> | <b>Total Households</b> |
|-----------------|-------------------------|
| 1               | 8440                    |

|              |              |
|--------------|--------------|
| 2            | 4360         |
| 3            | 2911         |
| 4            | 1127         |
| 5            | 314          |
| 6            | 60           |
| 7            | 19           |
| 8            | 2            |
| Unknown      | 42           |
| <b>TOTAL</b> | <b>17275</b> |

### Local Authority Housing Stock (2018-2021)



Southwark has one of the largest local authority housing stocks in the country but levels of housing need have been growing substantially in recent years. In response to this the Council has delivered high levels of new supply with a commitment to the delivery of even more, Meeting need remains a challenge which is made more difficult as stock is lost to right to buy.

Southwark's housing register is split into priority categories. Overcrowding is the most common reason for an applicant to join the register. This is followed by homelessness and then medical needs. The table above shows that there is the greatest need for 1-bedroom properties. When looking at households who are on the register due to overcrowding, the greatest need is for 3 bed properties.

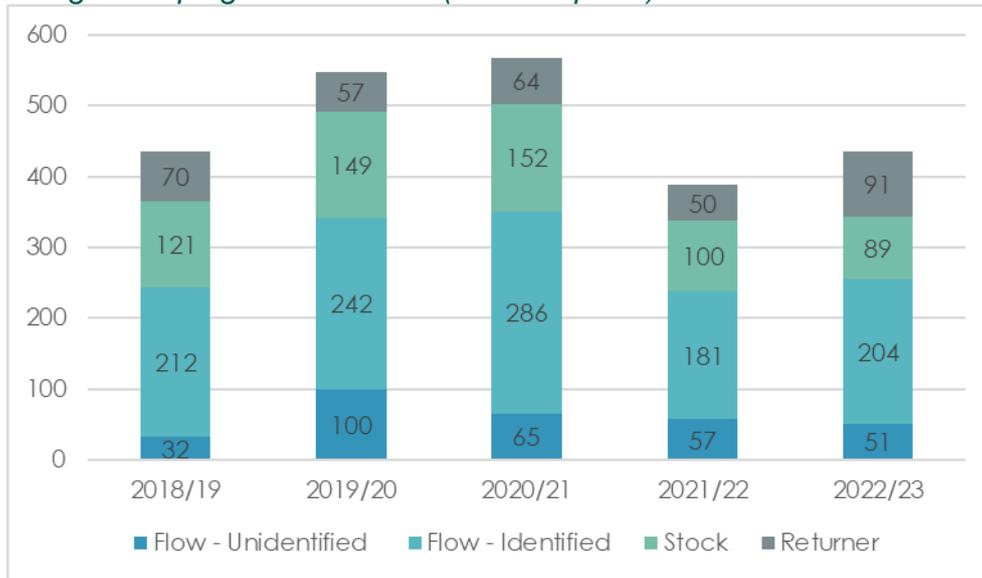
### Rough Sleepers

#### **11. Rapid rehousing navigators rehoused 132 rough sleepers in 22/23**

Rough sleeping numbers have reduced in Southwark since the Pandemic. The Rapid Rehousing Navigators have been successful in expanding our off the street provision in the past 2 years as shown in the rehousing numbers. The Rapid Rehousing Project has

achieved 138 new Private Rented Sector (PRS) tenancies in 2022-2023. And since the beginning of this project in late 2019 the project has been able to sustain 96% of tenancies procured.

### *Levels of Rough Sleeping in Southwark (Chain reports)*



# The New Homelessness and Rough Sleeping Strategy 2024-2029

## The Overarching aim

To work to end homelessness through the delivery of timely, effective and collaborative support which enables Southwark residents to address their housing insecurity.

## The 3 objectives

1. To use a data-led and joined up approach with our partners to identify and support those at the earliest stages of housing difficulty.
2. To ensure effective and timely advice and support is provided to help make real and lasting change for our residents.
3. To improve the outcomes of residents in the quality of our support and work together to tackle the root causes of homelessness.

## The Five Priorities

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### Prioritise Prevention

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- Improving timeliness and effectiveness of mediation and support to sustain accommodation.
- Greater use of our Homelessness data and deprivation data collected within the Council to identify and target support for 'at risk' groups.
- Improved pathways for people leaving institutions and from our statutory and community sector partners.

#### *Key Data to consider*

The most common cause of homelessness over the past 5 years has been that parents, friends or relatives are no longer willing to accommodate the individual or household in question (27% in 2022/23).

Of cases owed a duty in 2022/23, 42% were prevention compared to 58% relief, in 2021/22 preventions were 40% and relief 60%.

In 22/23 Southwark was ranked 5<sup>th</sup> highest local authority in England for successful homelessness preventions (3<sup>rd</sup> in London)

There has been an increase in approaches from PRS households between 2018 and 2022/23 (14% increase)

Those approaching with rent arrears issues has increased as can be seen in our DHP and Rent Arrears Fund data. There were 891 successful applications for DHP in 2022/23 with an average award of £1366 (this is 63% more than the average award in 2018).

For the 6 months from March 2023 to September 2023, 1115 'Entitled To' benefit calculations were completed. 47% were by council or housing association tenants, 35% were completed by private tenants.

We received 1577 'Duty To Refers' in 2022/23 with the top 5 referrers being the DWP, Probation, the Southwark No Recourse Team, NHS & St Mungo's

Of those given a prevention duty, 86% (on average) ended positively whereas only 19% of relief cases had similar outcomes.

Through co-location with other services in the borough, Southwark Housing Solutions has been able to offer financial advice and private renting support to 27 residents at 4 roadshows so far this year. Advice was provided on the bedroom tax, DHP applications, rent arrears issues and cost of living assistance.

As outlined by Priority 1 of Southwark's last Homelessness and Rough Sleeping Strategy, homeless prevention has been, and must remain at, the core of all the work we do. Southwark has continued to achieve some of the highest levels of homeless prevention in London year on year. Following a decade of welfare reform in the country that has added pressures to household budgets for many, we understand that our residents have more recently been significantly impacted by inflationary pressures nationally and globally. We have also seen the impact of the global Covid-19 pandemic and its residual effects on residents and communities. We therefore need to ensure we can identify those in the Borough at risk and aim to provide help before crisis point.

We must also ensure that we improve our understanding and data collection of marginalised groups such as those identifying as LGBTQ+ and to further develop the provision of advice and tailored support in partnership with key advocacy agencies. We will also be developing staff through packages of training and development to better identify and support those marginalised due to their sexual identity. Our work will also ensure residents are aware of their entitlements for a range of support with cost-of-living expenses. Although recent Government measures to uprate rental support in April 2024, this will have limited benefit given the benefit cap in place, with families renting privately at most risk of insecurity. We anticipate further reform in the private rented sector through the Renter's Reform Bill that will seek to increase the security of tenure for tenants and includes measures of removing the s21 eviction procedure, whilst in tandem supporting landlords to recover possession in specific prescribed circumstances. Concern remains that many landlords will seek to leave the private rental market as has been seen since the covid pandemic ahead of this Bill becoming Act.

From our data review and the challenges residents face now and in the years ahead, we have set out the following broad activity areas and actions to help us achieve effective homeless prevention for the next 5 years:

*Improving timeliness and effectiveness of early help to sustain accommodation.*

1. Improving our joint work with debt advice and debt management agencies locally and nationally.
2. Improving our joint work with agencies that help us tackle food and fuel poverty.
3. Using improved and easy to understand tools for residents and staff to use understanding how to manage household income.

*Greater use of our Homelessness data and deprivation data collected within the Council to identify and target support for 'at risk' groups.*

4. Using Council data to identify those in difficulty and to target tailored support early.
5. Improving the timeliness of referrals and our response rate under the 'Duty to Refer' process with key partner agencies across housing, health, justice and welfare rights.
6. Using the Council's enforcement network of services involved in housing to promote homelessness prevention.

*Improved pathways for people leaving institutions and from our statutory and community sector partners.*

7. Developing bi-monthly prevention forums with social housing providers and community partners to highlight issues, share information and develop best practice.
8. Training local partners, the Police and enforcement bodies around illegal eviction and harassment.
9. Joint work with Court advocacy services and improve outcomes for those facing eviction proceedings.
10. Weekly surgeries for those receiving a home office decision to prevent homelessness, or provide a sustainable solution.

## Deliver High Quality Advice & Support

- Rapid, consistent and high-quality housing advice when it's needed with improvements to our advice provision.
- To reduce the number of new households going into temporary accommodation by accessing suitable affordable private rented sector accommodation.
- Enhancing our intervention around unlawful landlord and agent activity in Southwark's private Rented Sector.

*Key data to consider*

The number of applications for assistance increased significantly with the introduction of the HRA17 with the expansion of provision this introduced. Applications increased 52% from 2016/17 to 2022/23.

We answered 39259 calls from customers looking for advice on homelessness and rough sleeping

We received 3813 homelessness enquiry web forms in 2022/23 a compared to 2764 web forms in 2021/22, this was an increase of 38%.

There was a significant increase in demand throughout the pandemic and numbers have since levelled out which is seen in applications taken (-18% change between 2020/21 - 2022/23)

When housing insecurity leads to homelessness, we must ensure that high quality, tailored and readily accessible advice and support is delivered promptly, that addresses our diverse needs of our residents. The Council and its partners need to work to improve mediation with family members when there is a relationship breakdown and to ensure protections for those renting privately are upheld.

Southwark is also reviewing the delivery of its hybrid homelessness and advice services to ensure that resident needs and circumstances are central to its operation. The Council will be working towards an offer of a same day initial and full homeless application wherever needed and to provide this face to face when required or requested by residents. Residents who require support in a housing related emergency will always be able to avail of face-to-face support and advice and our referral partners will be central to ensuring the advantages of a hybrid model of service delivery are utilised.

We understand that our residents may not seek the advice they need by approaching us directly and so we will be looking for even more opportunities to co-locate with our partner agencies to ensure the support is available at the earliest opportunity.

Our work will continue to provide the specialist support for vulnerable groups, such as those at risk of or victim to domestic abuse, those leaving care and our young persons, or those at risk due to their sexual identity. We'll be continuing to improve protection for those renting privately and using the enforcement powers and network of internal teams and external agencies to ensure poor landlord and agency practice are tackled. We have therefore set out the following broad activity aims and actions to achieve this over the next 5 years:

*Rapid, consistent and high-quality housing advice when it's needed with improvements to our advice provision.*

11. Improving the delivery and quality of the Council's housing advice offer at the earliest stages for our residents.
12. Refreshing the Council's webpages to ensure advice and information is comprehensive, up to date and provides a list of wider agencies to help as well as being readily available and accessible to all communities.
13. Exploring the co-location and outreach for early advice in the community – e.g Social Prescriber sites, food banks, LGBTQ+ support and advocacy services and other community agencies.

*To meet the diverse needs of the residents we serve to access suitable affordable settled accommodation.*

14. Expanding support to deliver advice in the community that helps resolve relationship breakdown.
15. Review access to Housing Solutions services post-covid and implement a new service delivery model.
16. To improve the provision of same day assessments when required for those threatened with homelessness or have become homeless.
17. To continue to provide specialist support and rapid intervention to those at risk of, or victim of domestic abuse.
18. To continue to deliver prompt and high-quality advice and support for our care leavers and young persons in meeting their ongoing housing needs.

*Enhancing our intervention around unlawful landlord and agent activity in Southwark's private rented sector.*

19. Improving the delivery of advice and support in the community through joint visits with enforcement teams.
20. Ensuring a joined-up approach is maintained to tackle the subletting of accommodation in the borough.
21. Delivering a robust response to criminal offences to protect residents in this sector through a rogue landlord taskforce and exploring further partnerships to help with our enforcement activities.

## Work to End Rough Sleeping

- Aligning all activity to the Governments 4 key objectives of improving prevention, intervention, recovery and developing joined up and transparent systems to make rough sleeping rare, brief and non-recurrent.
- Tackling new flow to the street and partnering with local statutory and voluntary sector partners to develop an improved prevention framework of activity.
- Working with Government to maximise funding for local projects that will benefit those rough sleeping in Southwark
- Expanding off the street provision and housing options and support for those with complex needs and couples.
- Developing new off the street options and expanding housing first provision for the most complex rough sleepers.

DRAFT

## Key data to consider

Southwark has access to over 900 supported housing bed spaces which cater to variety of needs including learning disabilities, young people and mental health needs.

638 referrals for supported accommodation were made in 2022/23

Southwark received £7.35 million in Rough Sleeper Initiative (RSI) funding in 2022/23 along with £2.09million in Homeless Prevention Grant (HPG).

The Rapid Rehousing achieved 138 new PRS tenancies for rough sleepers in 2022/23 and has been able to sustain 96% of all tenancies procured since its introduction in 2019.

29 cases were heard at the Complex Needs Advisory Panel in 2022/23

CHAIN data shows that rough sleeping increased 12% between 2021/22 and 2022/23 but has fallen 21% since 2018/19.

There was an average of 18 rough sleepers on the street in Southwark each month in 22/23, so far this year there is an average of 22.

59% of rough sleepers in Southwark (22/23) were new to the streets, 20% had been seen in the year previous and 21% had not been seen in 2021/22 but had been seen before this.

75% of new CHAIN recorded rough sleepers were homeless from a long term accommodation (this includes living with family, PRS and social housing). 13% were homeless from short/medium term accommodation such as hostels, asylum support accommodation and temporary accommodation.

We, like central Government understand that the collection of data in this area of work is in need of further development to understand the risk factors that lead too many residents to sleeping rough and know that further insight to improve our prevention and pathway from crisis point when reached is critical. Southwark will be joining organisations and Government to improve data collection, sharing and analysis. We will continue to develop our nationally recognised rough sleeping service and partnerships to use an improved data-led approach to tackle those at risk of rough sleeping. Aligning with the Government Strategy we will ensure we can enhance our prevention and intervention around rough sleeping. We'll be working to continually expand our provision, including our Housing First Programme to help rough sleepers off the streets and enable greater sustainment of longer-term accommodation for those with complex needs. This will involve making full use of grant from the Single Homeless Accommodation Programme (SHAP), Rough Sleeper Accommodation Programme (RSAP).

We will be doing so by improving our systems and working transparently with our partners, neighbouring Authorities and Government. We have therefore set out the following broad activity aims and actions to achieve over the next 5 years:

*Tackling new flow to the street and partnering with local statutory and voluntary sector partners to develop an improved prevention framework of activity.*

22. Improving our collection of data to improve prevention and intervention with rough sleepers.
23. Using new Government tools such as the rough sleeping prevention tool and strategic insights tool to identify those at risk or rough sleeping.
24. Working with the Home Office to fully integrate with DTR processes and ensure a joined-up approach is maintained to minimise homelessness due to Asylum claim processing.
25. Ensuring local Home Office accommodation providers work with the Council to provide early notice of decisions that enable the Housing Service and Stronger Neighbourhoods teams to identify housing solutions and wider support.
26. Asking the Home Office to provide 56 days notice before a resident is asked to leave accommodation to enable the Council to work with them for a sufficient period to meet their housing needs.

*Expanding off the street provision and housing options and support for those with complex needs.*

27. Continuing to secure Government grant through sole bids and those we can make jointly with our partner agencies and Authorities.
28. To continue the use of multi-agency and disciplinary panels to deliver joined up and customer focussed outcomes.
29. To improve supported hostel access and move on for rough sleepers.
30. To expand complex needs support initiatives such as Housing First.
31. To continue and develop our partnerships with Beam, St Mungo's, South London and Maudsley, NHS, Change Grow Live (CGL) Robes and other agencies to provide a holistic package of support for service users to build and maintain independence.

# Quality Outcomes Through Housing Provision

- Improved timeliness of access to accommodation commensurate to residents' needs.
- Improving access to and pathway through Supported Housing.
- Learning and improving the standards of our support.
- Improving the standards of our accommodation types.
- Minimising the use and duration of interim accommodation wherever possible.

## Key data to consider:

There are currently over 17,500 households on the waiting list for social housing in Southwark. We made 1035 lets in 22/23.

There were 65 'smart moves' completed in 22/23 - these are lets through our under occupiers scheme which moves households into properties that match their needs and frees up bedrooms for overcrowded households.

We have 397 households with an under occupiers category on their application, 86 with a statutory overcrowded priority and 4473 with a more general overcrowding code.

We secured 246 private rented sector lets (excluding rough sleeper lets through our navigator team) in 2022/23.

Average rents in Southwark are around 33% higher than LHA rates.

Surveys of temporary accommodation residents on the quality of their accommodation returned an average positive response rate of 91% last year.

The average stay in TA for households is around 25 months

A new visiting team has been set up to visit TA - 253 visits were completed in 6 months to check standards, talk about move on options and to check occupancy.

Understanding that all forms of suitable and affordable accommodation are reducing, it is incumbent upon Southwark to ensure we make best use of the accommodation available for our residents. Through our Housing Strategy we'll be targeting empty properties in the borough, and we will be aiming to improve all options for our Secure and Assured tenants to move to good quality and more suitably sized accommodation for their needs.

With the significant achievements in Southwark's new homes programme, we will be supporting homeless households settle from temporary accommodation, as well as enabling re-housing for those in most urgent need across the borough.

We'll also be improving access to specialist accommodation types and working with partners in accessing accommodation in the private rented sector. We'll be listening and learning from our residents to improve our services and drive-up standards across all accommodation types.

We will be improving the channels we have for feedback and introduce regular sessions with service users and initiating insight sessions through an expert panel of residents with lived experience of homelessness and housing insecurity to help inform and develop our work further. Our work will also include wider ranging strengths-based training and development with the aid of service user feedback and lived experience.

Through this work, we'll improve standards, continue to minimise the take up and duration of emergency accommodation wherever possible for the benefit of our residents and meet budget commitments. We have therefore set out the following broad activity aims and actions to achieve over the next 5 years:

*Improved timelines of access to accommodation that meets the needs of residents*

- 32. To improve housing mobility schemes within the Council to optimise the use and access to Southwark's stock including the development of Southwark's Smart Move offer.
- 33. To increase access to specialist accommodation types such as sheltered and extra care.

*Improving access to and pathway through supported housing.*

- 34. With better assessments of resident needs, we'll seek to improve the access to supported accommodation generally.

*Learning and improving the standards of our support*

- 35. Working across the Council to ensure our Good Homes Standard commitments are achieved.

36. Proactive monitoring of the standards of our emergency accommodation and ensuring clear information and support is provided to residents to tackle poor provision.
37. Establishing customer focus groups through our 'you said we did' feedback channel so that we can continually learn and improve our services.

*Minimising the use and duration of interim accommodation wherever possible.*

38. To ensure sufficient allocations of properties for homeless applicants are maintained.
39. To use local and annual lettings plans to ensure fair access to permanent accommodation is maintained.
40. To develop partnerships with housing supply providers so that quality, settled private rented accommodation is available.
41. Developing improved support for those moving and settling to new homes in and beyond our borough across all types of housing.
42. To work with council colleagues to secure an increase in the delivery of genuinely affordable housing for Southwark residents, including new council homes and through innovative schemes such as that provided by Centrepoin in Peckham.

## Tackling Systemic Housing Insecurity

- Protecting communities and challenging inequality where it manifests in housing insecurity and working with internal and external partners to enhance this work.
- Improving resident access to employment, skills and eligible support to mitigate heightened financial pressures.
- Empowering residents with a realistic and comprehensive appraisal of how they can mitigate housing insecurity to make the right choices in their customer journey.
- Making the case for changes to Government for regulation, supply and support for residents.

### Key data to consider:

Our Homelessness Forum which is chaired by Southwark Law Centre occurs every quarter and has an attendance of around 35 different agencies.

In 2021/22 our partnership with Beam assisted with signing up 48 residents for help with job seeking and training. They helped 29 start paid work, prevented homelessness in 9 cases and raised donations for Southwark residents totalling £83,097.

350 cases were taken by our Private Rented Sector Team in 22/23 to help with evictions and problems with private rented landlords.

A Landlord forum held this year saw 34 private landlord attend to hear on legislative update, licensing news and information on working with the council.

23% of approaches for homelessness assistance in 2022/23 were from Private Rented Tenants.

Evictions from Southwark secure tenancies totalled 18 in 2022/23, with the highest rate in 2018/19 and 2019/20 which saw 64 and 62 respectively.

We understand that Southwark Council alone cannot resolve the deepening housing crisis that is impacting our residents and communities. Southwark is committed to working in partnership with statutory and community partners to help our residents build resilience and where possible, resolve their housing issue and to be open and transparent with the help we can provide so that informed choices can be made. We will remain committed to addressing systemic inequality in the borough that manifests in housing insecurity.

With the growing insecurity we are seeing for those renting privately in the borough, Southwark will be working through the Private Renter Support Organisation. This key partnership with Citizen's Advice Southwark, will include forums for tenants and partner organisations as well as 'know your rights' sessions to build resilience of tenants and identify where to seek help at the earliest stage.

Southwark will be initiating a twice yearly strategic partnership roundtable for stakeholders to ensure our overarching aims, priorities and objectives to meet these under our strategy are reviewed, as well as reviewing the learning from insight sessions from panel experts with lived experience. The board will serve to align the activities of stakeholders and enable the collective progress and fulfilment of our work is maintained for our residents. In conjunction with our strategic roundtable.

We'll be joining other Authorities in making the case for change to central Government for the policies and resources we all need to make homelessness more generally rare, brief and non-recurrent. We have therefore set out the following broad activity aims and actions to achieve over the next 5 years:

*Protecting communities and challenging inequality that results in housing insecurity. Working with internal and external partners to enhance this work.*

- 43. To ensure our homelessness forum is continued and widened to include more partners working in health and justice.
- 44. To work in partnership with Southwark's private renter's organisation in driving up standards in Southwark's private rented sector.
- 45. To reintroduce a twice yearly strategic roundtable, Chaired by our Cabinet Member, to bring partners together to assess the progress of all stakeholders' work against the strategy and our action plan.

*Improving resident access to employment, skills and eligible support to mitigate heightened financial pressures.*

- 46. Improving the delivery of our Southwark Works programme and supporting expansion with partner agencies.
- 47. Working with external providers in the community that deliver employment and skills support to those at risk of homelessness and rough sleeping.
- 48. To improve pathways and work with vulnerable communities such as those identifying as LGBTQ+.

*Empowering residents with a realistic and comprehensive appraisal of how they can resolve their housing issues where possible and make informed choices.*

- 49. Development of our customer access processes for our digital and face to face services.
- 50. To ensure a realistic appraisal of support is given. That this is understood and communicated through all partner agencies and those working with our residents.
- 51. That our support and advice is tailored to ensure residents can make informed choices that empower them to resolve their housing issues.

*Making the case for change to Government to communicate local and regional housing need and redress to wider impacts that lead to housing insecurity and inequality.*

52. Asking for a change to LHA rates and a lift on the benefit cap to improve the purchasing power of residents and Authorities to access accommodation.
53. Lobby Government to reform the temporary accommodation subsidy regime, currently linked to January 2011 LHA rates, to ensure that the costs of securing accommodation are more closely linked to the subsidy available to provide it.
54. Greater funding for NRPF rough sleepers as it is making Government strategic aims in this area impossible to achieve.
55. Develop incentives for landlords to participate in the lower end of the market.
56. Lobby for an increase in the discretionary housing payments allocation annually to reflect the valuable prevention work that can be done and wider savings achieved with an appropriate level of grant.
57. Enable public acquisition of properties leaving the market for our procurement through grant programmes such as the Local Authority Housing Fund. Ensure these solutions with adequate levels of funding to make development and acquisition viable.
58. Support new development of social homes through a grant programme that properly funds the cost of supply and supports the removal of wider barriers to building.
59. Lobby for and implement the proposals to ban section 21 evictions and make the private sector a stable option to meet housing need.



# Review of homelessness in Southwark 2023

# Introduction

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This review of homelessness in Southwark provides an assessment of the support, assistance and advice available to homeless people and those threatened with homelessness in the Borough. It is an update on the homelessness review carried out in 2017. The scope of the review encompasses those services directly provided by or commissioned through Southwark Council and captures:

- The level of homelessness in the borough
- The resources available to carry out homelessness duties
- Activities that are carried out which prevent homelessness, secure accommodation for homeless people, and provide support to people who are or may become homeless

The review was undertaken in late 2022 and into 2023 during a period of on-going disruption caused by the Covid-19 pandemic, the cost of living crisis and the UK leaving the EU. This has affected all service provision in some way, as well as the demand for homelessness services. It has also provided an opportunity to re-imagine how a modern and future-thinking homelessness prevention service can be most effective.

We have undergone a period of significant change at a national and local level, including substantial welfare and housing policy reform. Most notably, the Homelessness Reduction Act which was introduced in 2018.

The main changes to homelessness services introduced by the Act are:

- Two new duties: duty to prevent and relieve homelessness
- A requirement to carry out an assessment and personalised housing plan (PHP)
- Public bodies now have a duty to refer people whom they know are threatened with homelessness
- New review opportunities; applicants have the right to ask for a review of any points of the new legislation.

Along with this, a new data reporting tool; Homelessness Case Level Information Collection (HCLIC) was introduced to capture Local Authority work on homelessness. This is a new quarterly data return for all local authorities and requires each case to report on 155 different fields that capture an applicant's situation. The majority of the data contained in this report comes from these data sets and summarises the financial years 2018/19 - 2022/23, however more recent evidence is used where this is available to provide a more accurate portrayal of current homelessness service provision or performance.

It should also be noted, that as this reporting tool was introduced in 2018/19, data from that year is not always representative due to its experimental nature and in subsequent years, data has been more accurately recorded. Similarly, as mentioned above, the Covid-19 pandemic has impacted the demand for homelessness services and with the introduction of restrictions in early 2020, some data sets will reflect the increase in demand seen. Therefore, it is necessary to be mindful of the context of the data when analysing it as part of this strategic planning process.

We have also seen changes to homelessness duties with the introduction of the Domestic Abuse Act 2021. This introduced automatic priority need to survivors of domestic abuse and widened the definition of this term in order to increase help available to this group.

This review will outline the core demographics approaching the Housing Solutions service, the services available as well as the outcomes achieved for clients. It will also explore the wider context of housing and demographics present in Southwark and the unique picture this presents when looking at homelessness in the Borough.

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[13.0 Appendix](#)

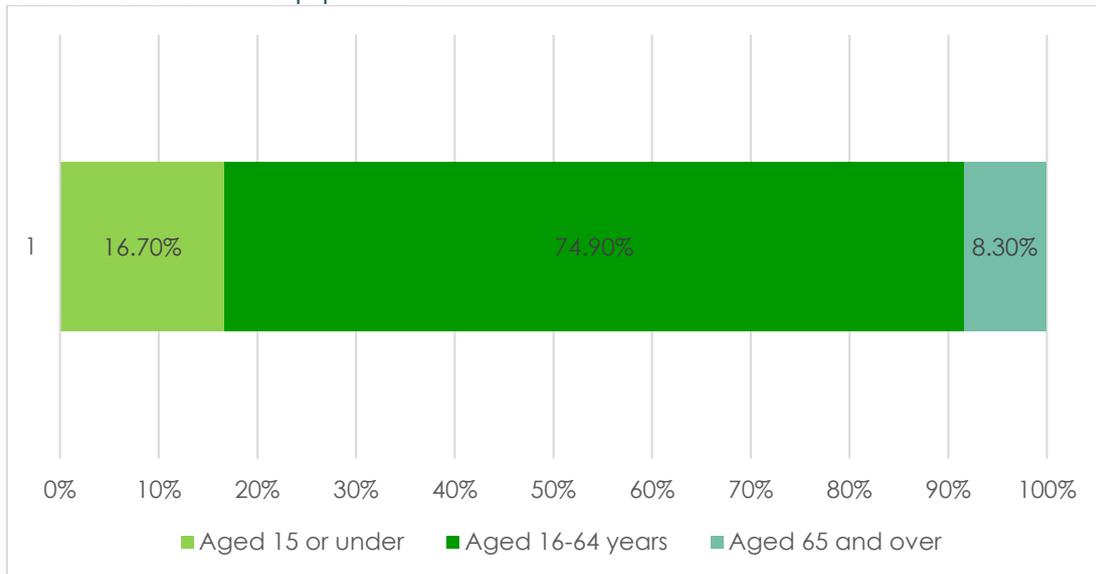
## 1.0 Southwark – an overview

The following section provides an overview of Southwark, including demographic, equality and housing market information. This is useful to consider when looking at homelessness and the responses to tackle these issues as they are often interlinked. The area is undergoing rapid and continual change with high levels of private investment and development but the Borough also has areas of high deprivation, as well as a very large and diverse population.

### 1.1 Southwark Demographics- Population breakdown

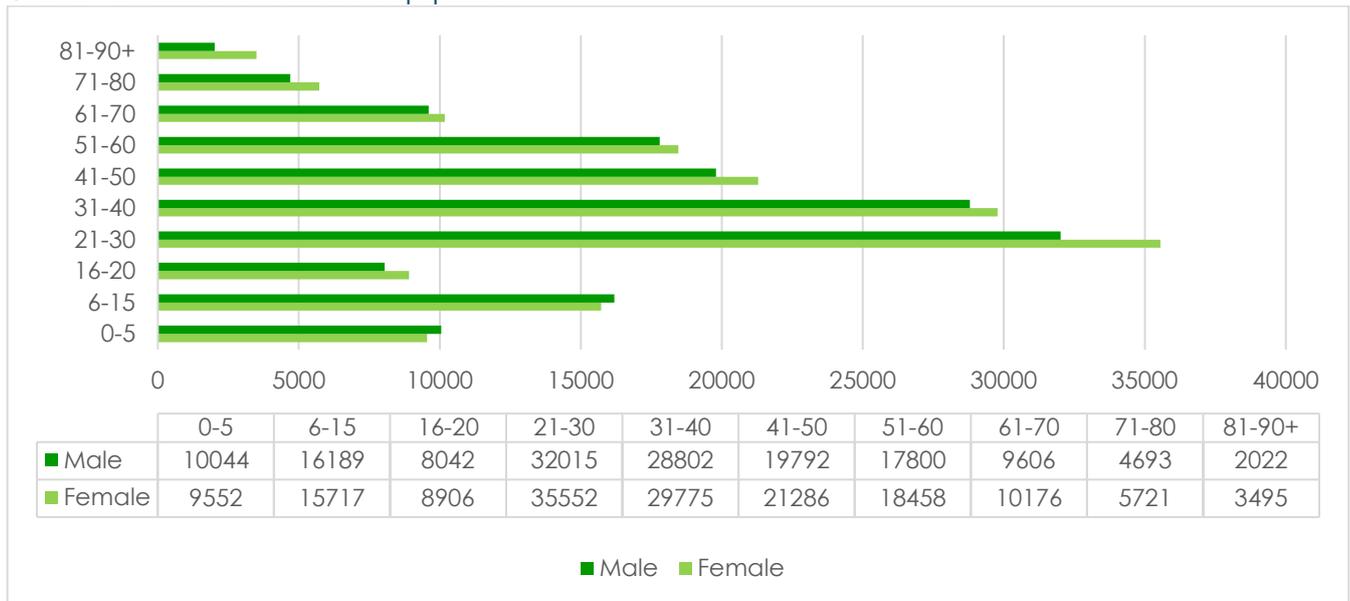
In 2021, Southwark had 307,700 residents. This is a drop of 3.8% from 2020 (320,017 residents.) This is likely due to the pandemic and changes in immigration from the UK's exit from the EU. Southwark has seen an increase of 15.5% in people aged 65 and over, 8.4% in people 15-64 and decrease of 3.8% in children under 15 since 2011. The average age in Southwark is 33.6 years.

Chart 1– Overview of Southwark's population



Source: ONS, Census 2021

Chart 2 – Breakdown of Southwark’s population



Source: ONS, Census 2021

Southwark’s population density is 10,659 per square km with the highest density in the north of the borough. According to the Census, Southwark has a lower population density than neighbouring borough Lambeth but higher than in Lewisham.<sup>1</sup>

## 1.2 Southwark Demographics- Household composition

Southwark has a high number of single person households in the north of the Borough, with the larger households (4 or more household members) in the centre of the Borough. The ten year change since 2011 has seen a fall in single households (-0.3%), -1.3% in 3 person households and -1.1% in 4 person households. There was however, a rise of 2.7% in 2 person households.<sup>2</sup> This change may have been due to the impact of the pandemic, which saw many families move out of London.

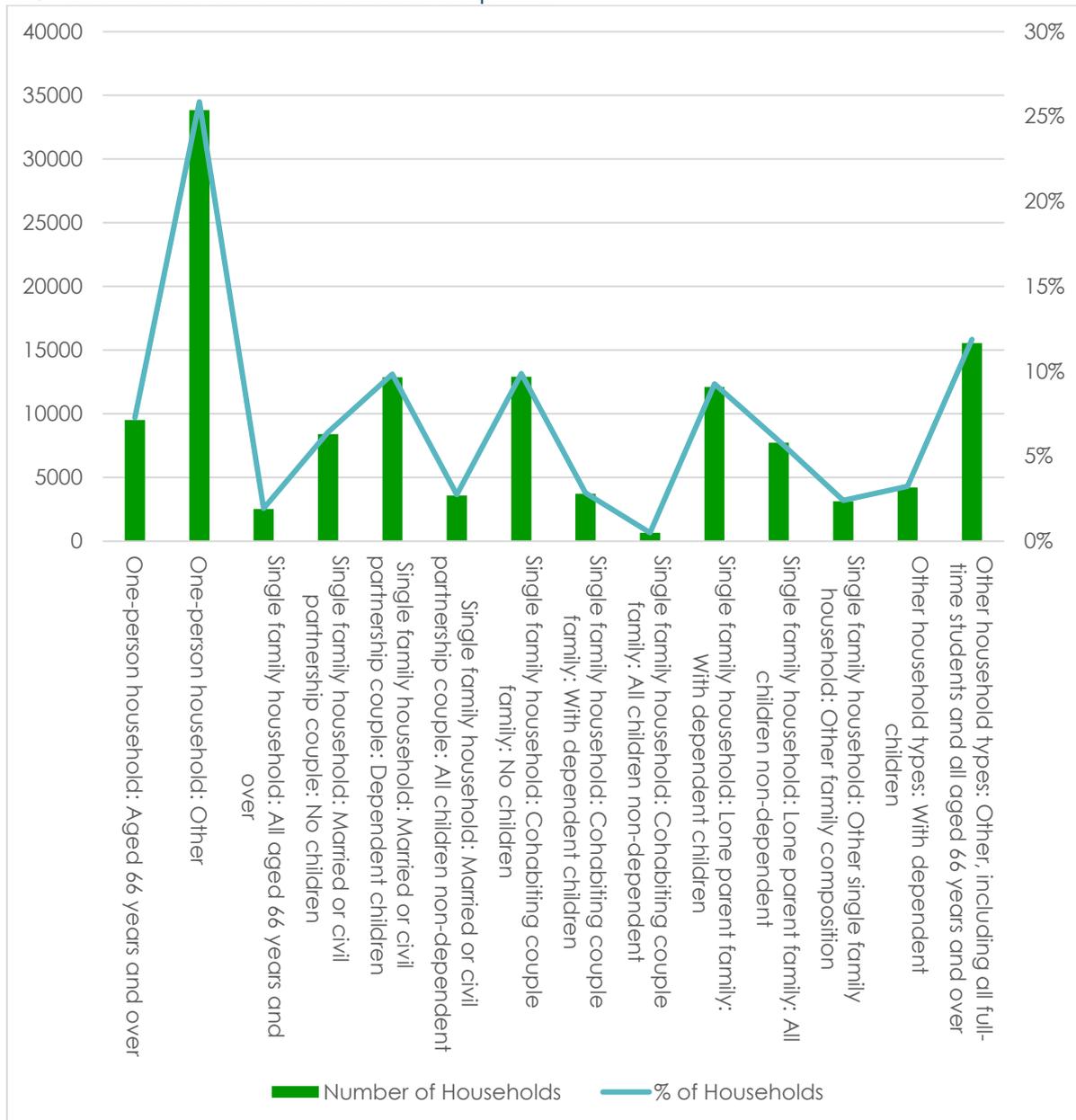
In the annual survey of Londoners conducted by the GLA, single people in Southwark, with no children (the largest household group in the Borough), with long term mental health conditions, low food security and living in social housing were the most likely group to report feeling lonely often.<sup>3</sup> It is therefore important to note this key group in Southwark who will be impacted by health and wellbeing inequality.

<sup>1</sup> [Population density - Census Maps, ONS](#)

<sup>2</sup> [Household size - Census Maps, ONS](#)

<sup>3</sup> Southwark’s Health and Wellbeing Strategy 2022-2027

Chart 3 – Breakdown of Southwark’s household composition



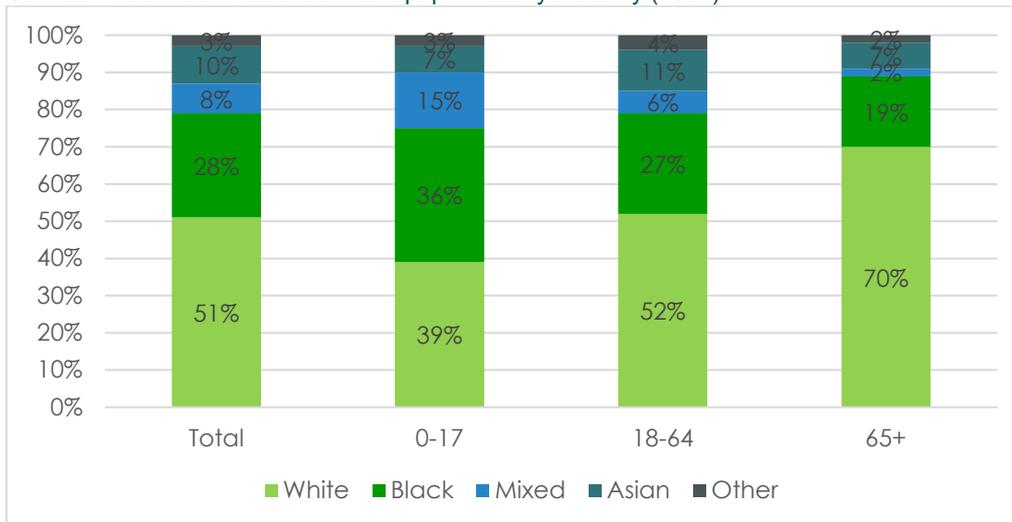
Source: ONS, Census 2021

### 1.3 Southwark Demographics- Ethnicity and Nationality breakdown

Southwark is a proudly diverse Borough, with a large proportion of black and mixed ethnic backgrounds with 4 in 10 people were born outside of the UK. The area with the largest proportion of people with a non-UK passport is in the centre of the Borough around Burgess Park, where 34% of people reported this. Since 2011, the change in ethnic group percentages was largely unchanged, with the biggest change being a -2.8% in White ethnicity and an increase of 3% in those with 'Other' as their ethnic group. <sup>4</sup>

<sup>4</sup> [Passports held - Census Maps, ONS](#)

Chart 4 – Breakdown of Southwark’s population by ethnicity (2021)



Source: Southwark JSNA Annual Report: 2022

It is important to note that Southwark has a large Latin American population, largely centred towards the middle of the borough. The census and other sources are not always reliable in capturing this population demographic as they can be without a fixed address or legal immigration status and many report their ethnicity as 'other' due to limited reporting options. It is also important to note that often there is also undercounting of this group as many have an EEA passport which means their nationality is not recorded as their country of birth.<sup>5</sup>

71.6% of people in Southwark identified as having a UK identity<sup>6</sup>, and when looking at passports held; the lowest percentage (60%) of people with a UK passport was seen in the Burgess Park and Butler’s Wharf area of the Borough.<sup>7</sup>

## 1.4 Southwark Demographics – Gender identity and Sexual Orientation

The Research from the Office of National Statistics shows that Southwark has one of the largest LGBTQ+ populations in the country, with 7% (23,000 people) of the adults in the borough identifying as part of this community, compared to only 4% of the entire London population and 3% nationally.<sup>8</sup>

1.23% of Southwark’s population reported to the census as having a gender identity different from their sex registered at birth. The highest proportion of people reporting this was seen in the Burgess Park area, where 8.1% of people reported their gender identity this way.<sup>9</sup> This area also has the reported largest percentage of people who reported that they identify as LGBTQ+.<sup>10</sup>

## 1.5 Southwark Demographics - Disability and impairment

The DWP estimates that there 14% of residents in inner London have a disability. The largest reported disability is mobility followed by stamina/fatigue and then mental health. There are also estimates that there are over 25,000 unpaid carers in the Borough which

<sup>5</sup> Latin Americans in Southwark: A Quantitative (census) Look

<sup>6</sup> [National identity - Census Maps, ONS](#)

<sup>7</sup> [Passports held - Census Maps, ONS](#)

<sup>8</sup> Southwark JSNA Annual Report: 2022

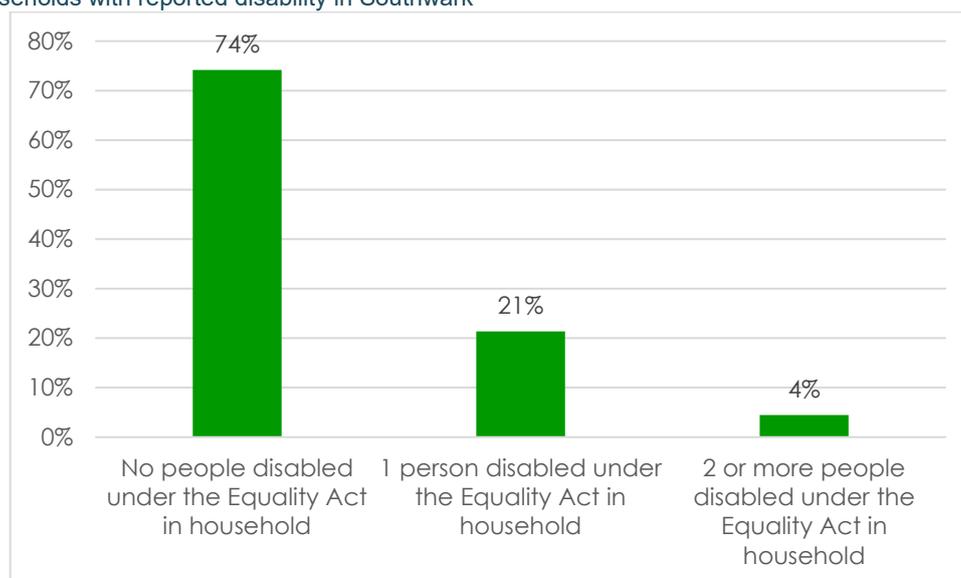
<sup>9</sup> [Gender identity - Census Maps, ONS](#)

<sup>10</sup> [Sexual orientation - Census Maps, ONS](#)

are expected to be disproportionately made up of women, people from Black African ethnic backgrounds and those that also have disability/complex needs.<sup>11</sup>

A more in-depth analysis of the Borough by our Public Health department is available [here](#). The release of the census 2021 data has shown that 18% of Southwark's households have a member with a disability.<sup>12</sup> Comparatively, the inner London average in 2019 was 14%, which suggests Southwark has a higher percentage of people living with a disability than surrounding areas. It is also important to note that since 2011, the percentage of people reporting a disability under the equality act fell by 4%.<sup>13</sup>

Chart 5 – Households with reported disability in Southwark



Source: ONS, Census 2021

## 1.6 Southwark Demographics – Deprivation and health wellbeing in Southwark

The area is undergoing rapid and continual change with high levels of private investment and development, but the Borough also has areas of deprivation with 21% of Southwark's population ranked within the most deprived nationally. According to the Urban Health Index, which looks at 68 neighbourhoods across Southwark and Lambeth; in the South of the Borough, all neighbourhoods were ranked in the top 20 of areas, whilst several of the neighbourhoods in the middle and towards the North of the Borough were ranked in the bottom 20. Southwark has a more polarised distribution of neighbourhoods compared to neighbouring Borough of Lambeth.<sup>14</sup>

When looking at the overall health and wellbeing of the Borough's population, we can see that certain aspects of health are significantly poorer in the Borough than with the London average. For example, 64,700 people are reported to have a common mental health

<sup>11</sup> Southwark JSNA Annual Report: 2022

<sup>12</sup> [Disability age standardised - Census Maps, ONS](#)

<sup>13</sup> Southwark JSNA Annual Report: 2022

<sup>14</sup> Southwark JSNA Annual Report: 2022

disorder and admittance to emergency departments for those under 6 were much higher in 2022.<sup>15</sup>

There are also disparities between areas in the Borough. As noted above, the North and centre of the Borough has more inequalities than the South. In the Faraday Ward which covers areas of Walworth and Burgess Park, 32% of children under 16 live in poverty compared to 5% in Dulwich Village, (1.5 miles away.) When comparing the same wards further, we see that male life expectancy in Faraday is 79 years compared to 87 in Dulwich.<sup>16</sup>

We also need to consider the impact of Covid-19 on the health and wellbeing of Southwark's population. As already discussed, the Borough has a high population of people from ethnic minority backgrounds, who are living in the more deprived areas of Southwark. Within these areas, we saw higher risks to Covid-19 due to many working in front facing roles, higher vaccine hesitancy from social, historical and religious factors and a higher presence of co-morbidities associated with Covid-19 complications.<sup>17</sup> Mortality rates in the most deprived areas were double those in the South of the Borough.<sup>18</sup>

It is important to note that structural racism, and discrimination towards those in the LGBTQI+ communities, can exacerbate health inequalities with differences experienced in experience of health services which were further exacerbated by the pandemic.

## 1.7 Breakdown of Housing Tenure in Southwark

The percentage of social rent properties has been decreasing annually for some time, but Southwark does remain the biggest council landlord in London and has the biggest council house-building programme in the country. There has in turn been an increase in private rents in the Borough, whilst those owned outright/owned with mortgage have remained steady. 31% of all households in Southwark own their property (largely towards the South of the borough), or own with a mortgage. 40% of properties are socially rented which is still relatively high (largely the centre and North of the Borough) and 29% are private rented (mostly evenly spread from the very centre of the borough and the north).<sup>19</sup>

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<sup>15</sup> The value of partnership working to support residents during COVID-19; Southwark's Annual Public Health Report 2022

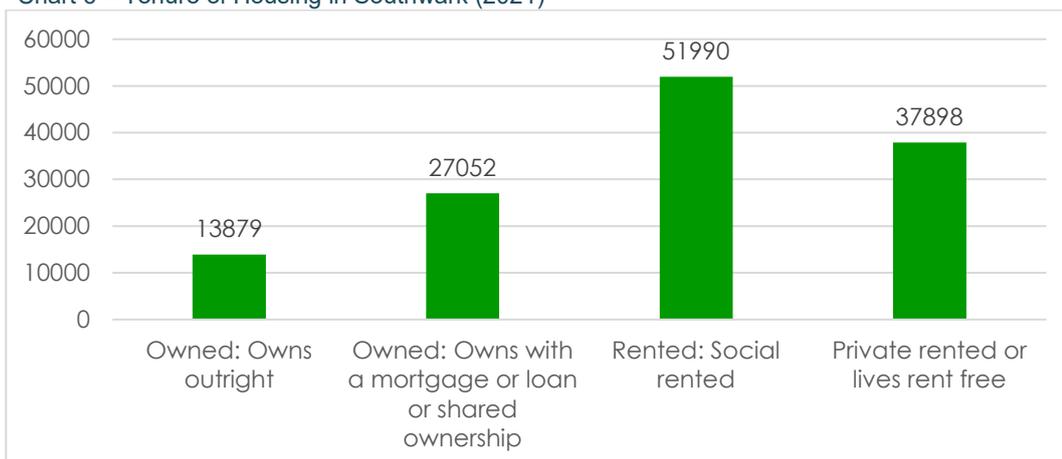
<sup>16</sup> The value of partnership working to support residents during COVID-19; Southwark's Annual Public Health Report 2022

<sup>17</sup> The value of partnership working to support residents during COVID-19; Southwark's Annual Public Health Report 2022

<sup>18</sup> Southwark's Health and Wellbeing Strategy 2022-2027

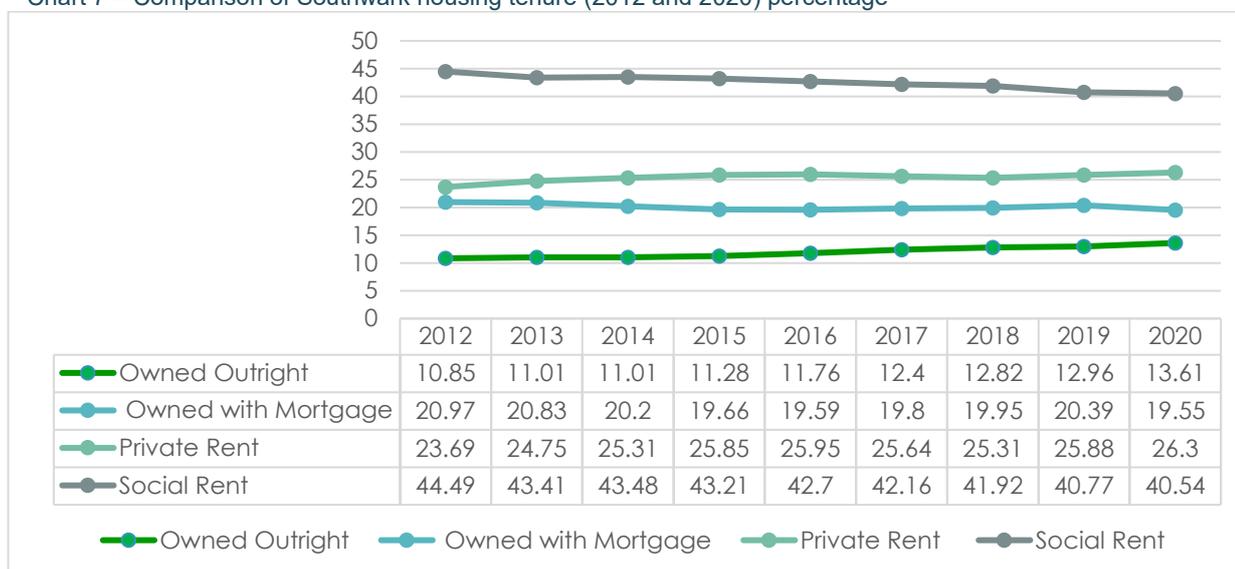
<sup>19</sup> [Tenure of household - Census Maps, ONS](#)

Chart 6 – Tenure of Housing in Southwark (2021)



Source: ONS, Census 2021

Chart 7 – Comparison of Southwark housing tenure (2012 and 2020) percentage



Source: ONS, Subnational estimates of dwellings by tenure, England

Table 1 – Age and Housing Tenure

|                     | Owned: Owns Outright | Owned: Owns with a mortgage or loan or shared ownership | Social Rent | Private Rent/Rent Free | All tenures |
|---------------------|----------------------|---|-------------|------------------------|-------------|
| <b>15 and under</b> | 0%                   | 0%  | 0.02%       | 0.02%                  | 0.01%       |
| <b>16-64</b>        | 61%                  | 96%   | 79%         | 97%                    | 86%         |
| <b>65+</b>          | 39%                  | 4%  | 21%         | 3%                     | 14%         |

Source: Census 2021

Table 2 – Southwark's average private rents compared to the Local Housing Allowance (LHA) (2023)

|                        | Lower Quartile Rent | Upper Quartile Rent | LHA Rate |
|------------------------|---------------------|---------------------|----------|
| <b>Room</b>            | £700                | £900                | £515     |
| <b>Studio</b>          | £1050               | £1250               | £1146    |
| <b>One Bedroom</b>     | £1300               | £1750               | £1146    |
| <b>Two Bedroom</b>     | £1600               | £2250               | £1346    |
| <b>Three Bedroom</b>   | £2000               | £2700               | £1670    |
| <b>Four + Bedrooms</b> | £2775               | £3725               | £3650    |

Source: ONS, London Rental Statistics

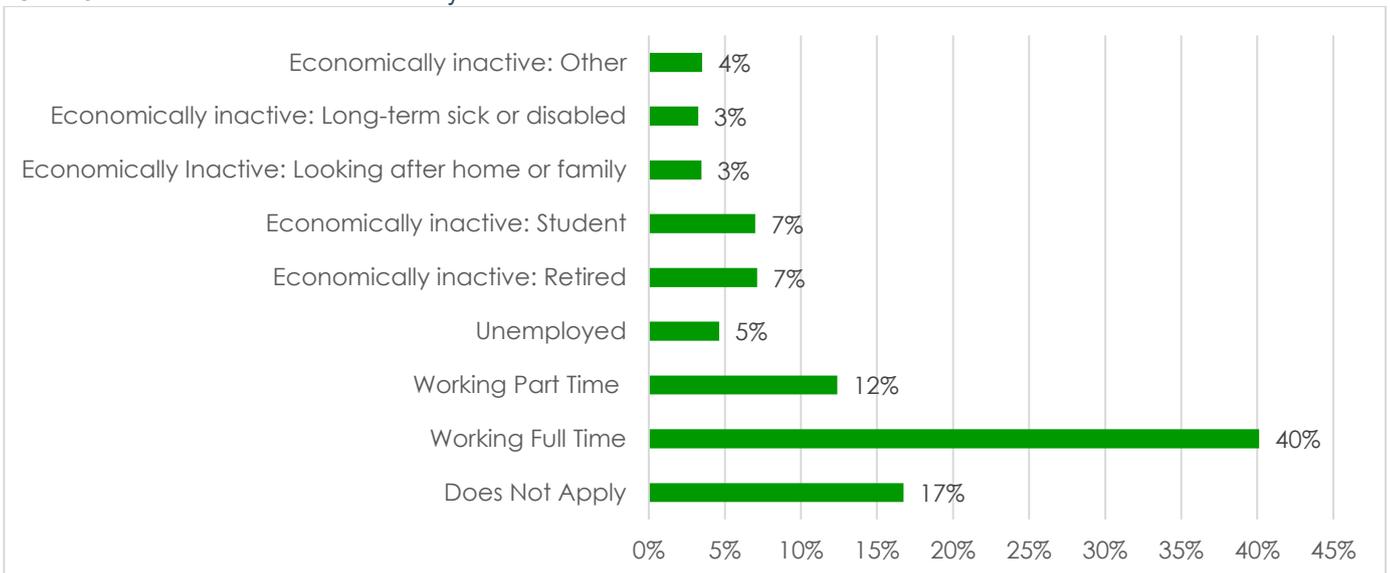
From the table above, we can see that the LHA rate is much lower than upper quartile rents and in most cases it is below lower quartile rents also. It is becoming increasingly harder to source affordable rents for those receiving welfare benefits and/or those on lower incomes. We are also seeing an increase in the amount people spend on rent as a percentage of their total income, this is happening across all income brackets. The ONS has estimated that in London, only those on a higher income quartile would be able to rent without spending more than 30% of their income.

It is also important to consider whether these homes are overcrowded, occupied or under occupied based on the number of bedrooms available. In 2021, 48% of households reported to be occupied, or in other words, using all bedrooms, without being overcrowded or under occupied. The most overcrowded area, was around Burgess Park and Peckham North with an average of 16% being overcrowded by at least one bedroom. Conversely, in the south of the borough around Dulwich Park and Herne Hill, 52% of households were under occupying by 2 or more bedrooms.<sup>20</sup>

## 1.8 Employment and Income

Southwark has around 233,400 working age people with 40,200 people not in work. The most common reasons for this are the high number of students (c.16, 500) and those with medical needs preventing them from working (c.10, 000). Average incomes are in line with national averages at £33,848. However, 44% earn below £30,000 per year.<sup>21</sup>

Chart 8 – Breakdown of economic activity in Southwark



Source: ONS, Census 2021

Compared to England as a whole, Southwark has a lower unemployment rate, with current figures showing it to be 0.3% lower (3.6% compared to 3.9%).<sup>22</sup> Overall, 70.7% of the population in the Borough are economically active, but the percentage of people who are

<sup>20</sup> [Occupancy rating for bedrooms - Census Maps, ONS](#)

<sup>21</sup> Southwark JSNA Annual Report: 2022

<sup>22</sup> [Southwark Economy | Labour Market & Industries \(varbes.com\)](#)

working full time (75%) is lower than other Boroughs such as Lambeth. Around 10% of those not currently working have never worked and 14% of the total working age population have no formal qualifications.<sup>23</sup>

## 2.0 The Council's duties and team overviews

The term 'homelessness' can describe a variety of circumstances that an individual or family may find themselves in, not always relating to whether they actually have a roof over their head. This report uses the terminology set out below as a means of describing these circumstances and the statutory obligations that local authorities have in relation to them:

- **Applicants with a 'duty owed'** refers to those people who have made a homeless application to their local authority and have met the necessary criteria set out in legislation to be accepted as eligible for assistance (according to immigration status) and are homeless/threatened with homelessness and therefore issued a homelessness prevention or relief duty.
- **Personal Housing Plan (PHP);** the PHP is drawn up between a homeless applicant and their caseworker and is updated and reviewed throughout the customer journey. The PHP contains 'reasonable steps' that the council and customer agree to take in order to try and prevent/relieve their homelessness.
- **'Relief Duty'** refers to applicants who the local authority is satisfied are eligible and homeless under s.189B (2) Housing Act 1996 as amended by s.5 (2) Homelessness Reduction Act 2017. The Local Authority must take reasonable steps to help the applicant to secure suitable accommodation available for their occupation' for at least six months.
- **'Prevention Duty'** households are threatened with homelessness within 56 days under s.195 of the Housing Act 1996 as substituted by s.4 (2) Homelessness Reduction Act 2017. This can include those in the private rented sector who have been issued a notice, or are struggling to pay their rent. The Local Authority has a duty to take reasonable steps to help the applicant to secure that accommodation does not cease to be available.
- **A Section 184 decision** is issued when a local authority's homelessness inquiries have concluded and the applicant is owed a written notification of any further housing duties owed (if any) and if not owed then the reason for this is explained.

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<sup>23</sup> [Highest level of qualification - Census Maps, ONS](#)

- **Section 193 (2) duty ‘main duty’**- this is the duty owed if a relief duty has ended and the applicant is in priority need, has a local connection and is not intentionally homeless. This duty is often referred to as a ‘main duty’ and requires the local authority to provide an offer of settled accommodation.
- **‘Not Homeless’** decisions refer to applicants who approached the local authority but were deemed to have suitable accommodation available to them for 6 or more months.
- **Priority need** groups include those with dependent children, pregnant, 16/17 year olds, those under 20 who were looked after children, those homeless in an emergency, those fleeing domestic abuse and vulnerable single people.
- **Non-priority homeless** people tend to be single people or childless couples who are not assessed as being in priority need and are only entitled to ‘advice and assistance’ from their local authority. Many single homeless people can be described as ‘hidden homeless’, which is to say that they could be ‘sofa surfing’; staying with friends or family and not accessing mainstream homelessness services. Estimating the levels of hidden homelessness locally or nationally is extremely challenging.
- **Intentionally homeless decision** is a section 184 decision that the applicant must deliberately have done, or failed to do, something in consequence of which they have ceased to occupy accommodation which was available to them.
- **Rough sleepers** are people who are literally roofless, bedded down on the street or in other locations where they may or may not be seen by the public. This group are a minority of the much larger population of homeless people. Housing legislation does not set out specific statutory duties to people who are sleeping rough but they would be provided with a ‘Relief Duty’ and assisted through this route.

## 2.1 Southwark Council’s homeless services

In Southwark, homelessness assessments are carried out by the council’s Housing Solutions service which have primarily been conducted remotely since March 2020 (see customer journey in appendix 13.1.1). Previous to this, the primary service access was based at the Homesearch Centre in Bournemouth Road, Peckham, which offered a front facing customer reception as well as interview space for applicants to meet with the team. This team also leads on offering housing advice, housing options and homelessness prevention and relief support to Southwark residents. A review of the office provision and how face to face appointments was conducted in early 2022 and the Bournemouth Road office has reopened in a new capacity since November 2022, see appendix 13.1.2 for a customer journey document for office attendance.

The service also has a specialist housing service team responsible for assisting rough sleepers, and coordinating access to and move-on of customers from supported housing as well as intensive support to end street homelessness. A breakdown of the Housing Solutions teams are below.

### 2.1.1 The Housing Solutions Teams

- **Gateway Team** – For most customers, this team is their first point of contact with the service. This team deal with general enquiries as well as establishing if a further assessment by their triage service is required. Triage staff will take a more in-depth assessment of the customer's circumstances and refer to other services if needed and/or book a homelessness application at the earliest available date. The gateway team will also request a booking for temporary accommodation if they have reason to believe the applicant is homeless and in priority need. This team also includes three prevention officers who will take homeless applications from single homeless households who are likely to be found not in priority need and will work intensively with this group to send them on viewings for private rented accommodation and relieve homelessness without the client requiring a section 184 decision.
- **Prevention and Relief teams** – These teams are responsible for taking and assessing homelessness applications. A Housing Solutions Officer (HSO) will complete an application and a more detailed focus is undertaken of the customer's eligibility for housing assistance, their housing circumstances (for consideration of assistance) and priority need for housing (for consideration of the provision of temporary accommodation). They will also draft a PHP with the customer and review this to try and prevent/relieve their homelessness.
- **Private Rented Sector Team** – This team take homelessness applications from anyone who is privately renting. They provide specialist advice on the rights and responsibilities of private tenants, landlords and agents with the aim to prevent homelessness and investigate allegations of harassment and illegal evictions within Southwark's private rented sector. Further to this, they work closely with the Private Sector Housing Enforcement Team to try and improve standards in the sector. This team has three prevention officers who work as a community link to external advice services to increase prevention work in the private rented sector.
- **Financial Inclusion Team (FIT)** - The FIT are responsible for the management and distribution of Discretionary Housing Payments (DHP) and the Rent Arrears Fund (RAF). They also provide customers with income maximisation advice and information about securing employment.
- **Reviews Team** – This team completes any reviews requested by applicants on decisions made on their individual cases. The Homelessness Reduction Act 2017 introduced several new instances where an applicant can request a review of a decision made by their caseworker.
- **Casework Support Team** -The team supports the functions of the Casework Housing Solutions team providing an admin function and assisting with service user enquiries and cases. They also manage the Duty to Refer webforms and contacts, ensuring that cases are registered and referred on accordingly.

- **Rapid Rehousing Team** – This team is designated to assist rough sleepers. It is made up of Navigators, Supported Lettings Officers and Housing First. A team of navigators assist rough sleepers by identifying suitable pathways and move-on routes. A Supported Lettings team help rough sleepers into the PRS and further support in their tenancies where required. The Housing First service supports homeless customers with multiple and complex needs who have been accepted for a Housing First service.
- **Housing Supply Team (Procurement)** – The Procurement service work with private landlords to secure properties for private rental offers to homeless households and lease properties that are used for our temporary accommodation placements Short term lets are used for the prevention and relief of homelessness using the Finder's Fee Scheme . The team use incentive payments to attract private landlords to work with the council and in return secure lower rents than on the open market.
- **Housing Supply Team (Placements)** – The Placements team manage the allocation and organisation of temporary accommodation. The team manage placements in privately rented bed and breakfasts, council owned and managed hostels, privately rented self-contained houses and other forms of properties provided by charities and other social landlords.
- **Resettlement Team** – this team supports customers who are moving into accommodation (either TA or Private Rented) by assisting with transport, fuel connections, emergency support scheme applications, furniture, settling in on the day and affordability assessments.
- **TA Support team** – Support the functions of the Housing Supply procurement and placement teams, including managing TA bill payments and possible clawbacks.
- **Housing Applications and Housing Choice** - These two teams have separate but related functions. Firstly to process household applications on the housing register, secondly to manage the allocation of social housing that households bid for from the waiting list.
- **Business Support** -General support to the Housing Solutions service by checking accommodation invoices against system records, reporting on FOIs and complaints as well as the administrative support for the service.
- **Project & Change team** - Work to develop good practice, strategy, policy and performance monitoring across the business unit. Representing and influencing on behalf of the business unit at policy and corporate level.

## 3.0 Resources for homeless and homelessness prevention services

### 3.1 Overview of Resources for Homelessness

Southwark's net spend on homelessness services comes from both the General Fund (GF) and the Housing Revenue Account (HRA). This pays for temporary accommodation, staff, running costs and homelessness prevention and relief measures like the Finder's Fee scheme. The overall breakdown is explained in the tables below for the years 2018/19-2022/23.

**GF Temporary Accommodation (TA) Costs-** TA costs from the General Fund led to an overall net cost of £12.9m in 2022/23. With the majority of this expenditure, £10.5m, in Private Sector Leased (PSLs) accommodation, this was the second year in which nightly paid accommodation was not our most expensive TA type. This also shows a drop in overall expenditure (over £1.4m less) compared with the previous year, and significantly lower than in 2020/21, this was due to the Covid-19 pandemic and the 'everyone in' initiative which allowed Local Authorities to offer TA to everyone including those who would not ordinarily be eligible for homelessness assistance.

Table 3- General Fund TA Account

| General Fund TA Account actual spend      | 2018/19          | 2019/20           | 2020/21           | 2021/22           | 2022/23           |
|---|------------------|-------------------|-------------------|-------------------|-------------------|
| Nightly paid - expenditure                | 18,479,069       | 18,605,565        | 24,645,153        | 15,471,092        | 13,992,246        |
| Nightly paid - income                     | -11,716,812      | -11,851,205       | -10,033,362       | -7,112,915        | -7,735,585        |
| <b>Net cost</b>                           | <b>6,762,257</b> | <b>6,754,360</b>  | <b>14,611,791</b> | <b>8,358,177</b>  | <b>6,256,661</b>  |
| PSLs - expenditure                        | 7,000,483        | 11,365,588        | 21,539,242        | 27,085,529        | 29,071,689        |
| PSLs - income                             | -4,571,983       | -6,386,789        | -12,569,944       | -16,567,940       | -18,587,088       |
| <b>Net cost</b>                           | <b>2,428,500</b> | <b>4,978,799</b>  | <b>8,969,298</b>  | <b>10,517,589</b> | <b>10,484,601</b> |
|   |                  |                   |                   |                   |                   |
| <b>TOTAL TA COST (prior to Grants)</b>    | <b>9,190,757</b> | <b>11,733,159</b> | <b>23,581,089</b> | <b>18,875,766</b> | <b>16,741,262</b> |
| Government Grants                         | -2,548,000       | -2,874,985        | -6,158,390        | -4,573,879        | -3,808,964        |
| <b>TOTAL Temporary Accommodation cost</b> | <b>6,642,757</b> | <b>8,858,174</b>  | <b>17,422,699</b> | <b>14,301,887</b> | <b>12,932,298</b> |

Source: Internal records

**GF Homelessness Measures-** This account provides funding for the running costs of homelessness services (and other non-accommodation costs). In 2022/23, funding for staffing came to £7m, running costs were near £3.4m and the Finder's Fee scheme spending was £1m. The council received other income of £1.2m and Government grants of £6.2m (for staffing, preventative measures and rough sleeping), leaving the total spent from this account on homelessness services around £4m.

Table 4- Homelessness GF Account

|  | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|--|---------|---------|---------|---------|---------|
|--|---------|---------|---------|---------|---------|

|  |                  |                  |                  |                  |                  |
|--|------------------|------------------|------------------|------------------|------------------|
| <b>Staffing</b>                        | 4,404,971        | 4,175,500        | 4,958,813        | 6,786,620        | 7,002,246        |
| <b>Running costs</b>                   | 630,114          | 1,073,429        | 1,488,871        | 2,677,251        | 3,462,692        |
| <b>Incentives - Finders Fee scheme</b> | 585,737          | 708,111          | 1,678,785        | 1,164,233        | 1,052,445        |
| <b>Govt. grant</b>                     | -1,340,483       | - 2,292,347      | -3,527,265       | -5,591,854       | -6,210,361       |
| <b>Other Income</b>                    | -495,231         | -546,722         | -596,239         | -1,330,756       | -1,271,907       |
| <b>Net spend</b>                       | <b>3,785,108</b> | <b>3,117,971</b> | <b>4,002,965</b> | <b>3,705,494</b> | <b>4,035,115</b> |

Source: Internal records

In this instance, the Government Grants for 2022/23 included the following:

- Homelessness Prevention Grant (HPG): £2,002,777
- Accommodation for Ex-Offenders (AFEO): £190,841
- Rough Sleeping Initiative (RSI): £2,456,320
- Rough Sleeping Accommodation Programme (RSAP): £195,000
- Domestic Abuse £86,787
- Contain Outbreak Management Fund (COMF): £400,000
- HPG Uplift: £878,636

Table 5- HRA Homelessness TA

| <b>2022/23 HRA Account Actual Spend</b> |                    |
|---|--------------------|
| <b>Rent</b>                             | -£13,940,175       |
| <b>Running costs</b>                    | £4,257,126         |
| <b>Staffing</b>                         | £2,541,870         |
| <b>Net return</b>                       | <b>-£7,141,179</b> |

Source: Internal records

Table 6- Overall Spend on Homelessness

| <b>2022/23 Overall Actual Spend</b> |                   |
|-------------------------------------|-------------------|
| <b>Temporary Accommodation - GF</b> | 12,932,298        |
| <b>Homelessness - GF</b>            | 4,035,115         |
| <b>TA- HRA</b>                      | -7,141,179        |
| <b>Total cost</b>                   | <b>£9,826,234</b> |

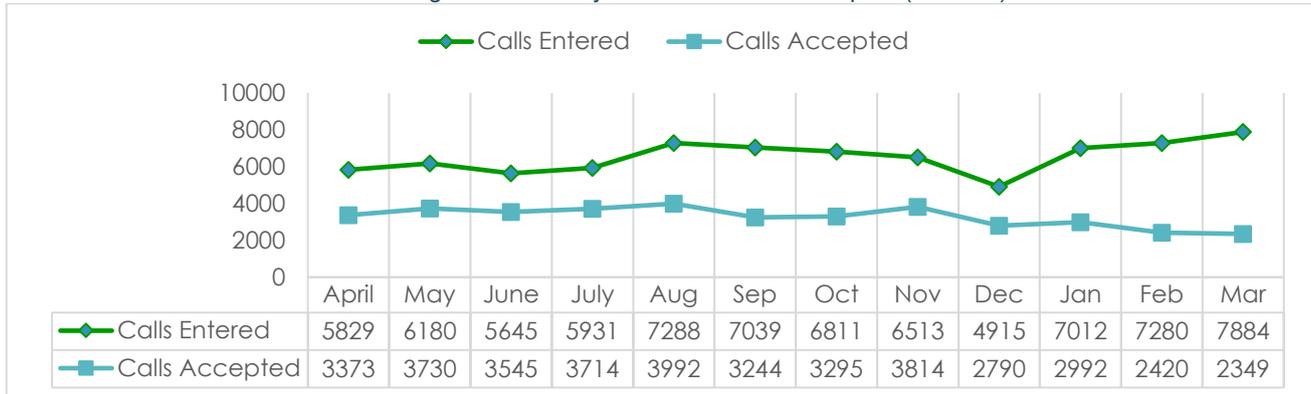
Source: Internal records

## 4.0 Access to making a homeless application and getting advice

Following the introduction of a lockdown in March 2020, the service was moved to remote working very quickly (see customer journey in appendix). A telephone service was set up using our 8x8 digital telephony system that allows customers to call our duty line and direct themselves to the relevant department for further assistance. The below table shows the

number of calls received in the financial year 2022/23. Calls received have steadily increased over the past financial year.

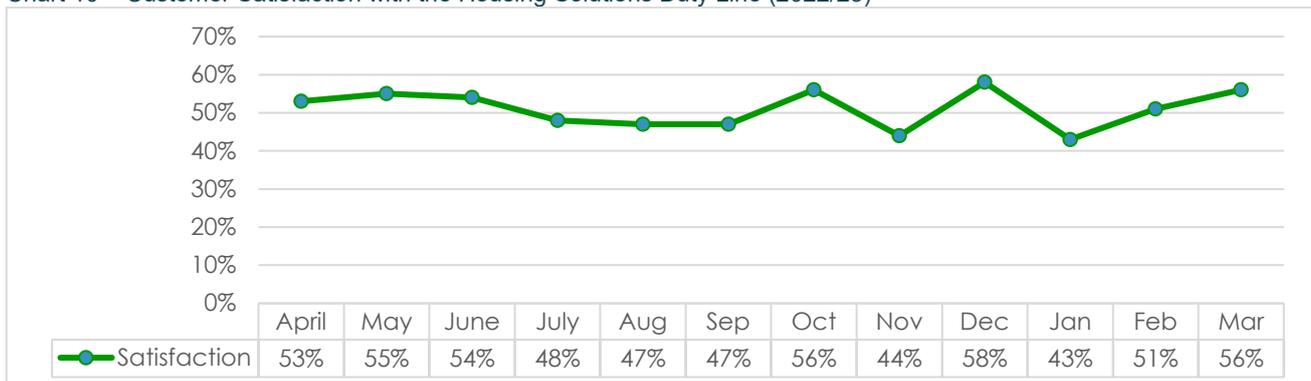
Chart 9 – Number of calls to the Housing Solutions Duty Line entered and accepted (2022/23)



Source: Internal records

Since October 2020, customers have had the opportunity to review the service received on their calls to the service. The satisfaction for the full financial year of 2022/23 is below.

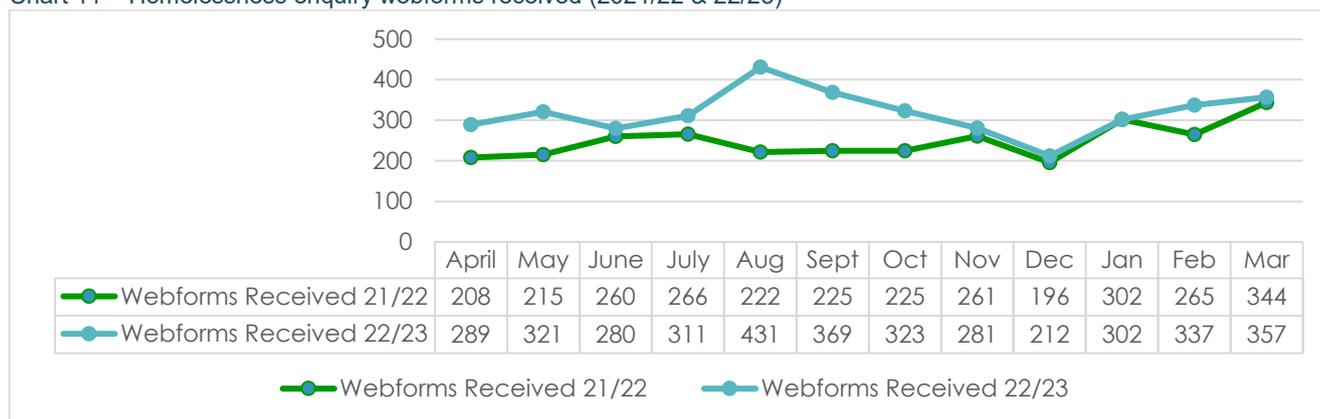
Chart 10 – Customer Satisfaction with the Housing Solutions Duty Line (2022/23)



Source: Internal records

Alternatively, customers can access homelessness assistance by completing an online webform, found on our website which contains information needed to register a household and allows an officer to follow up with them to triage for a possible homelessness assessment as needed. This was introduced along with the new advice line in March 2020, when face to face interactions were halted. The table below shows this way of accessing the Housing Solutions service has been successful and we received a relatively stable number of webforms, excluding the expected dip in numbers around the end of the calendar year. For the financial year 22/23, an average of 333 webforms per month were received from residents.

Chart 11 – Homelessness enquiry webforms received (2021/22 &amp; 22/23)



Source: Internal records

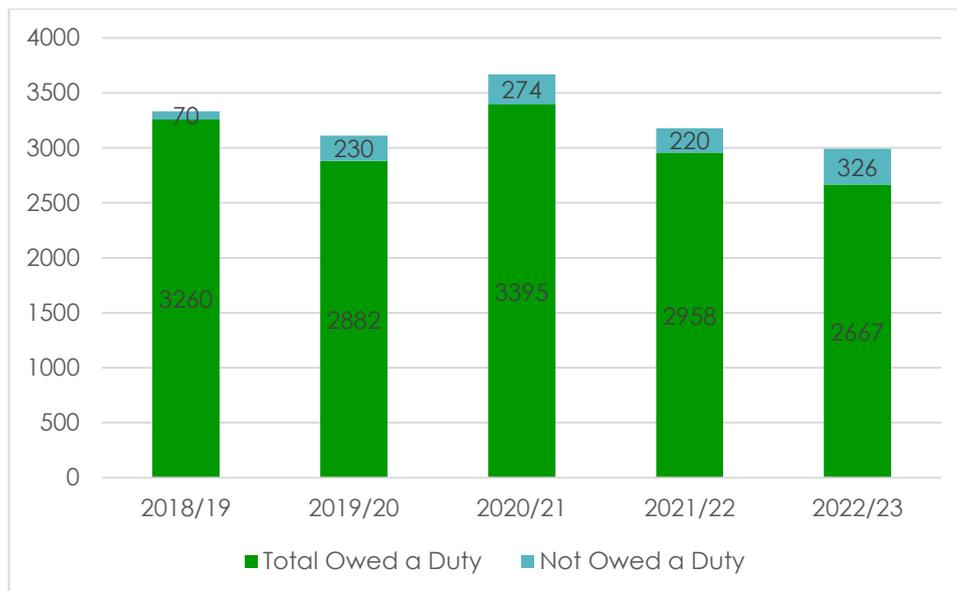
## 5.0 Applications owed a homeless duty

### 5.1 Homeless applications overview

The review of homelessness in 2017 showed that the number of homelessness applications received had increased considerably in 2016-2017. The chart below shows the number of homelessness applications owed a duty in Southwark has increased significantly since the introduction of the Homelessness Reduction Act 2017 and rose especially in 2020/21 due to the Covid-19 pandemic.

The increase in applications is due to two important factors: the introduction of the Homelessness Reduction Act in April 2018, which allowed the council to help residents sooner with their housing issues by broadening the reasons residents can approach for assistance; and a reduction in the number of homes that residents can afford. Affordability issues are complex but welfare reform and increasing costs of the private rented sector in the Borough have been continuing factors. These issues are explored later in the report.

Chart 12 – Number of homeless applications owed a duty in Southwark 2018/19-2022/23



Source: DLUHC Live Tables from 2018-2022 and internal reporting (subject to HCLIC validation) for 2022-2023

As the chart shows below, Southwark takes a significantly higher number of homeless applications than the average for England and London. When broken down further, inner London takes comparatively more than Greater London with Lambeth the only borough to take more applications than Southwark (3107 compared to Southwark's 2936 in 2022/23.) This shows the strain on services in the South and South East of London and is reflective of the lack of affordable housing in the area. Another notable difference is that in 2020/21, Southwark's homelessness applications increased when those in England and London reduced slightly. This can partly be put down to the fact that whilst Court proceedings were paused for the majority of cases for those renting by Secure or Assured Tenancies, the hidden homeless were not protected under Government initiatives to prevent homelessness during lockdown. In Southwark there are many households that suffer with overcrowding and poor quality housing. Therefore, with the nature of the virus requiring households to have space to shield and self-isolate, many were therefore at risk of homelessness due to the very nature of their housing circumstances. Also, Southwark has a large social housing stock, so whilst formal evictions were stopped, there were still friends/family exclusions to consider.

Further to this, the increase in applications can also be attributed to Southwark's swift move to remote working and the Housing Solutions departments ability to take homelessness applications over the phone/online quickly. This allowed customers to continue to access the help they needed during the beginning of the pandemic lockdowns.

Chart 13 – Comparison between the number of homelessness applications made in Southwark with the London borough and Inner-London borough averages (2018/19 to 2022/23)



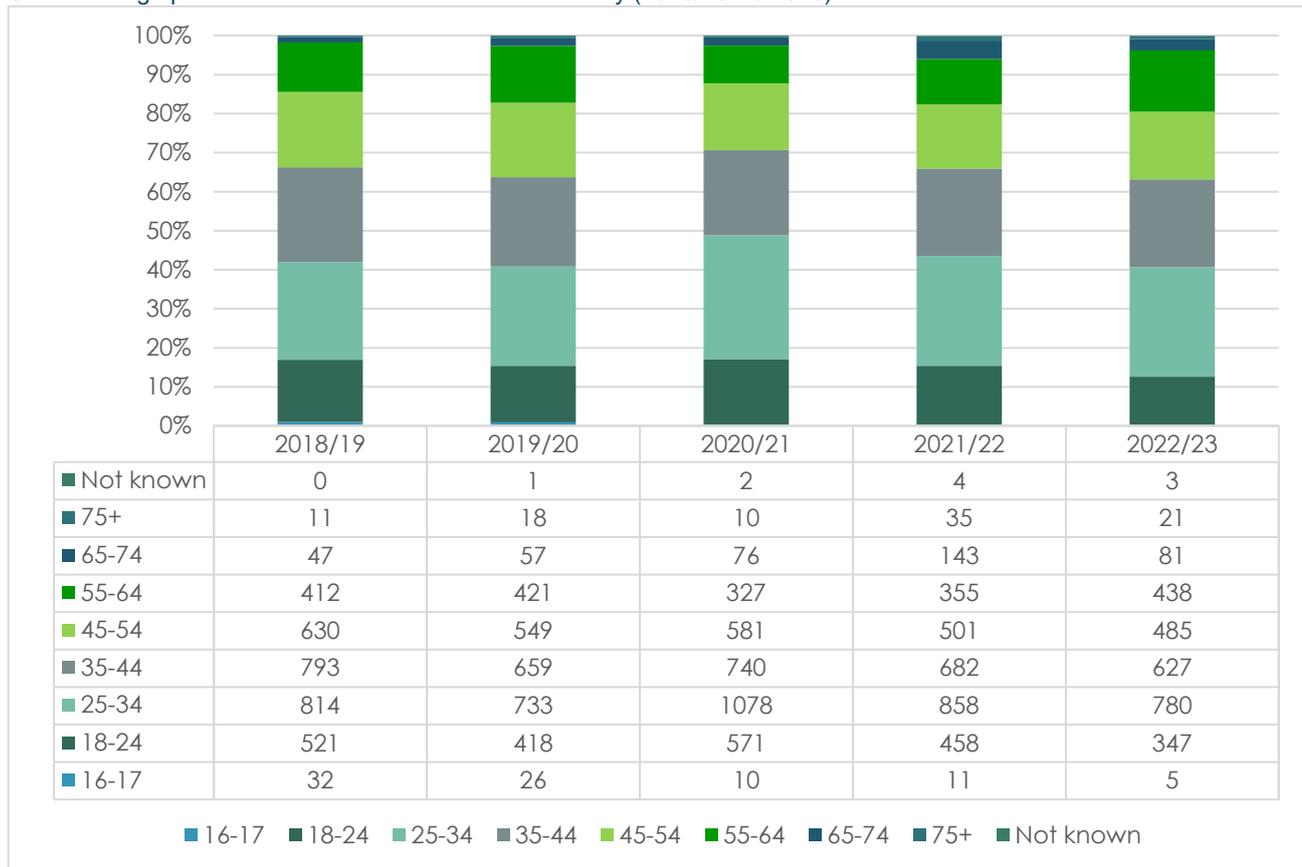
Source: DLUHC Live Tables

\*Inner-London boroughs include Camden, City of London, Greenwich, Hackney, Hammersmith & Fulham, Islington, Kensington & Chelsea, Lambeth, Lewisham, Southwark, Tower Hamlets, Wandsworth and Westminster

## 5.2 Breakdown of applicants by age, gender, household & ethnicity

The majority of main applicants accepted as owed a homeless duty are under 45 years of age (62% in 2022/23). The largest cohort of applicants were between the ages of 25-34, making up 28% of applicants in 2022/23. This represents a decrease in younger applicants on previous years. Chart 14 shows how this has changed over the past 5 years.

Chart 14 - Age profile of those owed a homelessness duty (2018/19-2022/23)

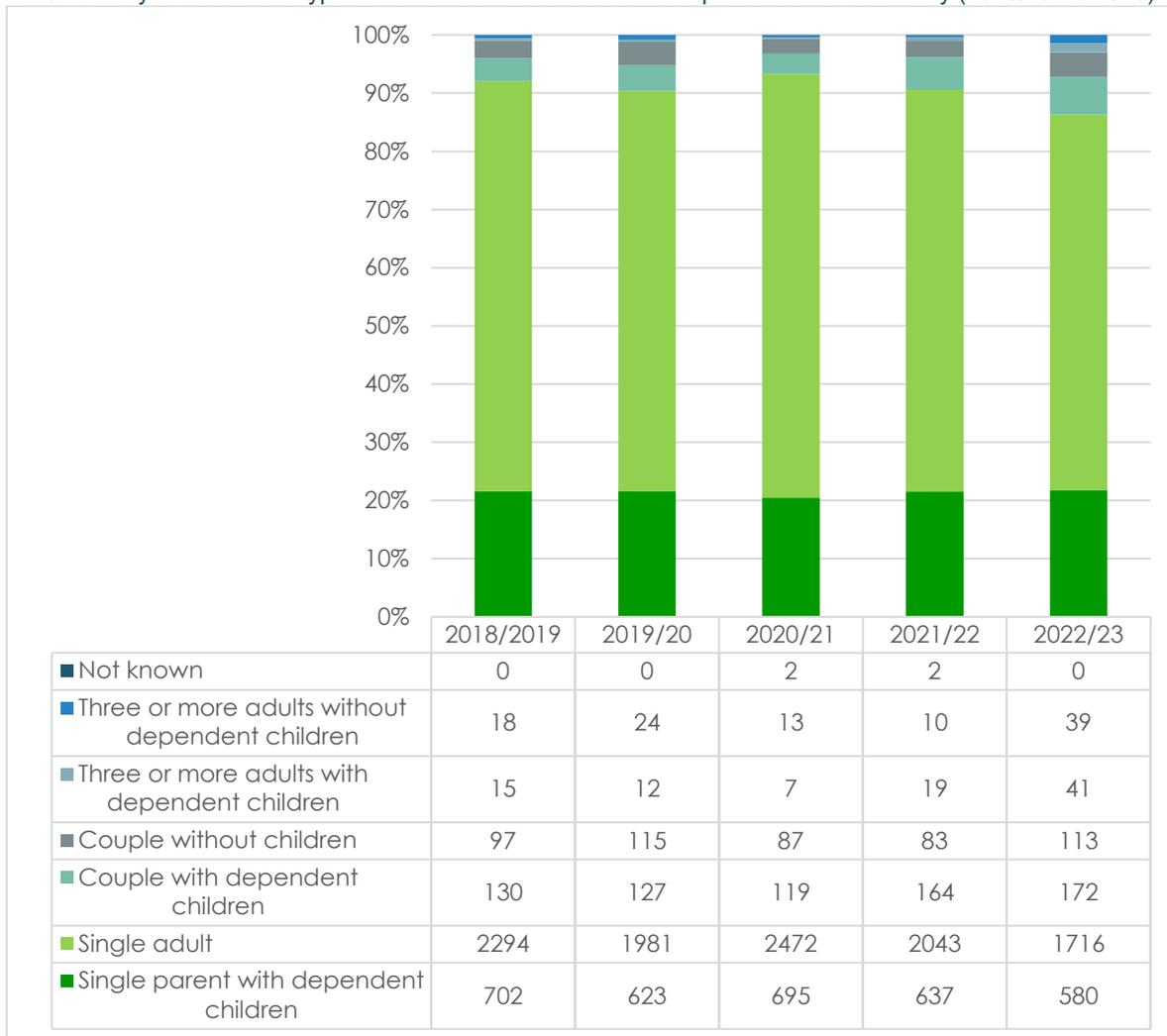


Source: DLUHC Live Tables

### Family or household type owed a prevention or relief duty:

The chart below sets out the range of household types accepted as owed a homelessness duty over the last four years. Lone parent households headed by a female account for the majority of homeless main duty acceptances in Southwark. We have also seen a sharp increase in the number of single homeless applicants approaching our service since the introduction of the Homelessness Reduction Act 2017 as access to prevention and relief options were broadened. This group now make up the largest demographic of approach cases. In 2015/16, single applicants made up 14% of applications compared to 65% of applications in 2022/23.

Chart 15 - Family or household type of homeless households owed a prevention or relief duty (2018/19-2022/23)



Source: DLUHC Live Tables from 2018-2022 and internal reporting (subject to HCLIC validation) for 2022-2023

Chart 16 – Homeless households owed a prevention or relief duty by gender (2018/19-2022/23)



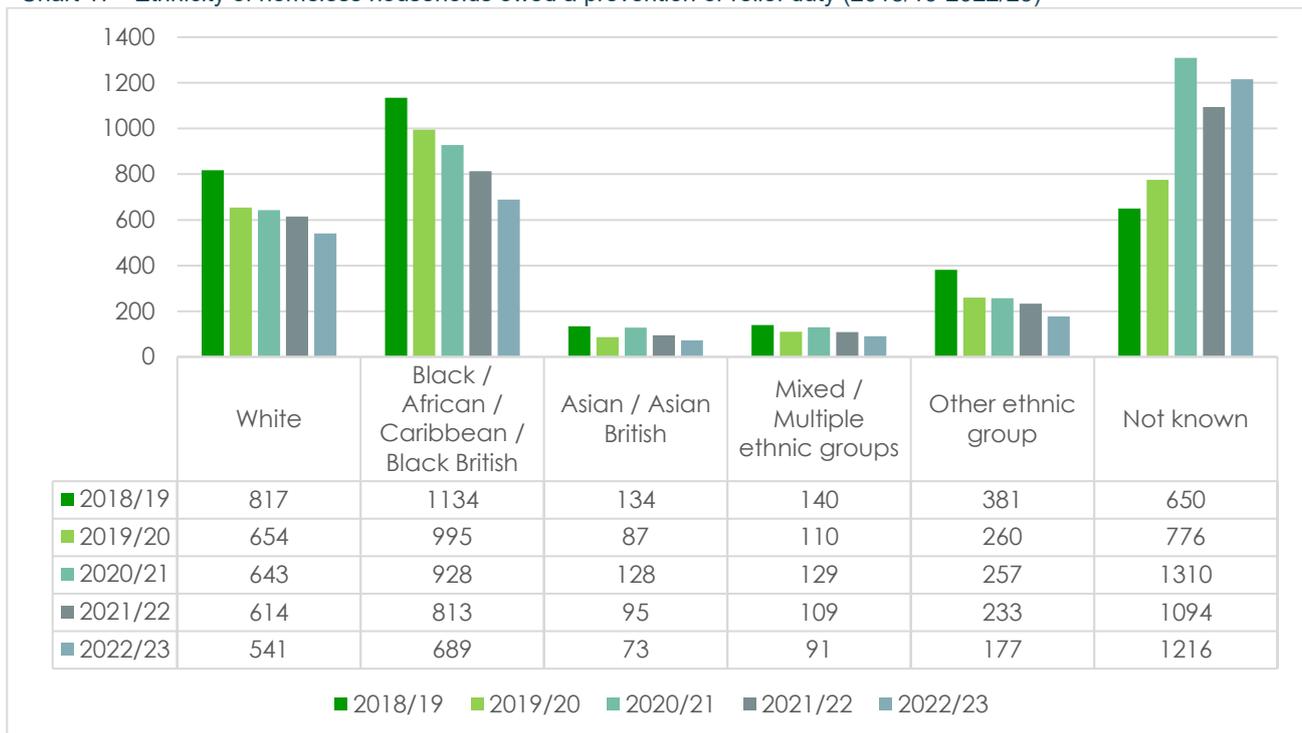
Source: Internal records

The above chart shows that 58% of main applicants are Female and 42% are male.

## Ethnic origin of statutorily homeless households:

This chart looks at the ethnic origin of households approaching as homeless or threatened with homelessness. There has been an increase in the number of households that have chosen not to state their ethnic origin in their initial application, this may be reflective of remote working procedures which allowed customers to fill in a registration form themselves in which 'ethnicity' was not a mandatory question. Black/African/Caribbean/Black British make up our largest approach ethnicity other than those 'not known'.

Chart 17 - Ethnicity of homeless households owed a prevention or relief duty (2018/19-2022/23)



Source: DLUHC live tables

Southwark is a diverse borough, with 54% of residents being of white ethnicity, 25% Black, 11% Asian & 10% of other ethnicities. In 2022/23 19% of applicants were of a white ethnicity, 26% were of a black ethnicity and Asian applicants made up 3%. This shows that black homeless households are over represented in our approach figures compared to the overall makeup of ethnicity in the borough. This is a statistic reflected nationally also (although on a smaller scale), Black main applicants accounted for 10% of those owed a prevention or relief duty in England in 2022-23, but Black people make up only 4% of England's population (according to the 2021 census).

### 5.3 Main reasons for homelessness and threat of homelessness

The chart below sets out the main causes of homelessness in Southwark over the last four years. The most common cause of homelessness over this time has been that parents, friends or relatives are no longer willing to accommodate the individual or household in question (28% in 2022/23). There had been a significant growth over time in the termination of assured shorthold tenancies; which accounted for 30% of homelessness in 2015/16. However, as the chart shows, this was lower in 2021/22 (17%). This is likely due to the eviction ban which was introduced during the initial lockdown for the Covid-19 pandemic. This meant landlords were required to serve longer notices and were not able to obtain court orders to formally end tenancies until this ban was lifted in June 2021. Another notable change is that approaches due to Domestic Abuse have increased significantly, these approaches made up 8% of approaches in 2022/23. It is important to note the introduction of the Domestic Abuse Act 2021 which introduced automatic priority need for those who have been made homeless for this reason. The increase in approaches from this cohort can also be accredited in part, to our joint working with Solace, who co-located with the Housing Solutions service from 2018 to 2022 (we now work with Refuge for this service). Our service continues to invest in training and accreditation in this subject area and has encouraged officers to become Solace Champions, meaning they have up to date training as well as refreshers to keep their knowledge relevant and fresh.

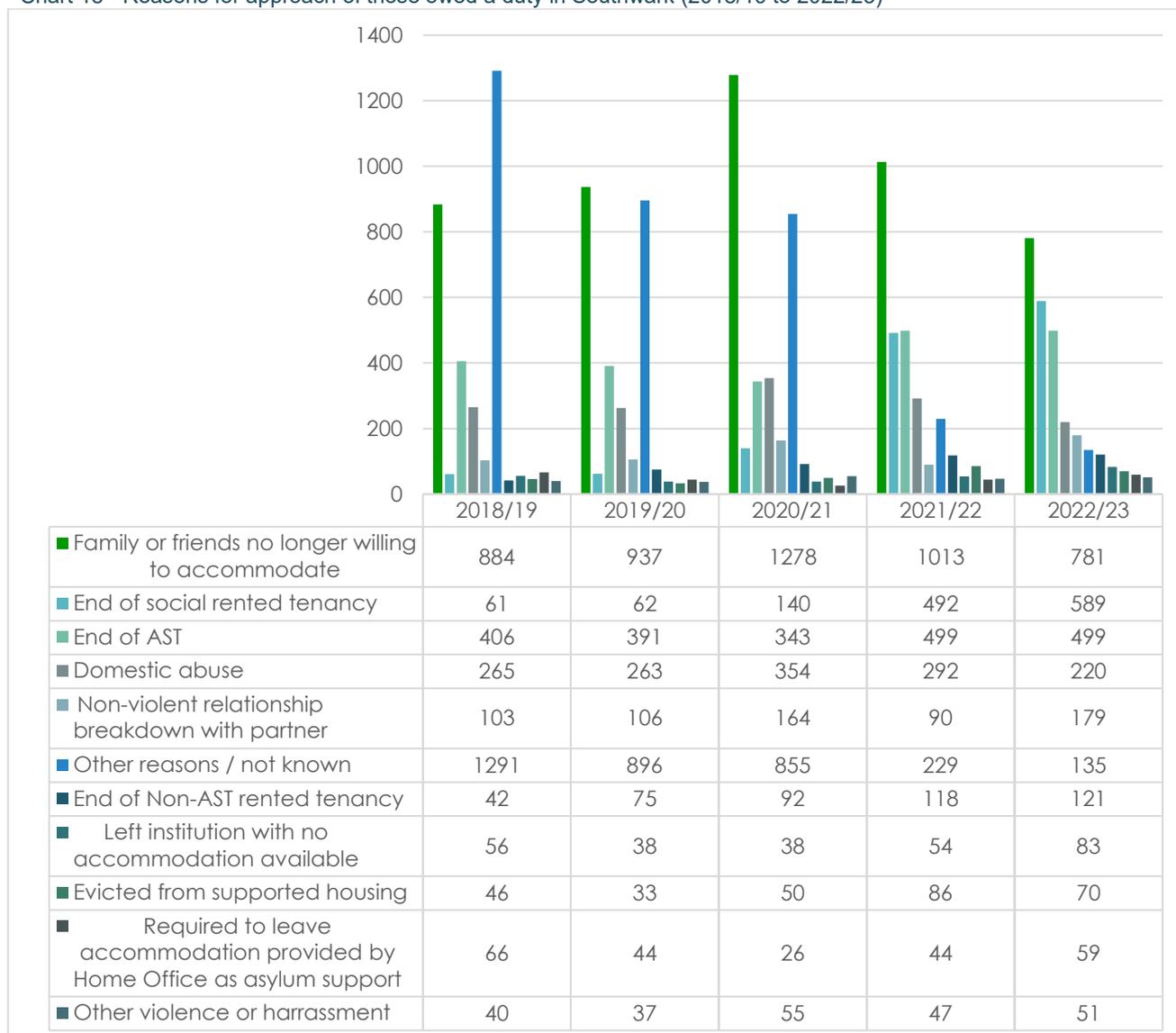
We can also see from this data that there are a number of approaches due to 'End of social rented tenancy'. This is due to HCLIC reporting categorisation and does not reflect the number of Southwark tenancies that were ended in 2021/22. This categorisation is used for any tenant who approaches with an issue with their tenancy, for example; rent arrears issues, who would be assisted with a prevention duty and helped to apply for DHP etc. This is why this figure appears to be higher than those approaching from PRS tenancies. Only 12 cases were recorded as homeless on approach from a council tenancy in 2022/23 (34 cases of the same rescored approaching from registered provider tenancies).<sup>24</sup>

This data also contains a significant number of records stating the "the main reason for homelessness" as "other", this can partly be put down in the first few years due to local authorities getting to grips with the new reporting system, it can also be seen that these responses decrease over time and will continue to do so in following data years as several more answers have been added to the HCLIC responses which has meant less reason for officers to use the 'other' option when recording data.

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<sup>24</sup> DLUHC Local Authority Live tables - <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness>

Chart 18 - Reasons for approach of those owed a duty in Southwark (2018/19 to 2022/23)



Source: DLUHC Live Tables

## 5.4 Support needs of homeless applicants

During the process of taking a homelessness application, applicants are asked to report any support needs they or anyone in their household may have as part of the assessment. This is reported through HCLIC data and has a total of 20 possible responses. The applicant may choose as many of these responses as relevant to their application. This is also dependent on the applicants desire to disclose their support needs at the time of the assessment.

Table 7 – Number of support needs reported on approach by homeless applicants in 2022/23

| Number of support needs reported in 2022/23 |                |                 |                  |  |
|---|----------------|-----------------|------------------|--|
|   | 1 support need | 2 support needs | 3+ support needs | % of households reporting any support need (of total apps) |
|   |                |                 |                  |  |

|                  |       |      |      |     |
|------------------|-------|------|------|-----|
| <b>Southwark</b> | 658   | 345  | 441  | 52% |
| <b>London</b>    | 12750 | 4360 | 4260 | 37% |

Source: DLUHC Live Tables

We can see from the above table that homeless households in Southwark are more likely to have a support need to report than the London average. Notably, Southwark applicants report higher levels of physical ill health and disability than England as a whole as well as higher levels of repeat homelessness. Conversely, Southwark has lower levels of drug and alcohol dependency than the London and England averages.

The below table shows the reported support needs of applicants in 2022/23, this data shows 64% of homeless applicants had one or more reported support need. When breaking these down, the most commonly reported support need was 'physical ill health and disability' followed by a 'history of mental health problems', & 'at risk of/has experienced domestic abuse'. This largely followed national trends as seen in the tables below.

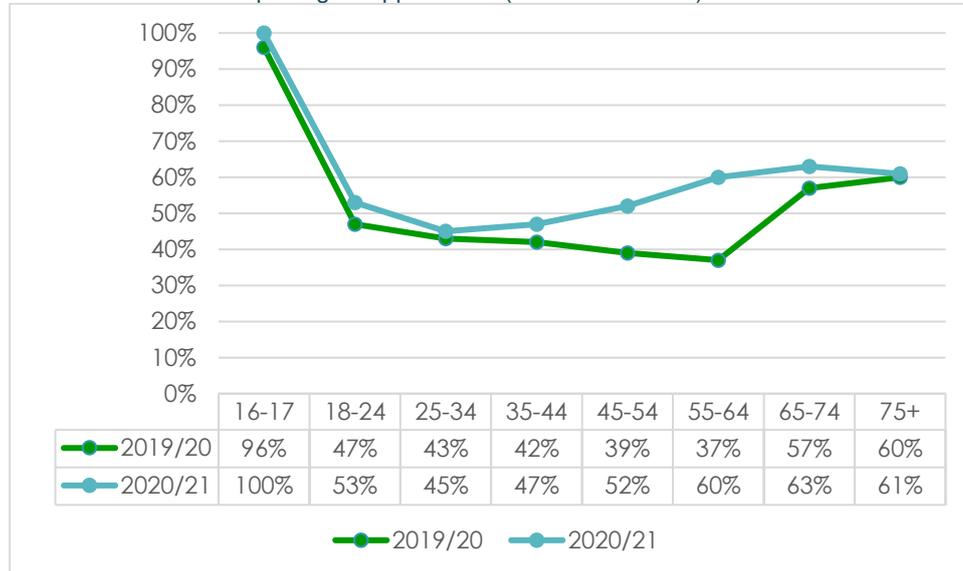
Table 8 – Breakdown of support needs reported in 2022/23 compared to the England and London average

| <b>Support need</b>  | <b>Southwark</b> | <b>England</b> | <b>London</b> |
|--|------------------|----------------|---------------|
| <b>Physical ill health and disability</b>                                      | 23%              | 16%            | 20%           |
| <b>History of mental health problems</b>                                       | 21%              | 23%            | 21%           |
| <b>At risk of / has experienced domestic abuse</b>                             | 9%               | 10%            | 11%           |
| <b>History of repeat homelessness</b>  | 7%               | 6%             | 4%            |
| <b>History of rough sleeping</b>   | 7%               | 5%             | 4%            |
| <b>Offending history</b>   | 6%               | 7%             | 6%            |
| <b>Learning disability</b>   | 6%               | 5%             | 4%            |
| <b>At risk of / has experienced abuse (non-domestic abuse)</b>                 | 4%               | 3%             | 3%            |
| <b>At risk of/ has experienced sexual abuse / exploitation</b>                 | 4%               | 2%             | 2%            |
| <b>Drug dependency needs</b>   | 3%               | 5%             | 4%            |
| <b>Alcohol dependency needs</b>  | 2%               | 4%             | 3%            |
| <b>Access to education, employment or training</b>                             | 2%               | 4%             | 5%            |
| <b>Former asylum seeker</b>  | 2%               | 1%             | 2%            |
| <b>Young person aged 18-25 years requiring support to manage independently</b> | 2%               | 3%             | 4%            |
| <b>Care leaver aged 21+ years</b>  | 1%               | 1%             | 1%            |
| <b>Old age</b>   | 1%               | 1%             | 2%            |
| <b>Young parent requiring support to manage independently</b>                  | <1%              | <1%            | 1%            |

|                                      |     |     |     |
|--------------------------------------|-----|-----|-----|
| <b>Young person aged 16-17 years</b> | <1% | <1% | <1% |
| <b>Care leaver aged 18-20 years</b>  | <1% | 1%  | 1%  |
| <b>Served in HM Forces</b>           | <1% | <1% | <1% |

Source: DLUHC Live Tables

Chart 19 – Age breakdown of those reporting a support need (2019/20-2020/21)

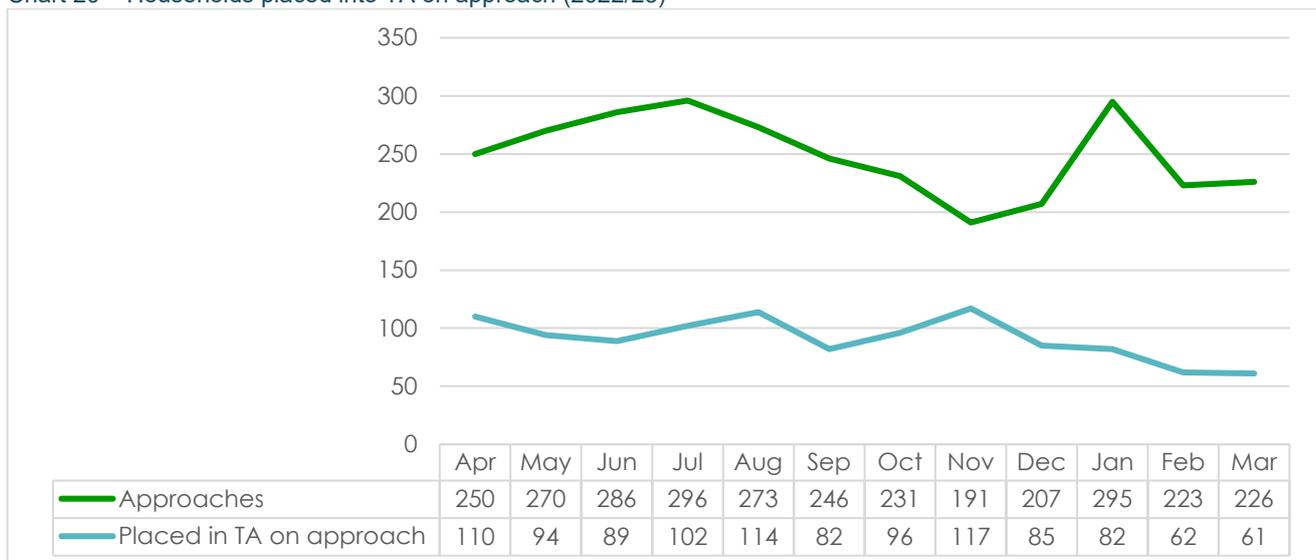


Source: Internal records

## 5.5 Breakdown of those placed in Temporary Accommodation (TA) on approach (April 2022-March 2023)

The following chart shows the number of homeless applicants in 2022/23 and if they were placed in temporary accommodation (TA).

Chart 20 – Households placed into TA on approach (2022/23)



Source: Internal data

On average, the number of households that have been provided with TA on approach was 37%. This puts significant strain on the Council's financial resources. In previous years Southwark would have been able to help many of these households to avoid homelessness by using the Borough's private rented sector, however, locally the private sector has become increasingly unaffordable for households on low incomes. Average rents in the Borough have grown considerably whilst Local Housing Allowance has remained low in comparison. Finding affordable nightly paid temporary accommodation for homeless households in the Borough has also become difficult.

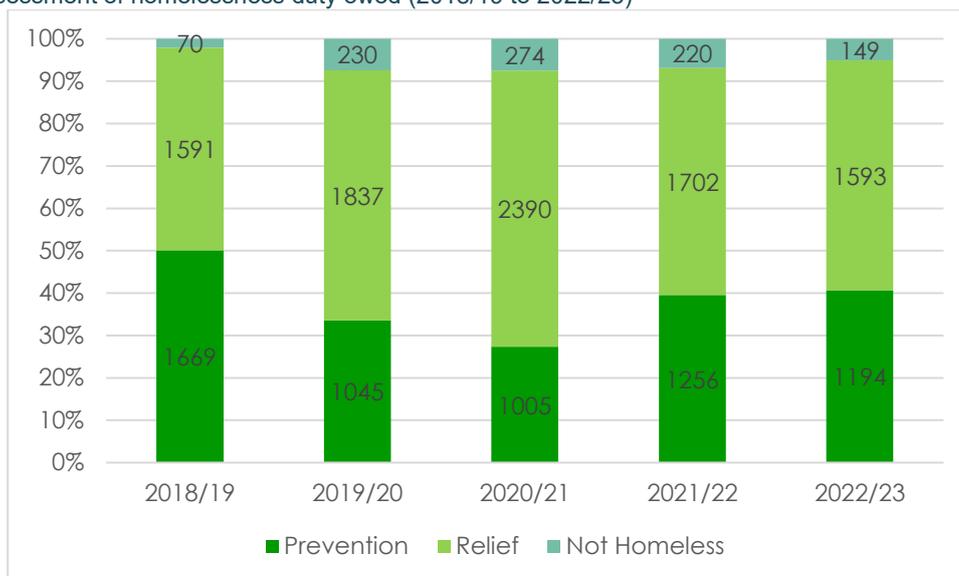
## 6.0 Homeless prevention and relief

### 6.1 Overview of homeless prevention and relief in Southwark

The obligation for local authorities to prevent as well as respond to homelessness is longstanding in law and in good practice. The Homelessness Reduction Act 2017 created two new duties for local authorities to assist homeless households. These are the Prevention and Relief duties which expanded the statutory provision for assistance.

This legislation extended entitlement to help to more households and placed focus on the prevention of homelessness by encouraging early intervention. This meant that households that are likely to become homeless in the next 56 days can approach their local authority for homelessness assistance (this was previously 28 days). Local authorities will then have another 56 days to attempt to relieve the household's homelessness should prevention fail. The Act requires public bodies to work together and be able to demonstrate that they have considered every option to prevent each case of homelessness. The table below shows the breakdown of the assessment of duty owed to homeless applicants in Southwark from 2018/19-2022/23.

Chart 21 – Assessment of homelessness duty owed (2018/19 to 2022/23)



Source: DLUHC Live Tables

## 6.2 Homeless prevention data

If a client is threatened with homelessness, they will be recorded via HCLIC into two categories within the data specification. The first being a 'prevention duty owed', an example of which would be an applicant whose family wish to exclude them but can keep them for a period of time while alternative accommodation may be sourced. The second prevention duty category is 'prevention duty owed due to being served a valid section 21'. The table below shows the breakdown of these two recording options.

It can be seen that those recorded as presenting with a valid section 21 made up 4% of applications. Comparatively, in London, these made up 7% of applications. It is important to note that of all applications owed a prevention duty in Southwark, 28% were from a private rented accommodation. Therefore more are likely to be to be threatened with homelessness from a landlord but have not been issued with a valid notice and so have not been recorded as such.

Table 9, Breakdown of prevention duty owed in Southwark (2018/19-2022/23)

| Duty breakdown   | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|--|---------|---------|---------|---------|---------|
| Owed a Prevention Duty                                       | 1,669   | 1,045   | 1,005   | 1257    | 1194    |
| Of which: Prevention Duty due to the service of a valid s.21 | 161     | 122     | 90      | 65      | 105     |

Source: DLUHC Live Tables

## 6.3 Positive outcomes of prevention and relief duties

The following charts show the outcomes of the prevention and relief duties. Applicants whose prevention duty ended due to becoming 'homeless' were then moved into a relief duty. The outcomes considered as a positive prevention/relief are 'secured accommodation for 6 months +'. All other outcomes would mean disengagement or failure to prevent or relieve homelessness within the statutory 56 days of the respective duties.

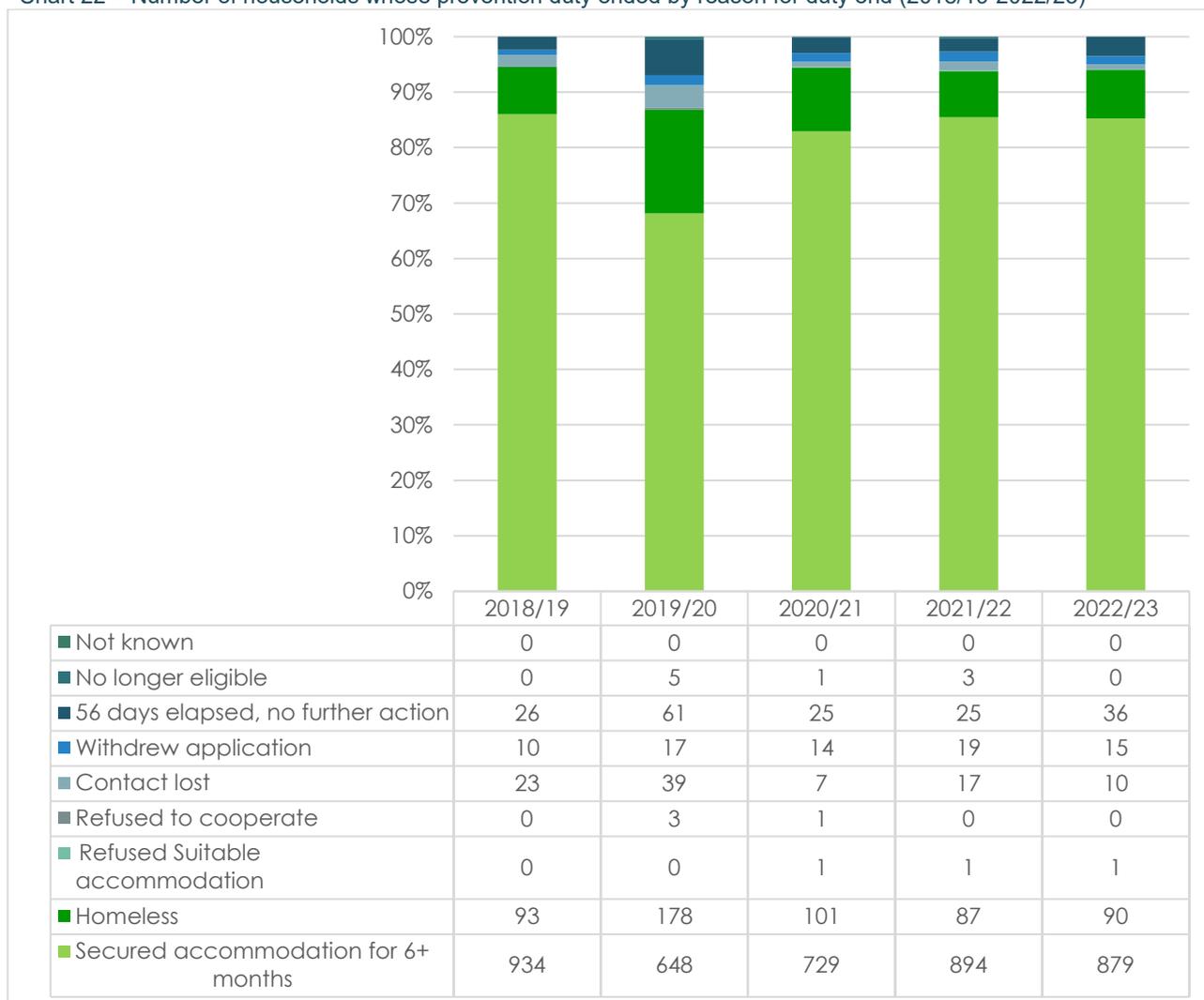
The charts and table below show that Southwark's ability to prevent homelessness has remained relatively stable with a dip in 2019/20 but back up to 85% in 2021/22 & 2022/23. We have also seen an overall increase in the number of positive relief outcomes recorded.

Table 10, Percentage of Positive Prevention and Relief outcomes recorded

|                               | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|-------------------------------|---------|---------|---------|---------|---------|
| % Positive prevention outcome | 86%     | 68%     | 83%     | 85%     | 85%     |
| % Positive relief outcome     | 16%     | 18%     | 27%     | 21%     | 19%     |

Source: DLUHC Live Tables

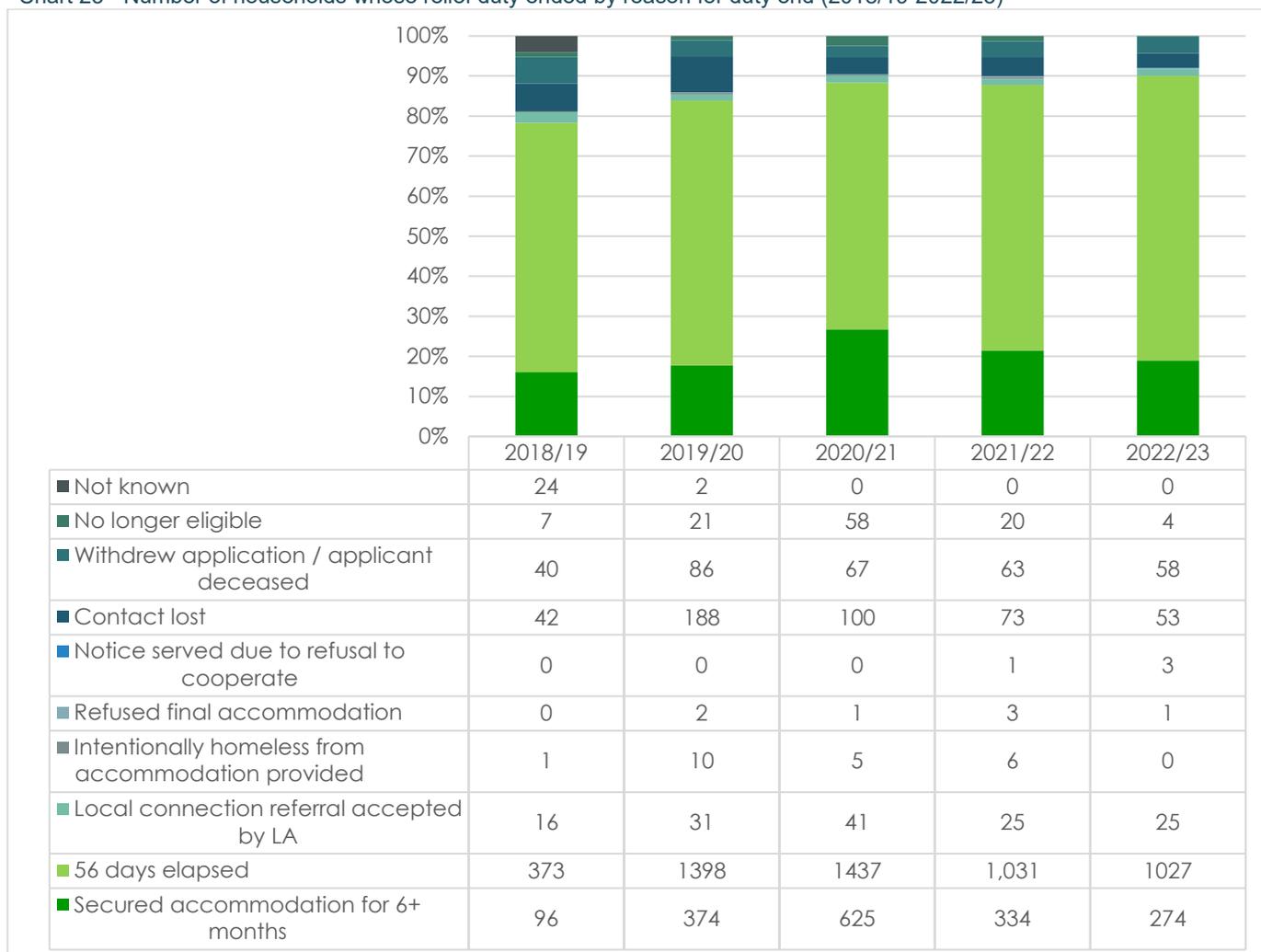
Chart 22 – Number of households whose prevention duty ended by reason for duty end (2018/19-2022/23)



Source: DLUHC Live Tables

Chart 22 shows that 879 customers were assisted to prevent their homelessness in 22/23. This may have included; securing PRS properties, negotiating renewals on existing tenancies, advocacy to end eviction proceedings. The means of preventing and relieving homelessness is explored later in this report.

Chart 23 - Number of households whose relief duty ended by reason for duty end (2018/19-2022/23)



Source: DLUHC Live Tables

The following table sets out the local authorities with the highest level of homeless preventions and reliefs in 2022/23. Southwark ranked 5<sup>th</sup> nationally in preventions and 63<sup>rd</sup> in relief. Southwark has improved on its placements nationally, rising from 19<sup>th</sup> in preventions & 140<sup>th</sup> in relief for the year 2018/19.

Table 11 – Top 20 Local Authorities by positive homeless preventions in England (2022/23)

| 2022/23                   | Number of positive prevention outcomes |
|---------------------------|--|
| <b>Leeds</b>              | 2441                                   |
| <b>Bradford</b>           | 1123                                   |
| <b>Ealing</b>             | 1021                                   |
| <b>Lambeth</b>            | 940                                    |
| <b>Southwark</b>          | 879                                    |
| <b>Leicester</b>          | 815                                    |
| <b>Stockton-on-Tees</b>   | 814                                    |
| <b>Kingston upon Hull</b> | 810                                    |
| <b>Cornwall</b>           | 779                                    |
| <b>Cheshire East</b>      | 754                                    |

|                          |     |
|--------------------------|-----|
| <b>Haringey</b>          | 736 |
| <b>Newcastle on Tyne</b> | 682 |
| <b>Wakefield</b>         | 655 |
| <b>Derby</b>             | 650 |
| <b>Kirklees</b>          | 650 |
| <b>Southampton</b>       | 621 |
| <b>Greenwich</b>         | 617 |
| <b>Buckinghamshire</b>   | 611 |
| <b>Medway Towns</b>      | 606 |
| <b>Stockport</b>         | 563 |

Source: DLUHC Live Tables

Table 12 – Top 20 Local Authorities by positive reliefs in England (2022/23)

| 2022/23                                    | Number of positive relief outcomes |
|--|------------------------------------|
| <b>Leeds</b>                               | 1065                               |
| <b>Sheffield</b>                           | 931                                |
| <b>Liverpool</b>                           | 732                                |
| <b>Cornwall</b>                            | 706                                |
| <b>Coventry</b>                            | 657                                |
| <b>Stoke-on-Trent</b>                      | 651                                |
| <b>Durham</b>                              | 632                                |
| <b>Plymouth</b>                            | 630                                |
| <b>Bournemouth, Christchurch and Poole</b> | 628                                |
| <b>Ealing</b>                              | 621                                |
| <b>Wirral</b>                              | 594                                |
| <b>Bradford</b>                            | 588                                |
| <b>Leicester</b>                           | 575                                |
| <b>Newcastle on Tyne</b>                   | 552                                |
| <b>Bristol</b>                             | 547                                |
| <b>Hillingdon</b>                          | 544                                |
| <b>Barnet</b>                              | 540                                |
| <b>Doncaster</b>                           | 528                                |
| <b>Rotherham</b>                           | 509                                |
| <b>Kingston upon Hull</b>                  | 490                                |
| <b>63<sup>rd</sup> - Southwark</b>         | 274                                |

Source: DLUHC Live Tables

## 6.4 Services and options available to prevent and relieve homelessness

The below shows the breakdown of actions taken by our prevention and relief teams in Southwark. These teams/initiatives assist customers during both duties of the homelessness application and will often work in conjunction each other to work to positively close a case.

**Prevention and Relief Teams** work directly with customers to support them in their own search for a new property. Customers are offered access to our Self Help Scheme as part of the reasonable steps in their PHP along with being referred to supported accommodation. Alongside these options, officers will work to advocate for the customer to try and sustain their approach address accommodation where possible.

- *The Self Help Scheme* – offers a landlord a deposit and incentive payment on the tenant’s behalf. These properties are sourced by the applicant themselves and information about the scheme is provided to them to present to potential agents and landlords when searching for a property. This scheme can also be used to sustain current tenancies where the landlord may be looking to re-let the property at a higher rent or to resolve small rent arrears issues.

Table 13, Self Help Scheme payments made 2018/19-2022/23

|                                     | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|-------------------------------------|---------|---------|---------|---------|---------|
| <b>Self Help Scheme’s processed</b> | 38      | 69      | 463     | 233     | 167     |

Source: Internal data

- *The supported accommodation pathway* – caseworkers can assess customers on their ability to sustain accommodation independently. If they are not able to, they can be referred to supported accommodation providers.

Table 14, Supported accommodation placements 2018/19-2022/23

|   | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|---|---------|---------|---------|---------|---------|
| <b>Supported Accommodation placements</b> | 5       | 15      | 14      | 15      | 35      |

Source: DLUHC Live Tables

**Housing Supply Team (Procurement)** work with private landlords to secure rental properties for homeless applicants. By offering incentives and insurance packages, landlords are brought on board to offer properties at rents in line with the Local Housing Allowance (LHA) for a minimum of 12 months (Assured Shorthold Tenancy). This team will process payments through the following schemes:

- *The Finder’s Fee scheme* – offers a landlord a one off payment in return for a rental property offered at LHA rate on the condition that no rental deposit or rent in advance is required from prospective tenants. These properties are sourced by the team directly and viewings are offered out to suitable homeless applicants.
  - Successful Finder’s fee Lets:
    - 2018/19 : 154
    - 2019/20 : 225
    - 2020/21 : 320
    - 2021/22 : 158
    - 2022/23: 79
- *Private Rented Sector Offers* – This is a new initiative being introduced this year. These offers are made to customers within their prevention and relief duty but also to those who are accepted homeless cases owed a main duty. A procurement

officer will complete an affordability/suitability assessment to match a client to the property. After this a first formal offer is made.

- If client accepts; set up tenancy with landlord and close the case.
- If client refuses; complete second formal offer
- If client refuses the 2nd offer; the caseworker will issue an end of duty notification letter which will result in any temporary accommodation bookings being ended and the case will be closed.

**The Private Rented Sector team** works with private tenants to sustain tenancies and resolve private tenancy issues. Examples of these scenarios may include:

- Where a landlord is asking a tenant to leave, or has given them notice;
- Where a tenant is having problems getting their deposit back or in getting repairs carried out;
- Where a landlord is trying to increase the rent charge.

The team will take a homeless application from a private tenant at risk of homelessness and issue a personal housing plan (PHP) detailing the options available to the applicant. The team negotiate with landlords to help prevent eviction proceedings where a valid notice to quit has been served. They also ensure due legal process is followed by checking all notices and court papers received by applicants. They work closely with the Financial Inclusion Team to help broker agreements to help tenants remain in their homes (through DHP and rent arrears fund payments for landlords) and provide in-depth support for customers who approach at risk of homelessness. Further to this, they will also offer access to the Self Help Scheme. Alongside offering advice on private tenancies, the team works closely with the Private Sector Housing Enforcement Team to try and improve standards in the sector.

The following table shows the number of cases where the team has been successful at preventing and relieving homelessness for at least six months. Positive outcomes are also given to cases where there has been a ceasing of eviction proceedings through intervention and advice and/or the provision of support to enable a client the time to make their own alternative accommodation arrangements. These outcomes form part of the positive prevention and relief duty outcomes seen in section 6.3.

Table 15- Private Tenancies Team homelessness preventions and reliefs, 2018/19-2022/23

|  | 2018/19    | 2019/20    | 2020/21    | 2021/22    | 2022/23    |
|--|------------|------------|------------|------------|------------|
| <b>BVPI*</b>                             | 224        | 169        | 83         | 0          | 0          |
| <b>Positive prevention/ relief cases</b> | N/A        | 21         | 149        | 250        | 161        |
| <b>Total positive outcomes</b>           | <b>224</b> | <b>190</b> | <b>232</b> | <b>250</b> | <b>161</b> |

Source: DLUHC Live Tables & internal reports

\*The team only began taking part VII appointments in 2019/20 so data for the financial year 2018/19 is recorded as a positive 'BVPI' outcome which is an internal reporting system outcome. This reporting was phased out in 2020/21.

The Financial Inclusion team provide assistance to all tenants who are at risk of losing their home or who may simply be worried about their current housing situation. The team manage two main funds:

|                                     |  |
|-------------------------------------|--|
| Rent arrears fund:                  | Providing a maximum payment of £500 to assist private tenants with a shortfall in their rent on the understanding that the landlord will not seek to evict the tenant for at least six months                      |
| Discretionary Housing Payment fund: | Managing delivery of Southwark's discretionary housing payments (DHP) scheme. The team administer DHP applications from housing benefit & Universal Credit recipients who are struggling with their housing costs. |

Table 16 - Discretionary housing payment (DHP) funding- last four years

| (2018/19)         | (2019/20)  | (2020/21)  | (2021/22)  | (2022/23)  |
|-------------------|------------|------------|------------|------------|
| <b>£1,289,778</b> | £1,223,346 | £1,393,779 | £1,153,647 | £1,097,657 |

Source: Internal records

Demand for DHP payments increases every year and Southwark is always able to spend its whole allocation. Residents apply for assistance from the DHP fund when there is a shortfall between their income and their rent. This can be down to a number of reasons, for example, the benefit cap, which reduces the monthly benefit entitlement of households who are not working. The number of successful applications are listed below along with the average award per case. The average award increased by 29% from 2021/22 to 2022/23.

Table 17 - Breakdown of Southwark DHP awards by year (2018/19-2022/23)

| Year           | Number of successful applications | Total of DHP allocated | Average DHP award per case |
|----------------|-----------------------------------|------------------------|----------------------------|
| <b>2018/19</b> | 837                               | £1,289,778.41          | <b>£839.66</b>             |
| <b>2019/20</b> | 785                               | £1,223,356.04          | <b>£723.45</b>             |
| <b>2020/21</b> | 1128                              | £1,393,779.74          | <b>£976.04</b>             |
| <b>2021/22</b> | 847                               | £1,153,647.00          | <b>£1057.12</b>            |
| <b>2022/23</b> | 890                               | £1,097,657             | <b>£1366.32</b>            |

Source: Internal records

In 2022/23, funding was provided to 891 residents experiencing a shortfall in income. The outcomes recorded for this intervention is listed below:

Table 18, Outcomes of successful DHP applications in 2022/23

| 2021/22  | Count of Total |
|--|----------------|
| <b>Adapted accomm.</b>                               | 3              |
| <b>Exceptional Circ's</b>                            | 63             |
| <b>Rent Deposit</b>                                  | 3              |
| <b>Short term help until Change of Circumstances</b> | 816            |
| <b>Short-term help before move</b>                   | 6              |

|             |     |
|-------------|-----|
| Grand Total | 847 |
|-------------|-----|

Source: Internal Records

Table 19 - Breakdown of Southwark DHP awards by tenure (2022/23)

| Tenancy Type                              | Number of cases |
|---|-----------------|
| Southwark council tenancy                 | 280             |
| Housing associations                      | 227             |
| Private rented sector                     | 223             |
| Southwark council temporary accommodation | 161             |
| Total                                     | 891             |

Source: Internal Records

Table 20 – Reason for refused DHP applications in Southwark (2022/23)

| Refusal Reason   | Number of cases |
|--|-----------------|
| Claim not for a reason covered by DHP                                | 202             |
| Rent covered in full by Housing Benefit /Universal Credit            | 137             |
| Housing Benefit/Universal Credit assessment outstanding or suspended | 65              |
| No Housing Benefit /Universal Credit in payment                      | 67              |
| Household has disposable income                                      | 57              |
| Further information required   | 543             |
| Other  | 127             |
| Total  | 1198            |

Source: Internal Records

Table 21 - Breakdown of Southwark Rent Arrears fund awards by year (2018/19-2022/23)

| Rent arrears fund data 2018/19-2022/23 | 2018/19 | 2019/20 | 2020/21 | 2021/22         | 2022/23         |
|--|---------|---------|---------|-----------------|-----------------|
| Number of applications per year        | 55      | 70      | 237     | 327             | 395             |
| Number of successful applications      | 45      | 44      | 93      | 241             | 184             |
| Average award given per year           | £2,800  | £3,355  | £5,833  | £3,225          | £2666           |
| Total awards given per year            | £33,342 | £40,265 | £69,996 | £698,42<br>9.45 | £490,65<br>8.39 |

Source: Internal Records

In January 2022 and mid-2021, Southwark was awarded funds from the Homelessness Prevention Grant Uplift and was able to put a significant amount towards the Rent Arrears fund. As seen above the total award given in these years was significantly higher for this reason.

In summary, in 2022/23 Southwark Council prevented or relieved homelessness through:

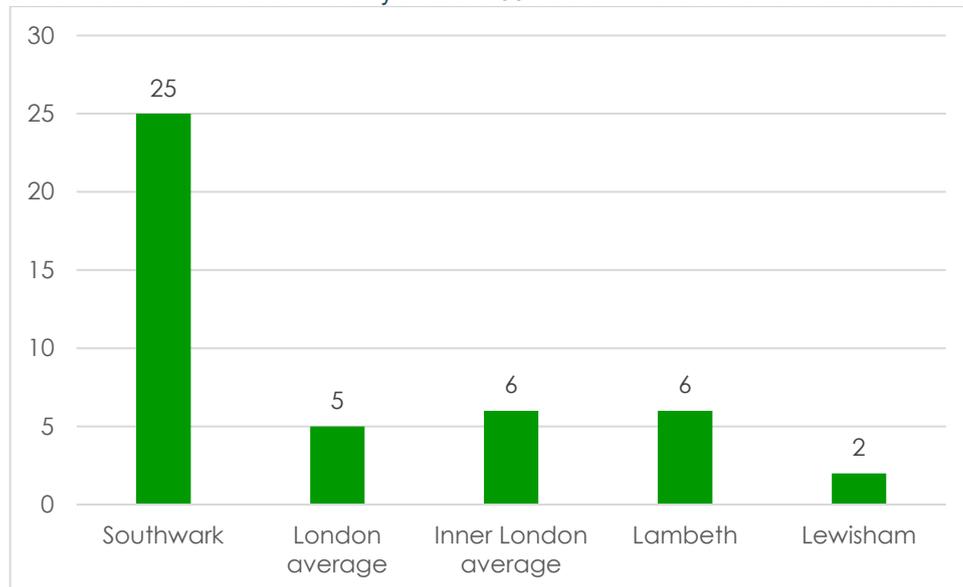
- Securing new accommodation using the Finder's Fee & Self Help Scheme
- Sustaining tenancies through securing a new AST's using the Self Help Scheme
- Supported accommodation provision
- Negotiation or legal advocacy to ensure that someone can remain in accommodation in the private rented sector
- Financial assistance to sustain tenancies

## 6.5 Households whose Relief duty ended due to no local connection

If a household has no local connection to their borough of approach, they can be referred to the area they have a local connection through a s198 referral.

Although total numbers of referrals are low, Southwark made more local connection referrals than the inner London and London averages.

Chart 24 - Number of households whose relief duty ended s198 local connection referral to another authority (2022/23)



## 7.0 Work with partners to prevent and relieve homelessness in Southwark

This section provides an overview of the protocols, services, activities and resources that contribute to homelessness service provision in Southwark. All of the following activity contributes to Southwark's overall homeless prevention performance that is reported to *The Department of Communities & Local Government (DLUHC)* on a quarterly basis through HCLIC reports.

### 7.1 Southwark Homelessness Forum

Southwark Council coordinates a quarterly meeting bringing together voluntary sector organisations, community groups, and statutory agencies concerned with preventing

homelessness and supporting people who have become homeless. The forum is a chance to share information and receive feedback on topics and developments that relate to homelessness with an aim to help deliver on the commitments in the Southwark Homelessness strategy.

These meetings are open to all voluntary sector and community representatives, and representatives of statutory bodies with an interest in homelessness. The forum is chaired by Southwark Law Centre's Executive Director and plays an important role in helping to develop Southwark's Homelessness Strategy.

## 7.2 Southwark Homelessness Roundtable

A quarterly meeting chaired by the Cabinet Member for Cabinet Member for New Homes and Sustainable Development attended by executives and heads of services from around the borough. The sessions aim to provide a platform for council and external agencies to share information and highlight any areas of best practice or areas which can be improved upon. This has been running since 2021 and each session focuses upon a specific discussion impacting homelessness.

## 7.3 Joint working protocols to prevent homelessness

Several protocols have been established between the council and key partners to minimise homelessness and improve coordination across services and increase homelessness prevention, a summary of which is provided below:

| Protocol   | Description   |
|--|---|
| <b>Hospital discharge protocol:</b>  | <p>This procedure established a referral system with local health and social care agencies to minimise homelessness and improve the quality of life for homeless patients when discharged from hospital. The referral systems minimises the number of patients being discharged from hospital and advised to approach the housing solutions service as homeless or social care agencies for assistance and support.</p> <p>The protocol is currently in place across Guy's and St Thomas' hospital, King's College hospital and the South London and Maudsley NHS Foundation Trust (SLAM). Referrals can be made by hospital pathway homelessness discharge teams at any time of day prior to the patient leaving hospital. The referral is addressed by the housing solutions service within 3 working days, and a housing assessment is conducted to identify how best to support the patient once they are discharged.</p> |
| <b>Housing and Southwark advocacy &amp; support service (SASS) protocol:</b> | <p>This procedure outlines how the Southwark Advocacy and Support Service (SASS) and Southwark's housing department cooperate to ensure that tenants who experience domestic abuse are dealt with swiftly and professionally in order to reduce any further distress:</p>   |

|   |  |
|---|--|
|   | <p>Once a council tenant's resident services officer (RSO) is aware that the tenant is experiencing domestic abuse they will conduct a risk assessment. A SASS worker will provide their own risk assessment and a letter detailing the service user's situation / history of abuse. When all of the evidence has been collated the RSO will consider the risks and the options available to the tenant, which may include a referral to the sanctuary scheme, or if it is deemed that the resident should be moved for safety reasons, the RSO will refer to the council's social welfare panel (SWP). If the case is accepted by the SWP but the tenant needs to move out of their current property before they have successfully bid for a new property, SASS will try to secure a refuge, which will not affect the status of their application. Council tenants will always be advised not to give up their tenancy.</p> <p>Non-council tenants that require housing assistance will be referred to the housing solutions service, and if the client no longer has a roof over their head, a homeless application will be made. However if they still have accommodation they will receive advice and assistance, and a homeless application will be made at a later time. SASS liaise with the housing solutions team on the day that the tenant attends an appointment to help minimise the risk of any further distress.</p> |
| <p><b>Duty to refer for professionals in public services:</b></p> | <p>The Duty to Refer (DTR) was introduced in 2017 with the Homelessness Reduction Act. This placed a duty on specified public authorities to refer service users who they think may be homeless or threatened with homelessness to local authority homelessness teams. This aims to improve partnership working and increase homelessness prevention.</p> <p>Southwark has an online DTR web form which is ordinarily responded to within 24 hours or receipt. This web form gathers initial information on the case and enables the Gateway team to register and contact the applicant to triage them and book them in for a homelessness assessment as necessary.</p>  |

## 7.4 Partnership working to prevent homelessness

Since the introduction of the Homelessness Reduction Act in 2017, Southwark has championed partnership working to try and create a holistic approach to tackling homelessness. The Housing Solutions department have introduced several service level agreements with external partners to meet this aim. The below commentary explains some of these key partnerships.

- **Beam:** Beam offer help with employment and training for unemployed homeless applicants. Crowdfunding is used to finance an applicant's chosen training as well as helping with securing private rented accommodation to help with move on from temporary accommodation.
  - For 2022/23 Beam assisted with:
    - Residents joined Beam: 42

- Started paid work: 19
  - Successful homelessness preventions : 9
  - Donations for Southwark residents: £ 57694.44
- **Refuge:** Those who approach Southwark's housing options service can be referred to our commissioned partner organisation Refuge. We work directly with Refuge who offer service users are offered specialised support by a Refuge IDVA for risk management, safety planning and advice on appropriate housing options. This service can be offered either in person in Refuge or Southwark venues, or via telephone depending on service user preference or need. Upon completion of a risk assessment, the Refuge IDVA will inform our assessment service of the level of risk to ensure the appropriate interim accommodation steps are taken whilst steps are taken to relieve the service user's homelessness in the longer term.
    - *Prior to working with Refuge, we were working in house at Bournemouth Road and remotely since March 2020 with Solace Women's Aid.*

## 8.0 Main duty outcomes and acceptances of homeless households

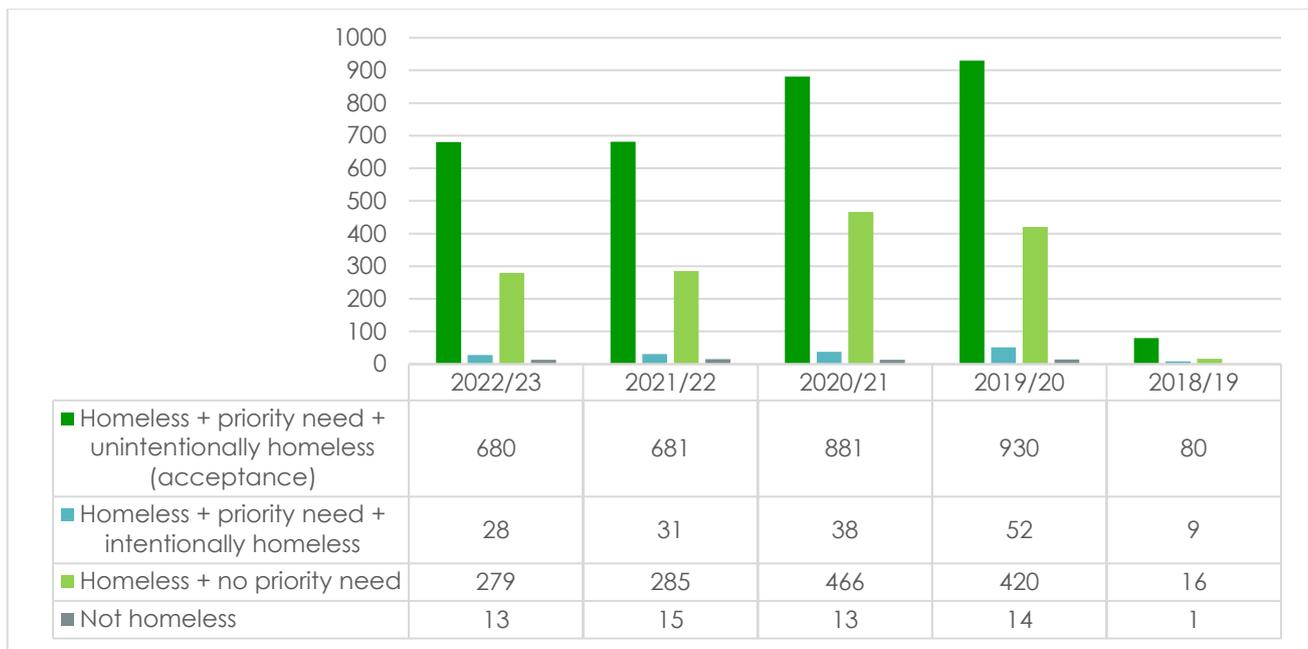
The following data relates to cases who were given a section 184 decision on their case. The possible outcomes for these decision are the following:

- Homeless + priority need\* + unintentionally homeless (a 'main duty'\* accept decision; Section 193 (2))
- Homeless + priority need + intentionally homeless\*
- Homeless + no priority need\*
- Not homeless\*

\*These terms are explained at the beginning of this report

It should again be noted that the data from 2018 shows is an anomaly as this was the first year of HCLIC reporting and some data was not effectively collected. This table shows that the majority of decisions made at this stage of homelessness applications were homeless, priority need & unintentionally homeless (68%). These were followed by non-priority decisions making up 28% of all 184 decisions in 2022/23.

Chart 25 – Decision on duty owed at end of relief duty (section 184 decisions) in 2021/22:



Source: DLUHC Live Table

The below table shows the Southwark acceptance rate compared to England and London. Southwark's acceptance rate is lower than the London average (79%), and it is in line with the England average of 71%. The Inner London average was 61% for the same year.

Between 2018/19 and 2022/23 there was a 7% decrease in the number of homeless applications that resulted in a main duty acceptance in Southwark. In England, there was a 13% increase and a 10% increase in London during the same time.

Table 22 – Comparison of main duty decisions for eligible households, main duty acceptances and acceptance rates across England, London and Southwark (2018/19-2022/23)

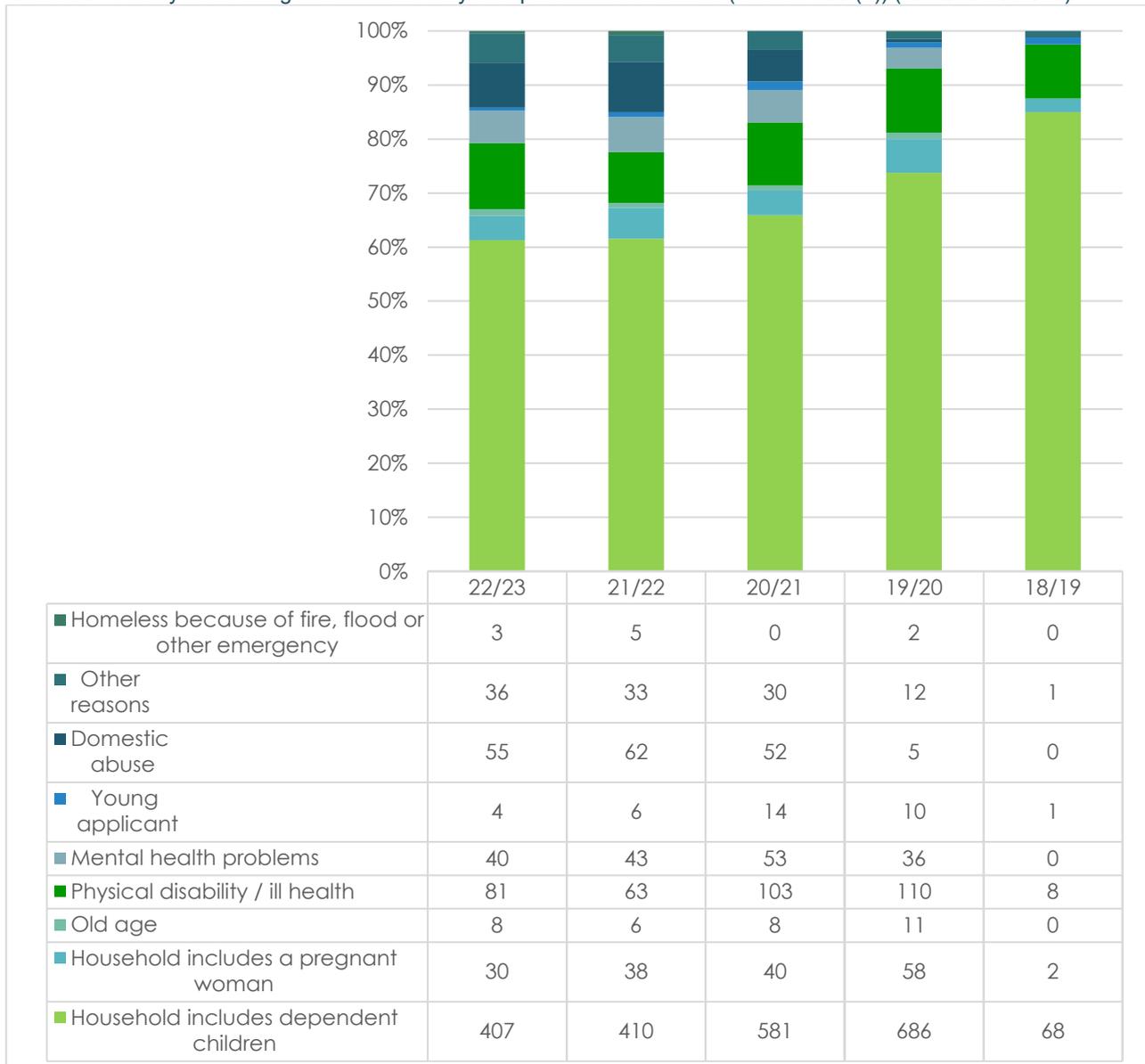
|                                | England      |             |                 | London       |             |                 | Southwark    |             |                 |
|--------------------------------|--------------|-------------|-----------------|--------------|-------------|-----------------|--------------|-------------|-----------------|
|                                | MD Decisions | Acceptances | Acceptance rate | MD Decisions | Acceptances | Acceptance rate | MD Decisions | Acceptances | Acceptance rate |
| <b>2018 /19</b>                | 52,190       | 30,500      | <b>58%</b>      | 12,790       | 8,820       | <b>69%</b>      | 106          | 80          | <b>75%</b>      |
| <b>2019 /20</b>                | 62,780       | 40,340      | <b>63%</b>      | 16,010       | 11,480      | <b>71%</b>      | 1416         | 930         | <b>66%</b>      |
| <b>2020 /21</b>                | 63,090       | 39,570      | <b>63%</b>      | 16,150       | 11,580      | <b>72%</b>      | 1411         | 884         | <b>63%</b>      |
| <b>2021 /22</b>                | 62,490       | 42,460      | <b>68%</b>      | 13,470       | 10,170      | <b>76%</b>      | 1027         | 686         | <b>67%</b>      |
| <b>2022 /23</b>                | 74,290       | 52,800      | <b>71%</b>      | 15,250       | 12,040      | <b>79%</b>      | 1000         | 680         | <b>68%</b>      |
| <b>21/22 to 22/23 % change</b> |              |             | <b>3%</b>       |              |             | <b>3%</b>       |              |             | <b>1%</b>       |

Source: DLUHC Live Tables

## 8.1 Priority need categories of statutory homelessness

In order to be able to be accepted as homeless and receive a main duty decision under section 193 (2), a homeless person must have a 'priority need'. The chart below sets out the priority need categories for those accepted as homeless in Southwark over the last four years, the most common of which has consistently been because the household includes dependent children. Like "the main reason for homelessness", officers may only record one priority need category per application. The below chart shows a breakdown of the priority need categories recorded by officers when issuing their decisions. The largest group (2022/23) is those households with dependent children (60%), followed by those with a physical disability/ ill health (12%).

Chart 26 - Priority need categories for main duty accepted homeless cases (Section 193 (2)) (2018/19-2022/23)

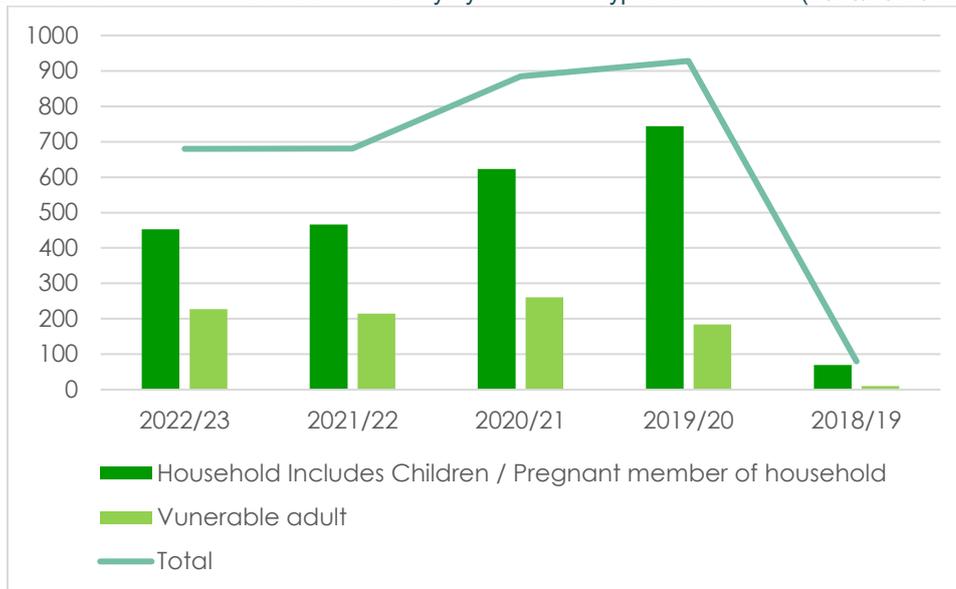


Source: DLUHC Live Tables

## 8.2 Breakdown of accepted households by household type

When looking at those households that were accepted as homeless and owed a 'main duty' we can see that in Southwark, the percentage share of families being accepted was 67% in 2022/23. The percentage share of families being accepted compared to singles/households with no dependent children has reduced annually since 2018/19. The total accepted households increased most significantly in 2019/20 & 2020/21 due to the Covid-19 pandemic and subsequent lockdowns.

Chart 27 – Breakdown of households owed a main duty by household type in Southwark (2018/19-2022/23)



Source: DLUHC Live Tables

When compared to neighbouring boroughs Lewisham and Lambeth, Southwark is accepting more families than Lambeth but less than Lewisham as a percentage of total accepted cases. However, compared to the inner London average, these 3 borough accept around 20% more families. The same is true of the London average as a whole.

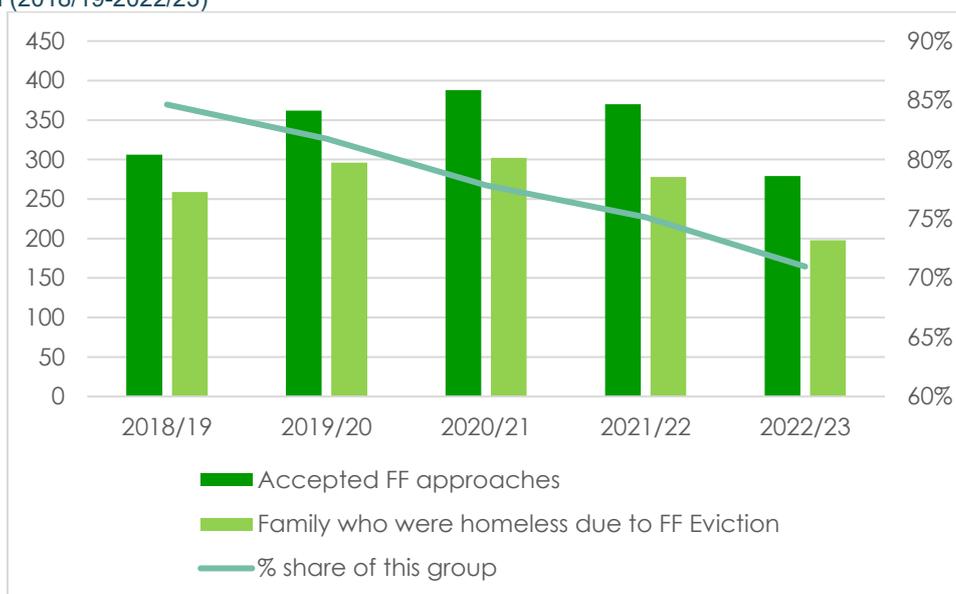
Table 23 – percentage share of families as accepted household's comparison in London

|                | London average % of accepted cases that were families | Inner London Average % of accepted cases that were families | Southwark % of accepted cases that were families |
|----------------|---|---|--|
| <b>2022/23</b> | 46%   | 45%   | 67%  |

Source: DLUHC Live Tables

It is also interesting to note that of those who were accepted, the top reason for approach in this cohort were those who had been evicted by family and friends. Looking at this further, 71% of these were family households compared to 29% single applicants.

Chart 28 – Breakdown of households composition of those owed a main duty whose approach reason was family and friend eviction (2018/19-2022/23)

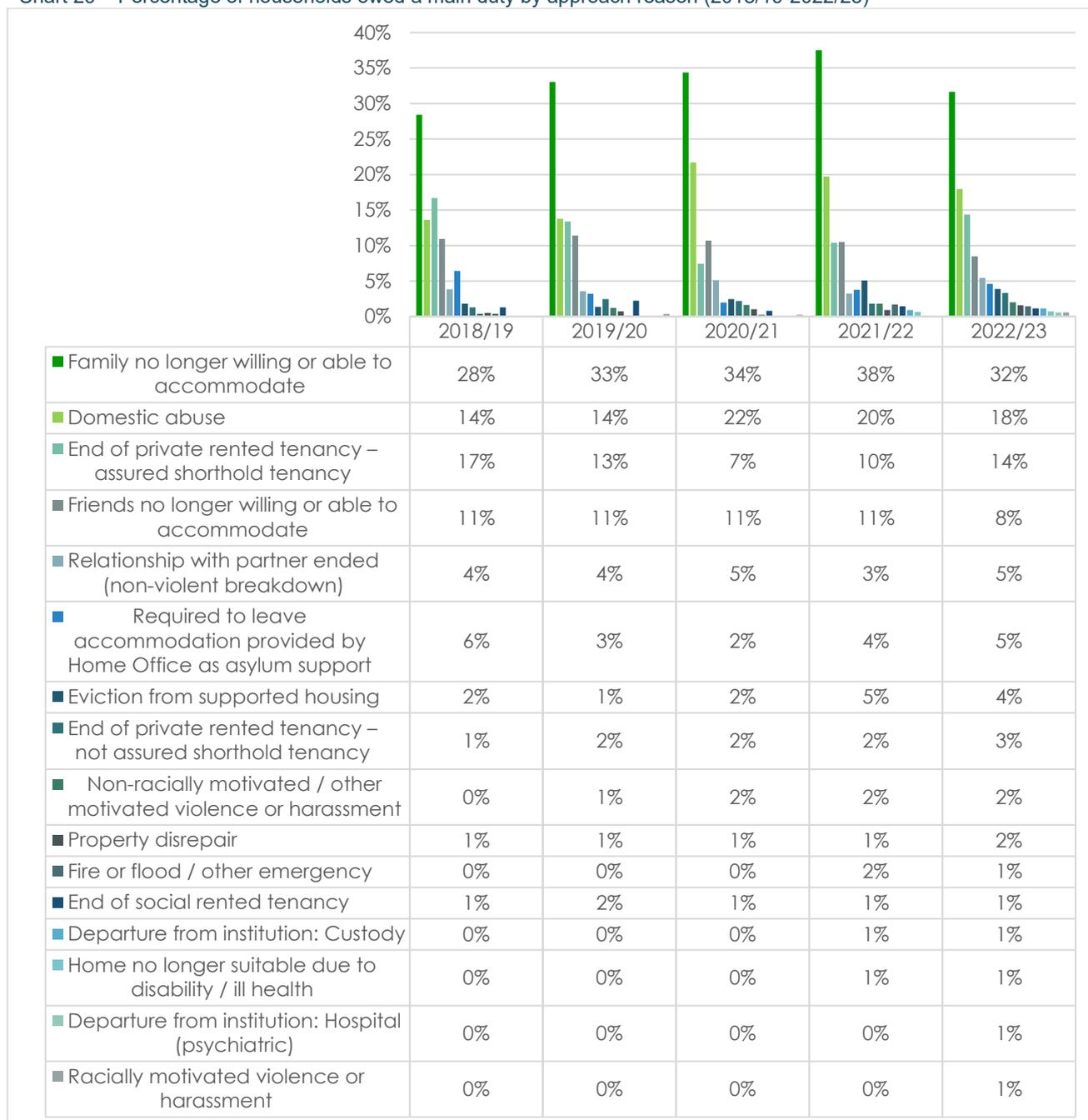


Source: DLUHC Live Tables

### 8.3 Main duty acceptances by reason for homelessness

If we look at the reason for approach compared to those accepted as homeless and owed an s193 duty, we can see that they largely correlate to the main reason for approach data above. However, those who approached as victims of domestic abuse were the second highest group to be accepted as homeless after family and friends evictions.

Chart 29 – Percentage of households owed a main duty by approach reason (2018/19-2022/23)



## 9.0 Temporary accommodation

Temporary accommodation (TA) may be used by local authorities as an interim solution for those owed a homeless relief duty where the local authority has a reason to believe they may be in priority need. Those placed in TA on approach is discussed in section 4.5 above.

If a homeless household is given a Section 193 ‘main duty’ decision at the end of their homeless relief duty, they will be provided with TA until suitable permanent accommodation becomes available or until the Council makes up to two suitable Private Rented Sector Offers.

TA can include a private flat, a council or housing association leased flat, hostel, B&B or supported housing.

The TA offered to a homeless household in either of the above must be suitable for them and the local authority will take a number of things into account when considering this, including:

- Health needs of the household
- Room/space requirement of the household\*
- Affordability of the homeless household
- The location needs of the household

\*Local Authorities are prohibited from placing families in shared or B&B accommodation unless in an emergency and in this case, they cannot be in this accommodation for more than 6 weeks.

Households placed in TA are liable to pay rent and may have to pay other charges for items including meals or cleaning services. Households in receipt of benefits or on a low income may be eligible for housing benefit, but this may not cover the rent in full.

Local authorities must continue to provide TA to an accepted homeless household until either:

- Can move into settled accommodation arranged by the local authority;
- Is no longer eligible for assistance;
- Moves out under their own volition;
- Is evicted because of something they have done (e.g. rent arrears or antisocial behaviour); or
- Refuses a final offer of settled accommodation that is suitable for their needs.

Like most inner London local authorities, Southwark is unable to secure enough affordable temporary accommodation to be able to keep all homeless residents housed in the Borough and at times, households must be placed out of the city.

Table 24- Current location of Southwark's TA (as of November 2023)

| <b>Area</b>                  | <b>Total placements (overall total 3806)</b> |
|------------------------------|--|
| <b>Southwark</b>             | 1760   |
| <b>Surrounding boroughs*</b> | 448  |
| London (total)               | 3645   |
| Out of London                | 161  |

Source: Internal records

\*Surrounding boroughs: Lewisham, Bromley & Lambeth

Of all TA placements, only 4% are currently outside of London, 46% are in Southwark and 12% are in surrounding boroughs. Placements have been increasingly hard to source

locally. Due to the increase in market rents in Southwark and surrounding boroughs, placements have been increasing sought further out from these areas.

Table 25 - English local authorities with the highest levels households in temporary accommodation (quarter 1, 2022/23)

| Local Authority  | Number in TA |
|------------------|--------------|
| 1. Newham        | 5,928        |
| 2. Birmingham    | 4,440        |
| 3. Southwark     | 3,550        |
| 4. Wandsworth    | 3,248        |
| 5. Enfield       | 3,098        |
| 6. Westminster   | 3,051        |
| 7. Hackney       | 3,038        |
| 8. Redbridge     | 3,008        |
| 9. Tower Hamlets | 2,667        |
| 10. Lewisham     | 2,664        |

Source: DLUHC Live Tables

Table 26 – Number of homeless households in temporary accommodation in Southwark, compared to London and Inner-London borough averages (quarter 1, 2022/23)

| Local Authority group  | Number in TA |
|------------------------|--------------|
| London (average)       | 1,893        |
| Inner London (average) | 2096         |
| Southwark              | 3550         |

Source: DLUHC Live Tables

## 9.1 Supply of temporary accommodation in Southwark

The types of temporary accommodation (TA) being used by Southwark as of November 2023, either to accommodate statutorily homeless households, or those households who are awaiting an outcome from their homeless application can be described as follows:

| Type of TA                 | Units (as of November 2023) | Description  |
|----------------------------|-----------------------------|--|
| Nightly-paid accommodation | 1151                        | This comprises both self-contained and non-self-contained accommodation purchased on a nightly basis. The council uses this accommodation as a last resort; either in emergencies or when there is nowhere else to place homeless households.<br>This is a very expensive form of TA and impacts on the council's General Fund. It is estimated average nightly cost per placement is £51. |

|  |      |   |
|--|------|---|
| <b>Hostels</b>                           | 33   | Southwark has a stock of council owned and managed hostels, which are mainly non self-contained units. Hostels are accounted through the council's Housing Revenue Account (HRA) and the rent collected covers any costs. |
| <b>Private sector leasing scheme</b>     | 1314 | Self-contained private sector accommodation leased by the council from private landlords at guaranteed rent levels.   |
| <b>Regeneration estate void property</b> | 1309 | Properties on estates pending regeneration. This accommodation is accounted through the <i>HRA</i> and all costs are covered by rent collected.   |

Source: Internal records

## 9.2 Average length of stay in temporary accommodation

The following table shows the average length of time spent in TA for different client groups awaiting suitable housing, as of November 2023. Waiting times for social housing have risen significantly over the past few years, combined with more households approaching as homeless and fewer affordable private lettings available each year for the council to house these households, has led to an increase in the length of stay in TA.

As of November 2023, the average length of stay for a household in TA was 738 days (24 months). For accepted homeless households, this rises to 37 months.

The table below shows the average length of time spent in TA by households making statutory homelessness applications (including those with negative decisions), according to the type of TA in use:

Table 27 – Homeless households average time spent in different types of temporary accommodation, by type (Nov 2023)

| Type of Temporary accommodation          | Average stay in temporary accommodation |
|--|---|
| <b>Nightly paid – shared</b>             | 6.4 months                              |
| <b>Nightly paid – self contained</b>     | 11.5 months                             |
| <b>Southwark hostels</b>                 | 4.5 months                              |
| <b>In-house private sector leased TA</b> | 29.6 months                             |
| <b>Estate property</b>                   | 31 months                               |
| Overall average                          | <b>24.2 months*</b>                     |

Source: Internal records

\* as this is a calculation of all cases in TA (both accepted cases and those with no duty), the average stay does not account for a client moving to a different TA location or having multiple TA lets during their assessment/waiting time for a suitable offer.

# 10.0 Support for vulnerable people

## 10.1 Overview of supported housing

Supported housing schemes provide accommodation for vulnerable people by providing a safe, and supportive environment in order to help them overcome or manage their vulnerabilities. For example, a supported housing scheme may assist with managing mental health, maintaining independence or with rehabilitation.

People may have multiple needs and the sector is diverse in the support offered. Some examples of the group of people who may be best placed in supported housing are:

- older people
- people with a learning/physical disability
- individuals and families at risk of or who have experienced homelessness
- people recovering from drug or alcohol dependence
- people with experience of the criminal justice system
- young people with a support need
- people with mental ill health
- people fleeing domestic abuse and their children

Some supported housing schemes are commissioned by Southwark Council and some by NHS Southwark CCG. The table below shows the current provision of supported housing placements in use as of February 2024:

Table 28- Supported Housing Services and capacity (bed spaces), January 2022

| Provider                                  | Services  | Age range of customers | Number of bed spaces currently provided |
|---|---|------------------------|---|
| <b>ABC Hillingdon</b>                     | Care Leavers and Young People                                 | 16+                    | 1                                       |
| <b>Blak Diamond Social Care</b>           | Adult Mental Health and Homeless Mental Health (Older People) | 16+                    | 3                                       |
| <b>Blockchain Care Solutions</b>          | Single Homeless Support                                       | 16+                    | 2                                       |
| <b>Bright Young Futures</b>               | Care Leavers and Young People                                 | 16+                    | 1                                       |
| <b>Causeway Irish Housing Association</b> | Single Homeless Support                                       | 16+                    | 1                                       |
| <b>Choice Support</b>                     | Learning Disabilities   | 16+                    | 1                                       |
| <b>Clockwise &amp; Care Ltd</b>           | Adult care and support (Older People)                         | 50+                    | 1                                       |
| <b>Committed Care Housing</b>             | Care Leavers and Young People                                 | 16+                    | 4                                       |
| <b>Creating Lifestyles</b>                | Care Leavers and Young People                                 | 16-21                  | 1                                       |

|                                       |   |       |    |
|---------------------------------------|---|-------|----|
| <b>Creative Support Solutions</b>     | Care Leavers and Young People                             | 16-21 | 1  |
| <b>DreamFo Housing</b>                | Care Leavers and Young People                             | 16+   | 2  |
| <b>EA Jigsaw</b>                      | Care Leavers and Young People                             | 16+   | 1  |
| <b>Eleven D's</b>                     | Care Leavers and Young People                             | 16+   | 2  |
| <b>Elliot Leigh TLC</b>               | Care Leavers and Young People                             | 16+   | 2  |
| <b>Esther Swift Limited</b>           | Care Leavers and Young People                             | 16+   | 3  |
| <b>Freshstart</b>                     | Single Homeless Help and Assistance                       | 18+   | 1  |
| <b>Future Foundations</b>             | Looked After Children/Care Leavers                        | 16-25 | 21 |
| <b>Harvest Care</b>                   | Adult care and support (Older People)                     | 50+   | 6  |
| <b>Hexagon Housing</b>                | Adult Care and Support                                    | 18+   | 5  |
| <b>iAspire</b>                        | Care Leavers and Young People                             | 16-21 | 1  |
| <b>Ikems Care</b>                     | Care Leavers and Young People                             | 16-21 | 1  |
| <b>Independia Ltd</b>                 | Young person's Mental Health and Homeless Mental Health   | 16+   | 1  |
| <b>Joeramass Semi Independent</b>     | Care Leavers and Young People                             | 16-25 | 1  |
| <b>Leaf Community</b>                 | Care Leavers and Young People                             | 16-25 | 1  |
| <b>London City Care &amp; Support</b> | Care Leavers and Young People                             | 16+   | 3  |
| <b>Metropolitan Support Trust</b>     | Adult Mental Health and Homeless Mental Health (Forensic) | 18+   | 8  |
| <b>Oasis Housing Trust</b>            | Care Leavers and Young People                             | 16-21 | 11 |
| <b>Open Minds Social Care</b>         | Mental Health support                                     | 18+   | 3  |
| <b>Our Rock Limited</b>               | Adult care and support (Older People)                     | 50+   | 1  |
| <b>Pangea Support Services</b>        | Care Leavers and Young People                             | 16+   | 7  |
| <b>Purple Pebbles</b>                 | Looked After Children/Care Leavers                        | 16-25 | 19 |
| <b>Rela Support</b>                   | Care Leavers and Young People                             | 16+   | 1  |
| <b>Safe Haven Accommodation</b>       | Care Leavers and Young People                             | 16+   | 1  |
| <b>Sanctuary Care Services</b>        | Adult care and support (Older People)                     | 50+   | 3  |

|                                    |   |       |    |
|------------------------------------|---|-------|----|
| <b>Silver Birch Care</b>           | Care Leavers and Young People                                 | 16+   | 1  |
| <b>Step Ahead Services</b>         | Care Leavers and Young People                                 | 16+   | 1  |
| <b>Salvation Army</b>              | Care Leavers and Young People                                 | 16-21 | 36 |
| <b>Tamu Homes Supported Accom.</b> | Learning Disabilities and Mental Health Support               | 18+   | 1  |
| <b>The Riverside Group Ltd.</b>    | Adult Mental Health and Homeless Mental Health (Older People) | 50+   | 42 |
| <b>St Mungo's</b>                  | Adult Mental Health and Homeless Mental Health (Medium need)  | 18+   | 71 |
| <b>Southwark Council</b>           | Adult Mental Health and Homeless Mental Health (Medium need)  | 18+   | 55 |
| <b>Thames Reach</b>                | Adult Mental Health and Homeless Mental Health (Medium need)  | 18+   | 20 |
| <b>Refuge</b>                      | Women and children - survivors of domestic abuse              | 18+   | 26 |

Source: Internal records

## 10.2 Access to supported housing for those with support needs

In Southwark, homeless people with support needs are identified at an initial interview with the housing solutions service. Customers with support needs that would be best suited to supported accommodation are identified by their homelessness caseworker who will complete a same day assessment of the homeless person and refer on to the supported housing providers that would best meet their needs.

If a client's support needs do not meet the threshold for supported housing or the most suitable supported housing is not available, the caseworker will continue to work with the client by giving further advice and assistance to secure independent accommodation along with a referral to our resettlement team if necessary.

## 10.3 Rough sleepers and help for vulnerable people

Housing Solutions undertakes a number of activities which utilise its £7.35m allocation of Rough Sleeper Initiative (RSI) funding from 2022-2025 and £2.09m allocation of Homeless Prevention Grant (HPG) for 2022-2023 (see section 2.1). In line with central Government's Ending Rough Sleeping For Good Strategy 2022, it can be considered that the priorities and objectives of the strategy are largely being met (Prevention, Intervention, Recovery & Joined-up Approach). These existing activities are outlined as below.

- Prevention:

- 6 Homelessness Prevention Officers across the service to focus on homeless prevention outcomes.
  - Ensuring that the early intervention approach is adopted by all partners via duty to refer at the earliest opportunity.
  - Specialist advocacy and support from commissioned partner Solace.
  - Pre- eviction and closure orders protocol with Resident Services, Social Services and where appropriate private landlords.
  - Accommodation for Ex-Offenders Fund £269,000 awarded for 2 Prison Discharge Officers which helps with prevention and joint working between Ministry of Justice & Housing.
  - The use of our data to identify History of Rough Sleeping Support Need for negative homeless decisions which is monitored by our Navigators.
- Intervention
    - A centrally funded and commissioned outreach service with St. Mungo's.
    - An allocation of 17 assessment beds for rough sleepers identified with additional support needs.
    - Outreach officers monitor the current picture of rough sleeping in the borough.
    - Our Quarterly Homelessness Forum attended by community group's help to inform and co-ordinate plans on rough sleeping.
    - Our Rough sleeper initiative funds are used to provide emergency accommodation offered to non-UK nationals who are not eligible for homelessness assistance. Southwark Law Centre also provide case advice, this is now sub regionally funded via London Councils.
    - This fund also provides winter pressure provision of additional bed spaces during the winter months as required.
    - Separately funded project with Change, Grow, Live commissioned through Community Safety has provided accessible and expanded support to rough sleepers with identified needs.
    - Collaboration with Supported Hostels to reserve 12 RSI funded emergency bed spaces for immediate assessments, 50% set aside for rough sleepers with restricted eligibility.
  - Recovery
    - Provision of a resettlement package/support for every complex needs individual/rough sleeper moving into an independent tenancy. This includes ongoing work and engagement with our partners to continue to provide support around health wellbeing and reducing re-offending.
    - Employment and skills work is undertaken through partnership with Beam.
    - Expansion of the Council's Housing First Service and utilising the rough sleeper accommodation programme and Right to Buy Back funding opportunities to buy back and use 20 units of accommodation for rough sleepers.

- RSI funded personalised budgets to enable rough sleepers to settle into move on accommodation.
- Transparent and Joined- Up System
  - RSI funding has allowed us to expand partnership working e.g. START mental health support, HIT plus nurse, Southwark Law Centre, Beam and expanded partnership with St Mungos. Work of Navigators acts as a conduit for these services.
  - Referral pathway to Clearing House and other offers of move on accommodation from partners communicated and promoted across the service.
  - Quarterly partnership meetings established with all rough sleeping partners to monitor performance and evidence outcomes. The evidence gathered is used to inform future funding bids.
  - Monthly multi-agency sessions with Southwark, DLUHC and St Mungo's to monitor progress, share successes and challenges etc.

## 10.4 Rapid Rehousing Project

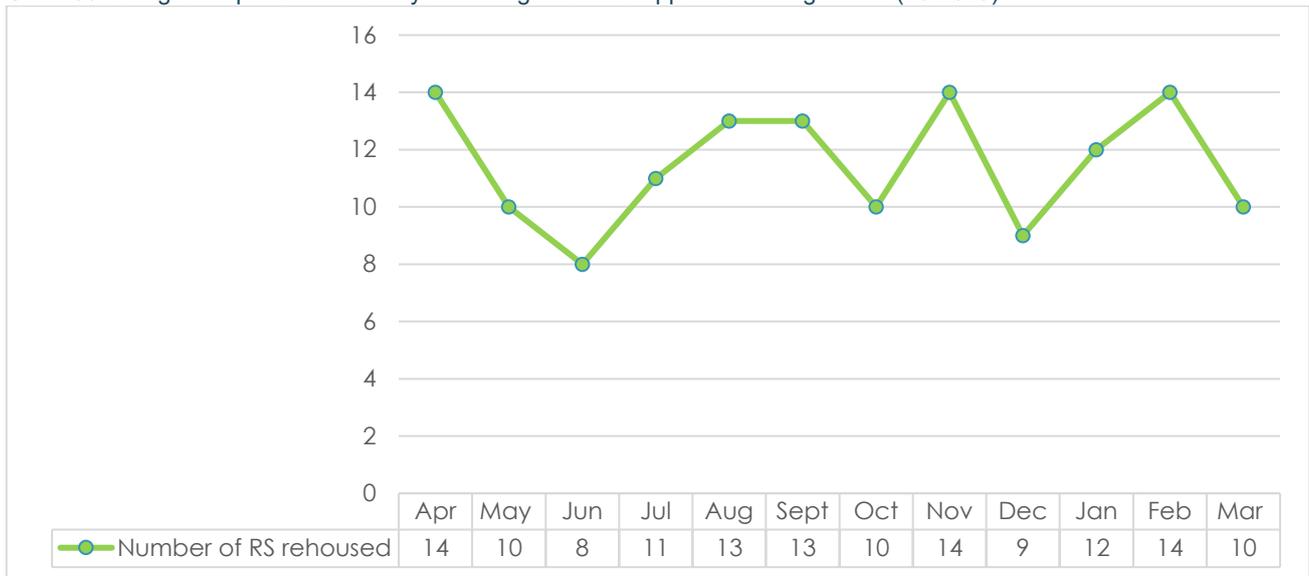
Since 2019 the Rapid Rehousing Project has worked to ensure that rough sleepers with complex needs can work towards longer term accommodation including addressing needs to enable customers to maintain independent accommodation. Referrals are received directly from the street outreach team and Housing Solutions if the customer is identified on approach as a rough sleeper with complex needs.

The team is made up of Navigators who work directly with these customers along with teams of officers offering:

- Rough Sleepers Floating Support - Provide support to complex needs rough sleepers to maintain longer term accommodation. Referrals are from Navigator customers who have been permanently rehoused in either private rented or social housing. 100% of customers over the last year have maintained their accommodation with support from floating support.
- Supported Lettings - procure properties and provide initial tenancy sustainment support to customers moving into the private rented sector who have been rough sleeping and singles at imminent risk of sleeping rough. Referrals received from navigators.
- Accommodation for ex-offenders (AFEO) - A supported letting officer leads on procuring private rented accommodation for offenders recently released from prison deemed able to live independently. Referrals are from St Mungo's Prison Discharge workers who are funded as part of this project to work with this cohort and Housing Solutions

The Rapid Rehousing Project has achieved 138 new PRS tenancies in 2022-2023. And since the beginning of this project in late 2019 the project has been able to sustain 96% of tenancies procured.

Chart 30- Rough sleepers rehoused by the Navigator and Supported Lettings team (2022/23)



Source: Internal records

### 10.5 Housing First

Housing First is a relatively new programme that replaces the traditional system of transitional accommodation for vulnerable homeless people. It allows those with complex needs to be housed straight away, without the insecurity of temporary accommodation. Housing First works on the concept that other issues can be more easily addressed once stable housing is secured. Southwark now employs four Housing First officers to work with these vulnerable people and was officially adopted into the service in 2017.

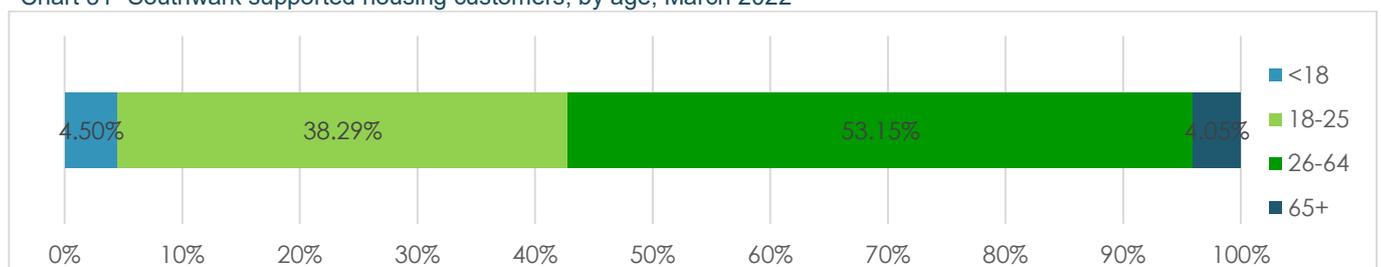
The team provide access to permanent housing as a starting point to help tackle and address un-met non housing needs. This team was expanded at the beginning of 2022/23 to increase the capacity of this team to support our most vulnerable residents.

Currently 43 customers are being supported by the Housing First team, including those graduated from the service.

### 10.6 Demographics of those accessing supported housing

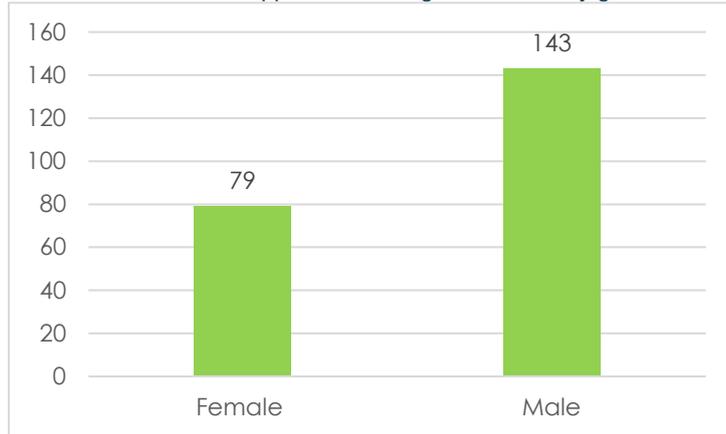
A snapshot of demographic data on those in supported housing in Southwark in 2022 is set out below. The data shows the need to provide services for resident of all ages, genders & ethnicities.

Chart 31- Southwark supported housing customers, by age, March 2022



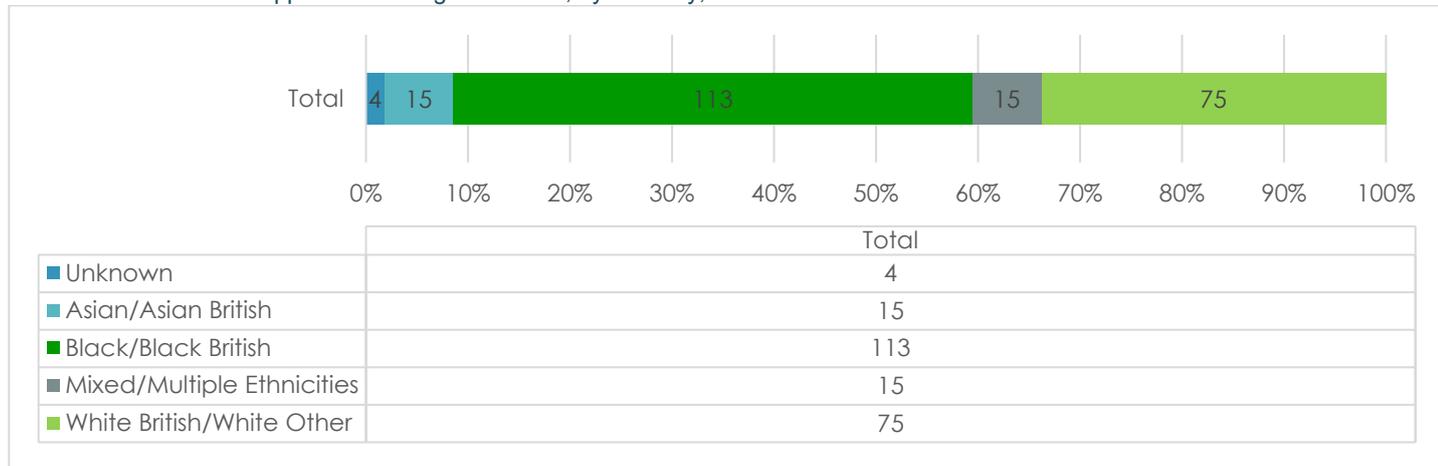
Source: Internal records

Chart 32- Southwark supported housing customers, by gender, March 2022



Source: Internal records

Chart 33- Southwark supported housing customers, by ethnicity, March 2022



Source: Internal records

## 10.7 Complex Needs and the Complex Needs Advisory Panel (CNAP)

The Complex Needs Advisory Panel exists to minimise homelessness and repeat homelessness amongst people with complex multiple needs. The purpose of the panel chaired by the Rapid Rehousing & Partnership Manager is to ensure that:

- Homelessness and repeat homelessness is prevented amongst people with complex needs wherever possible, through effective joint working and access to appropriate housing, support, social and health care services.
- Limited resources are used effectively and creatively, ensuring that there is consistency across the borough in decision making and resource allocation.
- Advice, information and signposting are provided to referrers.
- Needs and activity levels are monitored effectively and any gaps in service provision are identified and fed into the strategic planning process of agencies represented at panel that includes health, Adult social care, drugs/alcohol commissioning, St Mungo's Street population team, and South London & Maudsley (SLAM).

In 22/23, there were 29 cases presented to the panel for discussion.

## 10.8 Mental Health support

South London and Maudsley NHS Foundation Trust (SLAM) :

Part of an academic health sciences centre called King's Health Partners with King's College London (KCL), and Guy's and St Thomas' and King's College Hospital NHS foundation trusts. South London and Maudsley (SLAM) NHS Foundation Trust has four main priorities:

1. Deliver outstanding mental health care
2. Be a partner in prevention
3. Be a catalyst for change
4. Build a culture of trust together

## 10.9 Social Prescribing in Southwark

Social prescribing is a referral service for local agencies to assist their customers with accessing a link worker. Link workers will help the customer to focus on 'what matters to me' and take a holistic approach to people's health and wellbeing. They can support existing community groups as well as working with setting up new initiatives to help residents in their area.

Social prescribing is aimed at a wide range of people, including those with long-term health conditions, those with mental health needs, those facing isolation and people with multiple complex needs affecting wellbeing.

In Southwark, Social Prescribers received 672 referrals in the months June-December 2022. 628 of these cited housing as one of the reasons for referral. 68 included homelessness. This shows the challenge that housing insecurity on residents overall well-being and vulnerability.

# 11.0 Rough sleeping in Southwark data

## 11.1 Categories of rough sleeping

The GLA's CHAIN reports categorises a person's experience of rough sleeping, using the following four categories:

---

**Flow Unidentified** People who had never been seen rough sleeping prior to the past financial year (i.e. new rough sleepers), - recorded without a name, and with only one contact.

**Flow Identified** People who had never been seen rough sleeping prior to the financial year (i.e. new rough sleepers), - recorded with a name, and/or with more than one contact.

**Stock**

People who were also seen rough sleeping in the year previous (i.e. those seen across a minimum of two consecutive years).

**Returner**

People who were first seen rough sleeping prior to current financial year, but were not seen during current financial year (i.e. those who have had a gap in their rough sleeping).

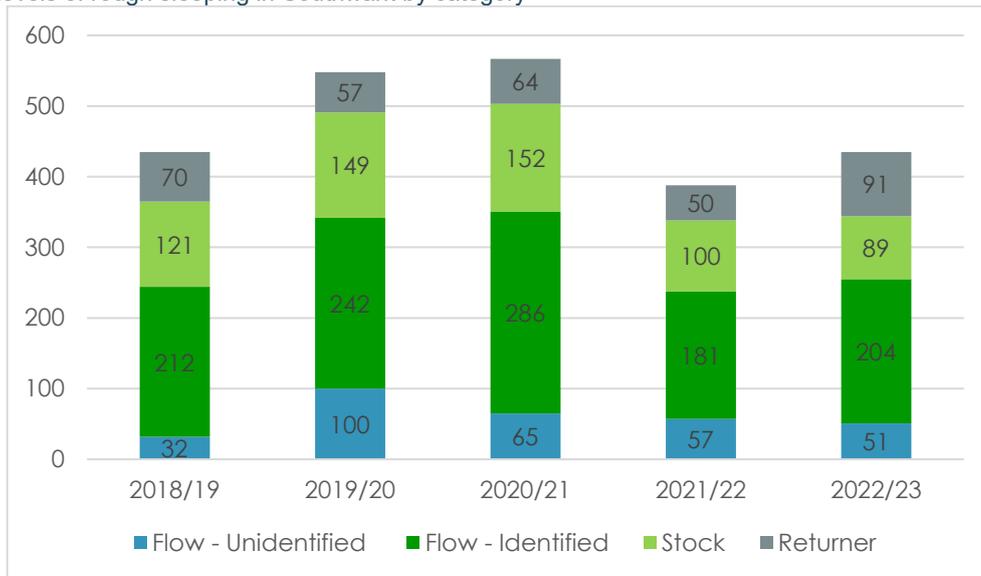
## 11.2 Levels of rough sleeping in Southwark

For the years 2018/19 & 2019/20, Southwark ranked in the top 5 boroughs in London with the highest number of reported rough sleepers. However, in 2022/23 Southwark placed 26<sup>th</sup> on the same count.

435 people were seen rough sleeping in the borough in 2022/23. This represents a 12% increase on the previous year.

When breaking this down further, we can see from the below chart that the number of 'stock' rough sleepers has decreased to 20% of all rough sleepers identified from 25% in 2021/22.

Chart 34 – Levels of rough sleeping in Southwark by category



Source: GLA Rough sleeping in London (CHAIN reports)

### 11.2.1 History prior to rough sleeping

Data is collected on rough sleeper's previous housing history before being made homeless. The below table shows the recorded accommodation of rough sleepers in 2022/23.

Table 29 – Last settled base of rough sleepers in Southwark 2022/23

| Last Settled Base              | Number | Percentage % |
|--------------------------------|--------|--------------|
| <b>LONG TERM ACCOMMODATION</b> |        |              |
| Living with family/ friends    | 22     | 27.8%        |

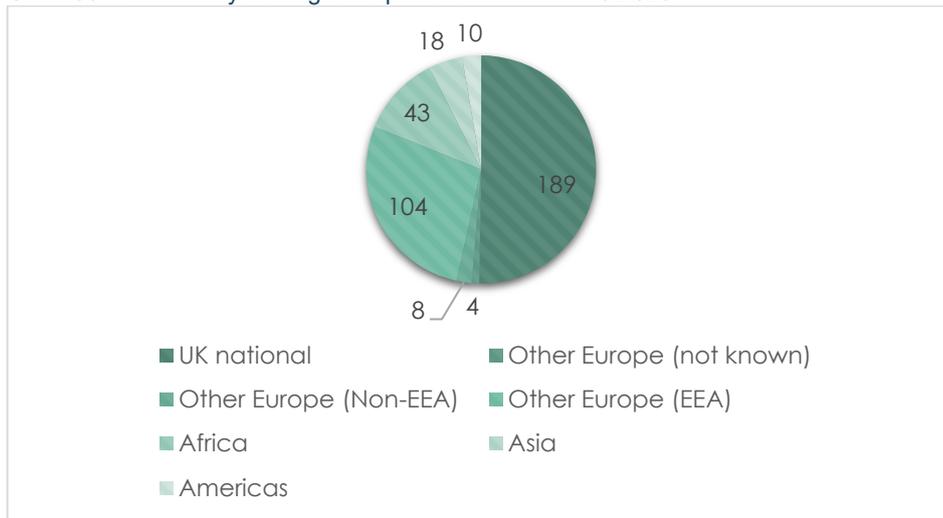
|   |           |              |
|---|-----------|--------------|
| PRS accommodation                                     | 24        | 30.4%        |
| Living with partner                                   | 3         | 3.8%         |
| Living with parents                                   | 7         | 8.9%         |
| LA accommodation                                      | 1         | 1.3%         |
| Housing Association                                   | 0         | 0.0%         |
| Sheltered<br>Housing/registered care                  | 0         | 0.0%         |
| Tied Accommodation                                    | 1         | 1.3%         |
| Owner Occupied  | 1         | 1.3%         |
| <b>TOTAL</b>  | <b>59</b> | <b>74.7%</b> |
| <b>SHORT/MEDIUM TERM<br/>ACCOMMODATION</b>            |           |              |
| Hostel  | 4         | 5.1%         |
| Asylum support<br>accommodation                       | 4         | 5.1%         |
| TA (LA)   | 1         | 1.3%         |
| B&B/other TA  | 1         | 1.3%         |
| <b>TOTAL</b>  | <b>10</b> | <b>12.7%</b> |
| <b>INSTITUTION</b>                                    |           |              |
| Prison  | 0         |              |
| Hospital  | 0         |              |
| <b>TOTAL</b>  | <b>0</b>  |              |
| <b>OTHER</b>  |           |              |
| Squat   | 2         | 2.5%         |
| Outhouse  | 0         | 0.0%         |
| Newly arrived in UK (not<br>homeless in home country) | 4         | 5.1%         |
| Newly arrived in UK<br>(homeless in home country)     | 0         | 0.0%         |
| Other   | 4         | 5.1%         |
| <b>TOTAL</b>  | <b>10</b> | <b>12.7%</b> |
|   |           |              |
| <b>NOT RECORDED TOTAL</b>                             | 71        |              |

Source: GLA Rough sleeping in London (CHAIN reports) – Southwark 2022/23

## 11.2.2 Nationality, gender, age & support needs

Most rough sleepers reported as UK nationals – 50%. The second highest group of rough sleeps were European at 27.7%.

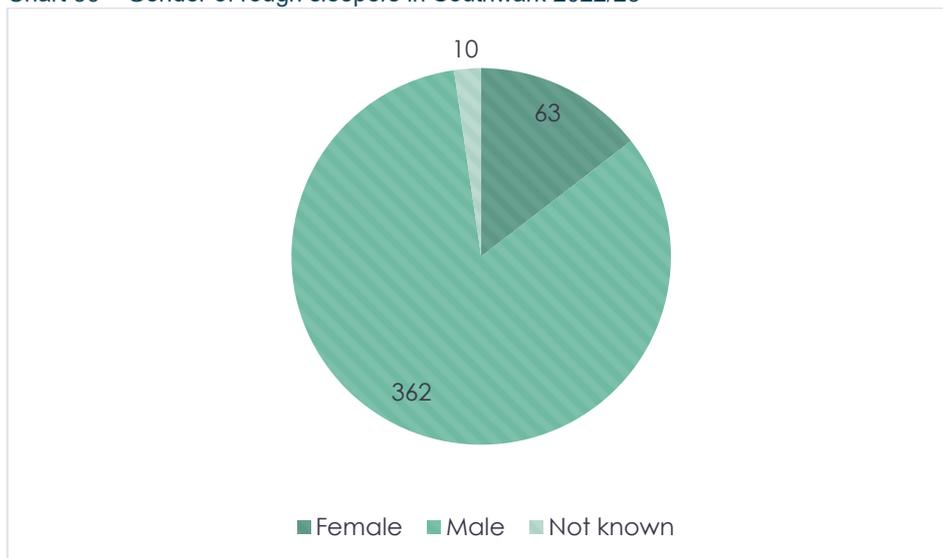
Chart 35 – Nationality of rough sleepers in Southwark 2022/23



Source: GLA Rough sleeping in London (CHAIN reports) – Southwark 2022/23

By gender, rough sleepers were predominantly male in 2022/23. Only 14% of those recorded were female.

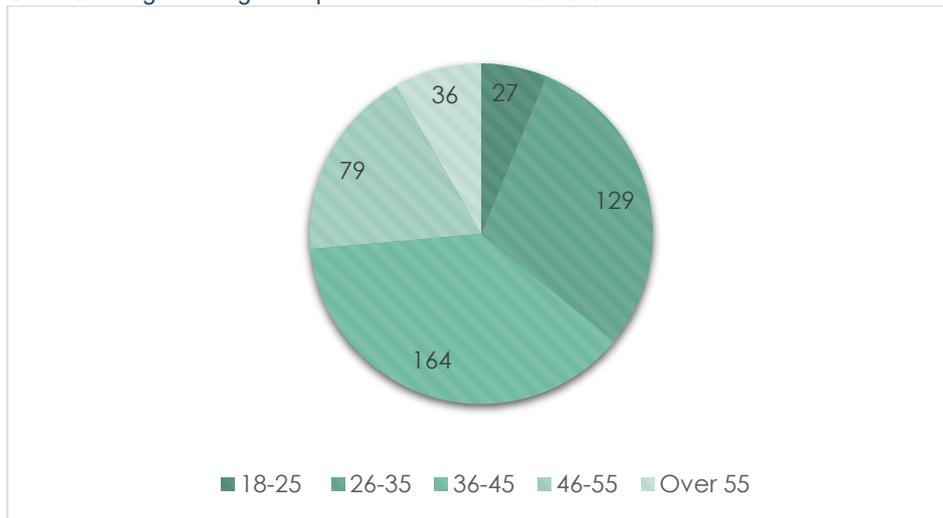
Chart 36 – Gender of rough sleepers in Southwark 2022/23



Source: GLA Rough sleeping in London (CHAIN reports) – Southwark 2022/23

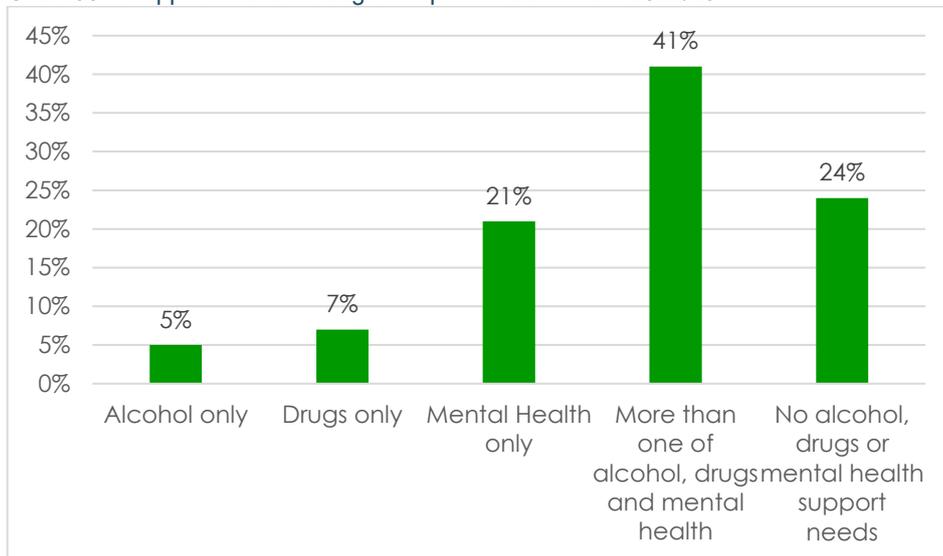
By age, most rough sleepers were between the ages of 36-45 (37.7%) followed by those 26-35 (29.7%).

Chart 37 – Age of rough sleepers in Southwark 2022/23



Source: GLA Rough sleeping in London (CHAIN reports) – Southwark 2022/23

Chart 38 – Support needs of rough sleepers in Southwark 2022/23



Source: GLA Rough sleeping in London (CHAIN reports) – Southwark 2022/23

## 12.0 No recourse to public funds (NRPF)

In 2021/22 Southwark was supporting approximately 350 NRPF households in total, with those claimants receiving either subsistence or accommodation or both. Approximately 80% of those cases have been provided with temporary accommodation.

The team provide information to all destitute people from abroad with NRPF, including:

- Explaining their situation and possible options;
- Referral and signposting to agencies that assist with voluntary return to country of origin;
- Help and advice on health care;

- Assistance in accessing other services, such as local schools and English for speakers of other languages (ESOL) classes;
- Provision of information about local community organisations.

The NRPF team coordinate needs assessments and where necessary refer customers on to other care services, by:

- Conducting immigration checks;
- Referring individuals to the relevant teams for initial community care and mental health assessments. (If care needs are identified the relevant children's or adults social care team will retain responsibility for the client(s) care packages and future care assessments);
- Carrying out welfare benefit checks;
- Providing accommodation and financial or subsistence support where there is a genuine need demonstrated;
- Regularly reviewing all cases to identify changes in immigration status or financial position.

The Council's NRPF related costs have remained high with spending reaching £6.455 million in 2020/21.

A range of factors contribute to this demand, including Brexit, backlogs in processing of immigration and asylum applications and in the past two years; the pandemic.

## 13.0 APPENDIX

### 13.1 Additional information about homelessness and homelessness prevention

#### 13.1.1 Overview of Southwark's main homeless services – Customer journey (remote)

1. Client calls our service duty line or completes an online webform. A Gateway officer will then ensure the client is registered on the system and provided with a reference number. Digitally excluded customers can also still receive face to face appointments and are often supported with relevant agencies and advocates.
2. Once registered, a Gateway officer will establish if the client needs to be triaged for a homelessness assessment.
3. Depending on the outcome of this discussion the Gateway officer will sign post to the services on below:

- Private Rented Sector Team (PRST) Triage - Help customers with any issues regarding their Private rented accommodation that mean they are threatened with homeless or may be street homeless.
  - Gateway Customer Service Triage officer- Help customers who are threatened with homelessness or may be street homeless.
4. During the triage assessment, the officer will attempt to establish the following:
- Eligibility for assistance, current accommodation circumstance, local connection to the borough, priority need/support needs.
  - The client will be provided with advice on remaining in accommodation or plan a housing move, and the options available to them in a homeless application. The triage officer will book an appointment to see a Housing solutions caseworker should the client be threatened with homelessness or homeless on the day.
  - If the client is homeless on the day and the triage officer has reason to believe the applicant is in priority need, the officer will request a temporary accommodation booking.
5. At the assessment the caseworker will advise the client on the following options:
- a. Supported Housing – If you are a single client and you believe you are in need of supported housing as you have support needs and feel they need assistance to manage a tenancy by themselves.
  - b. Private accommodation – For all other groups of customer, we will commence a joint effort in finding accommodation for the client. You will be provided with information on products that we offer including our ‘Self Help’ pack. The Self Help pack explains what will happen if the client finds accommodation themselves. We will also discuss our housing supply team who will help to find accommodation using their Tenancy Finding Service.
  - c. Social Housing – Should the client and the Council not find suitable accommodation, we will then look to make a decision on whether or not the client qualifies for Social Housing.
6. Assuming the client is eligible for assistance and homeless/threatened with homelessness, the client will be issued with a personal housing plan (PHP) which details the agreed steps between the council and the applicant to prevent/relieve their homelessness. They will also be issued with a notification of the homelessness duty they are owed (prevention or relief).
7. Should the client remain homeless at the end of their homelessness duty, the caseworker will make a decision on whether the client has a ‘priority need’ and if they are subsequently ‘intentionally homeless’. If the client is found to be in priority need

and not intentionally homeless, the client will be an accepted homeless case and provided with a bidding number.

### 13.1.2 Overview of Southwark's main homeless services – Customer journey (In person)

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#### *Overview of Customer Journey to access 25 Bournemouth Road*

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#### **Below is a brief overview of the Customer Journey to access 25 Bournemouth Road**

The customer approaches and will press the external intercom buzzer, which will put them through to floor walker #1 who will communicate with the customer using the intercom microphone. The floor walker will quickly ascertain whether the customer has a pre-booked appointment, if they have an appointment they will be granted access to the building once reception verifies this on the system.

If the customer has no appointment and is approaching in an emergency, floor walker #1 will determine whether they require a face to face triage. This will take place in the space between the main door and second entrance, the second door will remain closed at this point. Security guard #1 will be positioned within this space to support the floor walker responsible for the initial screening.

Customer service skills are of high importance and therefore the floor walker will offer an immediate call back to all customers who are buzzed through for the initial screening that do not meet the remit for a face to face triage.

If the customer meets the vulnerable criteria/digitally excluded criteria they will be directed to the reception for initial screening and triage assessment. The triage officer will book a full Housing Assessment interview on the day or in the near future via Q-matic. If required the customer will then be signposted to the Temporary Accommodation team after their appointment. The security guard #2 will be present on the reception floor in close proximity to support security guard #1.

Floor walker #2 will be responsible for managing customers in the reception waiting area and assessing those who are waiting for TA using the vulnerability and digital exclusion questionnaire.

Security guard #3 will monitor the CCTV operations for tailgating purposes and will communicate with security guards #1 & #2 and Gateway manager using the walkie-talkies. Security guard #4 will monitor the interview rooms for safety and offer rotational breaks for their colleagues.

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#### *Vulnerability/digital exclusion criteria*

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Those that meet the Vulnerability or digitally excluded threshold are:

**Homeless today or tomorrow** - Where there is a need for same day assessment and therefore potentially accommodation provision immediately.

**Domestic abuse** - Depending on safety at home, and feedback from customer, may be for all or only some of our transactions (e.g. PHP).

**Vulnerability** - Where this impacts on the ability to engage with the interview process and or advice and this can be more effectively supported face to face

**Digitally excluded** - Particularly rough sleepers or others without access to telephone or IT to support remote work.

**Verification of identity Fraud prevention** - to be completed before an offer of any accommodation (PRS, TA or social) where a video call is not possible.

**Other situations approved by the manager on duty** - Agreed with the duty manager.

---

### *Vulnerability Questionnaire*

---

**Floor walker #1 (FW #2) to complete the below for all customers looking to access the building to determine face to face provision**

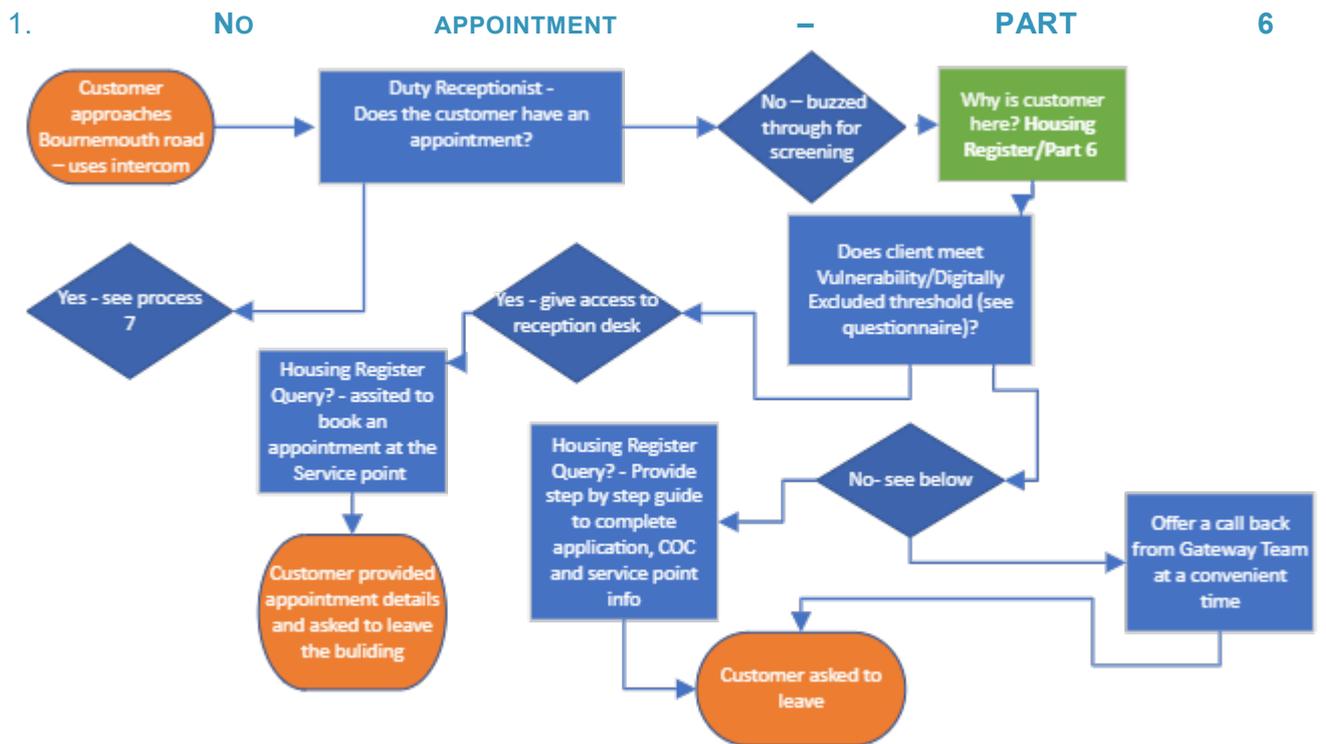
**Floor walker #2 (FW #2) to complete the below for all customers who are waiting for TA following the completion of a face to face interview to determine TA access provision**

1. Homeless today or tomorrow?
  - a. **Yes**
  - b. **No**
2. Have you experienced domestic abuse?
  - a. **Yes**
  - b. **No**
3. Are you able to read & write?
  - a. **Yes**
  - b. **No**
4. Is there reason to believe client is vulnerable due to old age?
  - a. **Yes**
  - b. **No**
5. Are you 16 –17 year old?
  - a. **Yes**
  - b. **No**
6. Are you a 'Looked after child' with social services?
  - a. **Yes**
  - b. **No**
7. Have you served in the armed forces?
  - a. **Yes**
  - b. **No**
8. Have you ceased to occupy accommodation due to threats of violence?
  - a. **Yes**
  - b. **No**
9. Do you have a phone that receives calls?
  - a. **Yes**
  - b. **No**

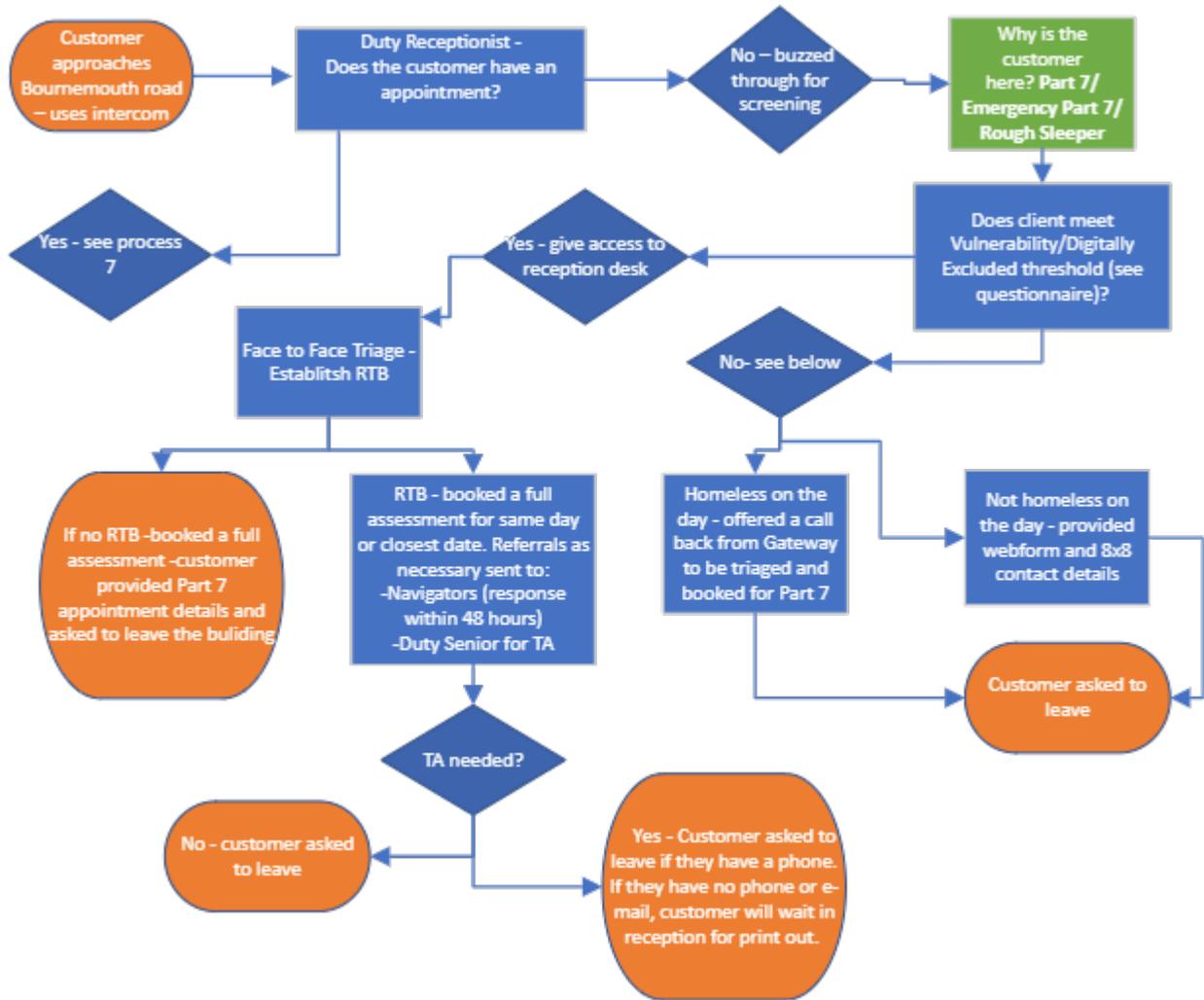
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### *No appointment process*

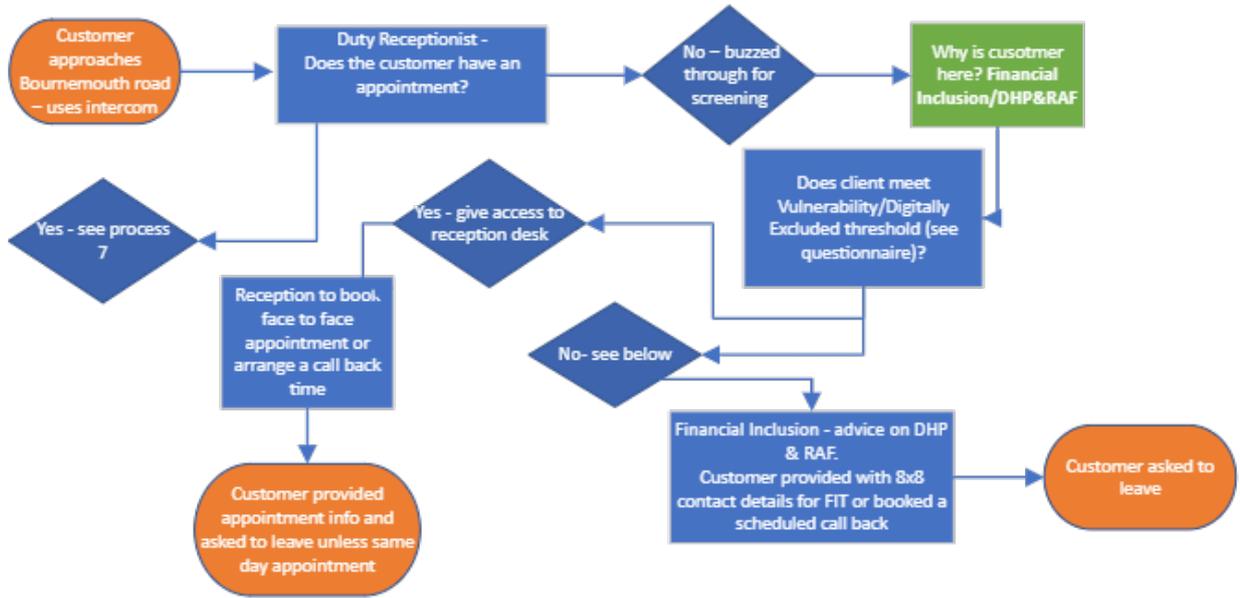
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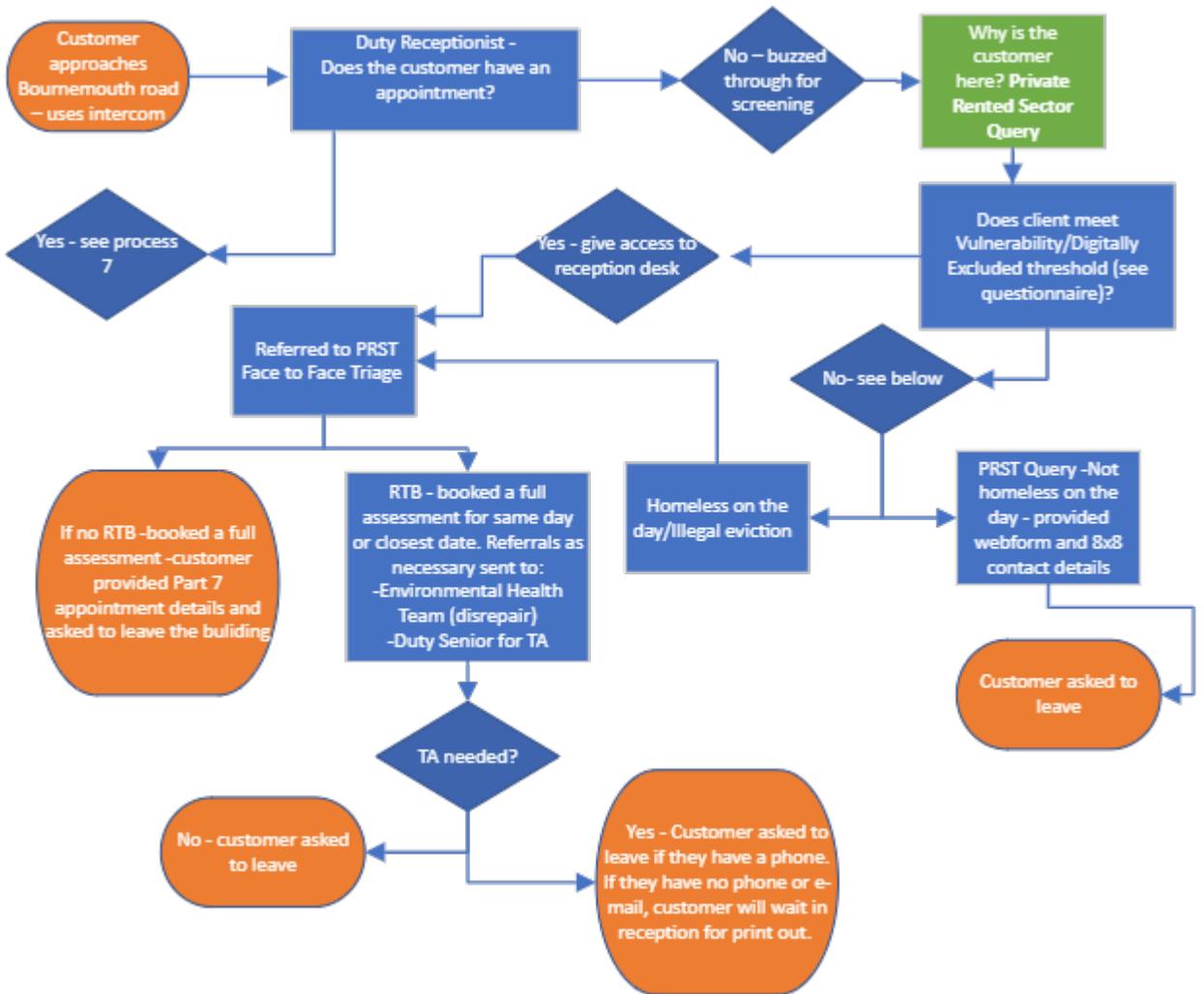
2. NO APPOINTMENT - PART 7/ PART7 EMERGENCY /RRH



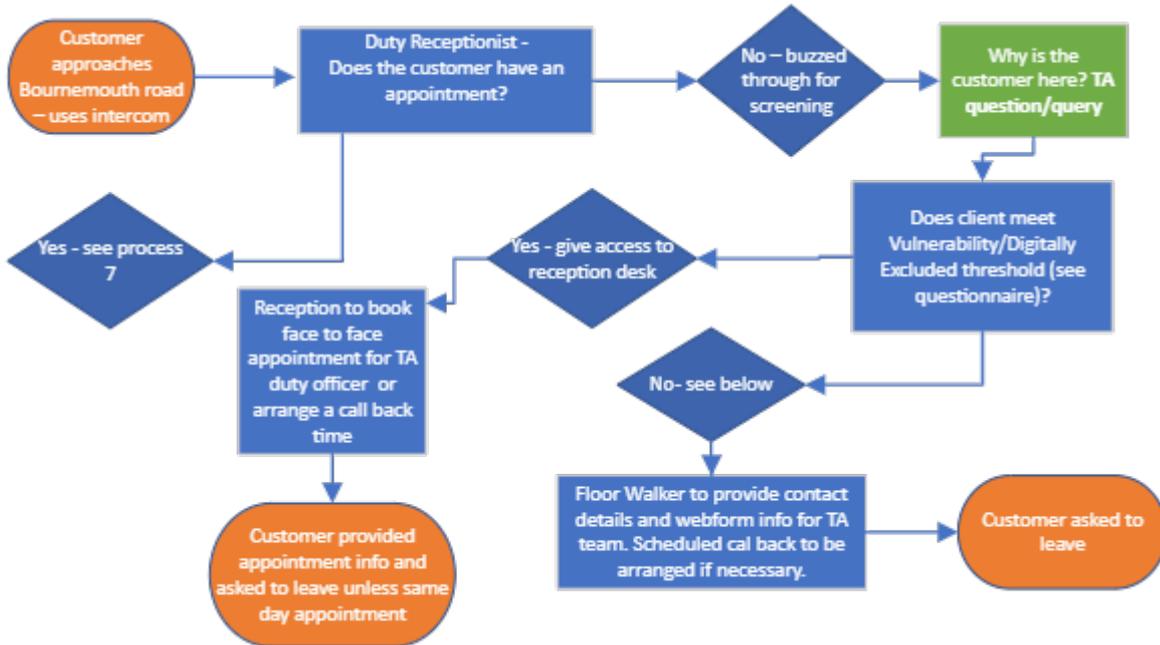
3. No APPOINTMENT - FIT



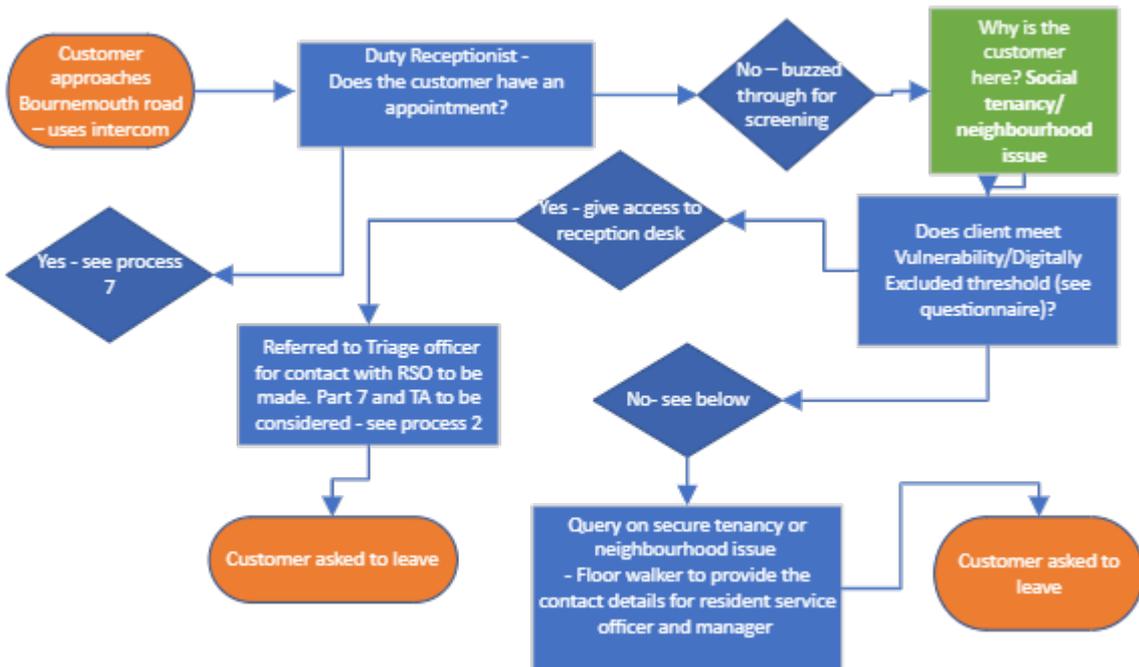
4. NO APPOINTMENT - PRST



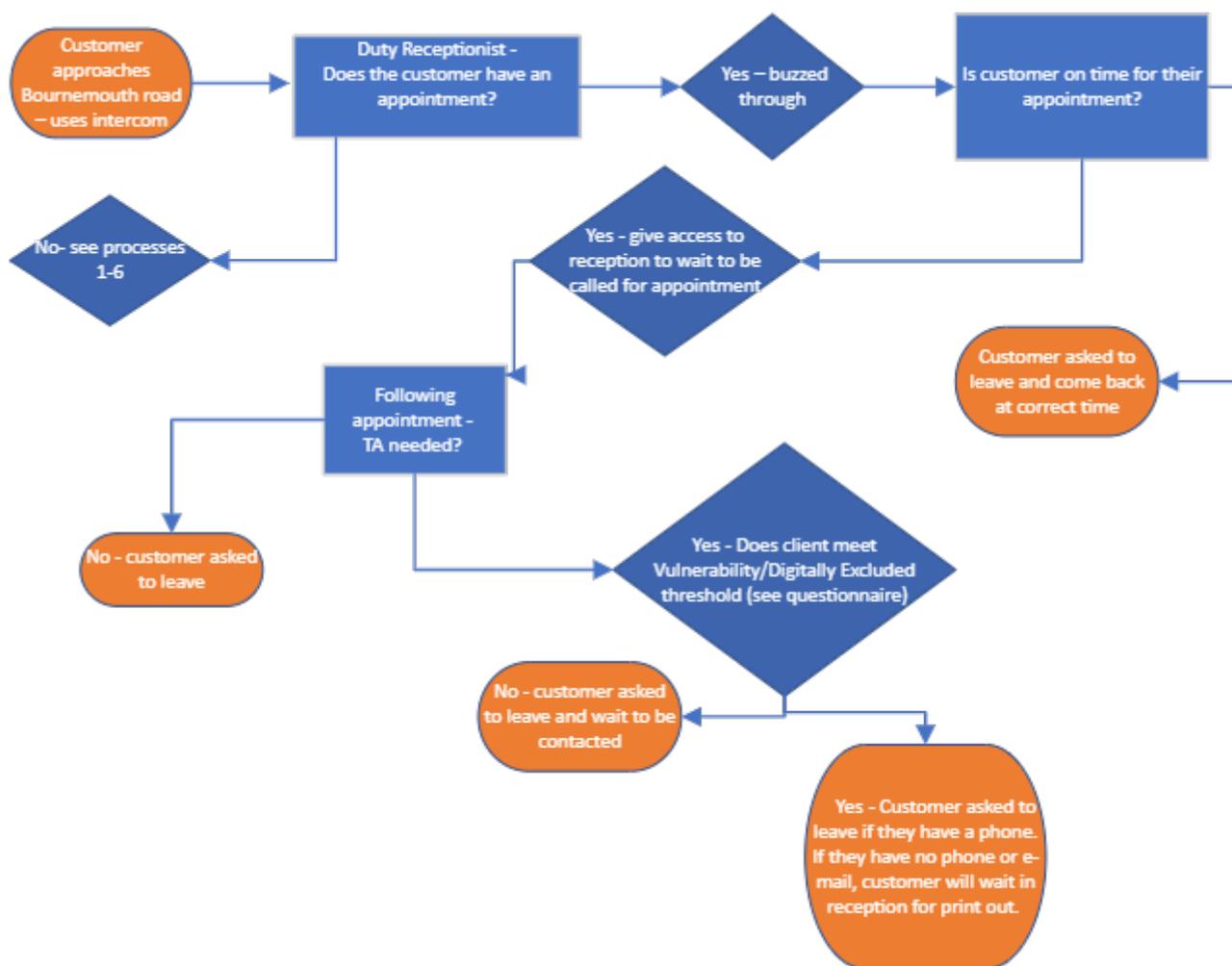
5. No APPOINTMENT – TA



6. No APPOINTMENT – SECURE COUNCIL TENANTS



7. Pre-booked appointment process (all services)



### 13.1.3 Overview of Southwark's main homeless services – Duty to Refer Process

#### Making a referral to Southwark Council

Social Prescribers can refer all patients they consider to be homeless; threatened with homelessness or due to be discharged to accommodation which is not suitable. All referrals should be made using the referral form via the following link – [https://forms.southwark.gov.uk/ShowForm.asp?fm\\_fid=2115](https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=2115)

Separate electronic forms (and a copy of which can be seen in **appendix 1**) held locally can also be sent to the following address – [dutytorefer@southwark.gov.uk](mailto:dutytorefer@southwark.gov.uk)

- 1.1 The Homelessness and Housing Options Services is a housing service provided by Southwark Council for customers who require advice and support to sustain accommodation where possible or to secure suitable alternative accommodation if required.
- 1.2 It aims to help people with a range of circumstances e.g. fleeing domestic abuse, young single homeless households, homeless families, people with complex multiple needs, alcohol and or drug addiction, a history of offending, learning difficulties, physical disabilities and mental health needs.

- 1.3 The Homelessness and Housing Options service role is to undertake a detailed housing needs assessment of people referred to them. The Homelessness and Housing Options work with colleagues elsewhere in the housing service, to prevent homelessness wherever possible and through a personalised housing plan, are supported to secure suitable alternative accommodation.

#### Dealing with the referral

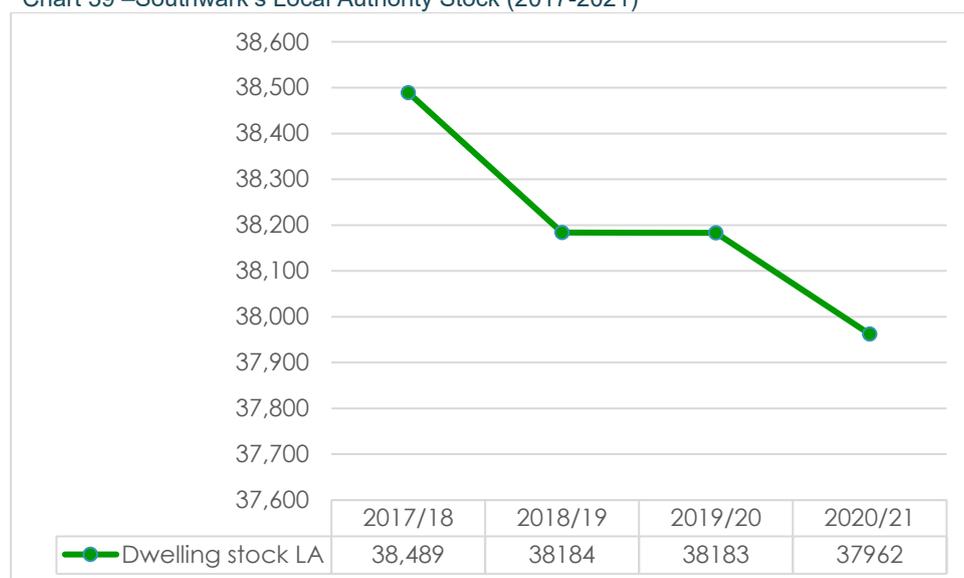
- 2.1 A referral can be made at any time of day and will be picked up within 24 hours following a working day submission. The service will aim to complete an initial assessment or triage within 72 hours of receiving a referral.
- 2.2 A Gateway officer will contact the patient and the referrer to complete a triage assessment via telephone, during which time they will seek to identify how we can help the client prevent or relieve homelessness.
- 2.3 The Homelessness and Housing Options service will then work together with the client and referrer to explore whether homeless prevention is possible and to appraise the client of their housing options. Their referral will then be discussed with the Duty Senior Manager for a full homeless assessment to be scheduled. During the triage process, the following documentation should be provided –
1. *Identification that confirms applicant is eligible for public funds (passport/biometric card and home office letter if subject to immigration control)*
  2. *Evidence of homelessness/threat of homelessness.*
- 2.4 If core documentation requested is pending, then an appointment can be provided and efforts should continue to be made by the client and referrer to obtain the above. **The service will not be able to agree and secure emergency accommodation without the documentation required at triage.**
- 2.5 **Should a client be homeless, eligible for public funds and it is agreed there is reason to believe they may be vulnerable, Housing Solutions will seek to secure emergency accommodation pending their full assessment. Please note this provision is scarce and will not likely be within the Borough and clients must be made aware of this.**
- 2.6 There may be some instances where the above timescales are not met, to follow up on assessment interviews and visiting officers, queries should be referred in the first instance to the Duty Senior Officer and by emailing [dutyseniorinbox@southwark.gov.uk](mailto:dutyseniorinbox@southwark.gov.uk) and [housing.options@southwark.gov.uk](mailto:housing.options@southwark.gov.uk) where we will aim to respond on the day of the enquiry.
- 2.7 If as response relating to the triage and assessment of a client is outstanding for more than 24hours, then queries can be referred to Jerome Duffy, Programme, Policy and Change Manager, Housing Solutions – [Jerome.duffy@southwark.gov.uk](mailto:Jerome.duffy@southwark.gov.uk)

## 13.3 Southwark's housing register

### 13.3.1 Overview of Housing Register

The number of people on the Southwark Housing Register has grown significantly since 2016. Previous to this, the number of applicants dropped with the introduction of the 5 year local connection rule in 2015. Since 2016, numbers have increased from 11,583 to 17,275 (as at September 2022). This is due to number of factors including, welfare benefit changes, dwindling Local Authority stock and increasing private rents in the area.

Chart 39 –Southwark's Local Authority Stock (2017-2021)



Source: Internal data

The Right to Buy along with a slowdown new build Local Authority properties has led to a continual decrease in the number of Southwark's dwelling stock. This is a pattern repeated across England as a whole. This has meant that new lets to those on our housing register have decreased annually.

### 13.3.2 Analysis of housing register by the number of bedrooms required

Table 30 Analysis of Southwark's housing register by the number of bedrooms required by applicants (March 2022)

| Bed Need     | Total Households |
|--------------|------------------|
| 1            | 8440             |
| 2            | 4360             |
| 3            | 2911             |
| 4            | 1127             |
| 5            | 314              |
| 6            | 60               |
| 7            | 19               |
| 8            | 2                |
| Unknown      | 42               |
| <b>TOTAL</b> | <b>17275</b>     |

Source: Internal data

Southwark's housing register is split into priority categories. Overcrowding is the most common reason for an applicant to join the register. This is followed by homelessness and then medical needs. The table above shows that there is the greatest need for 1 bedroom properties. When looking at households who are on the register due to overcrowding, the greatest need is for 3 bed properties.

## GLOSSARY

**Affordable housing:** Housing for people that cannot afford market rent homes.

**Social housing:** This is rented housing for people with low incomes and are on the council's Housing Waiting List.

**Children's Services:** The department of the council which is responsible for the welfare of children and young people.

**Discretionary Housing Payment:** Available to applicants receiving Universal Credit or Housing Benefit. These payments can make up the difference, or some of the difference, between Local Housing Allowance or the housing element of Universal Credit and rents.

**Local Housing Allowance (LHA):** The Valuation Office Agency determines LHA rates used to calculate housing benefit for tenants renting from private landlords.

**Fitness for Human Habitation Act 2018:** Legislation which came into force in March 2019, enabling tenants to take action against their landlords if their homes are not fit to be lived in.

**Homelessness Reduction Act 2017:** Implemented officially from April 2018, but trail blazed by Southwark from 2017, the Act has significantly changed the way in which homelessness is dealt with. There is now a requirement on local authorities to help anyone eligible threatened with homelessness within the next 56 days, as well as a duty to help relieve homelessness, if it can't be prevented.

**Housing Solutions Service:** The council's frontline homelessness service which provides support for residents who need housing advice or are threatened with homelessness.

**No fault evictions:** These are where a landlord evicts a tenant at short (two months) notice and without a reason (also known as Section 21 evictions).

**Personal Housing Plans:** An agreed plan between the council and the person who is homeless or threatened with homelessness, setting out the agreed actions the person and the council will take to help prevent them from becoming homeless or to help them secure accommodation.

**Registered Providers:** Not for profit or charitable organisations that provide social housing separate to that of the council stock.

**Temporary Accommodation:** Emergency accommodation provided by the council for homeless households.

# Draft Homelessness and Rough Sleeping Strategy

## Engagement and Consultation Plan

1<sup>st</sup> Version

9<sup>th</sup> February 2024



# Contents

1. Introduction

2. What do we already know?

3. What do we not know and need to find out in detail?

4. What can be influenced by the public / what is fixed?

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6. Engagement and consultation plan

7. Activity plan

8. List of stakeholders & consultation area

9. Monitoring plan

10. Contact information

## 1. Introduction

The Homelessness Act 2002 places a duty on housing authorities to conduct a review of homelessness in their area every five years and develop a homelessness strategy based on the findings of that review.

Southwark Council's homelessness statutory duties are primarily set out in the Housing Act 1996 (as amended.) Part 7 of the Housing Act (1996) sets out the definition of homelessness, and the duties that local authorities owe to applicants who are accepted as being homeless or threatened with homelessness.

The Council has a duty to provide accommodation if there is reason to believe that an applicant may be eligible, homeless and in priority need. If these criteria are met, interim accommodation is arranged for the applicant until a decision has been reached on their application.

If the Council decides that it owes the 'main homelessness duty' to an applicant, they will be offered temporary accommodation until they find their own accommodation or are made a final offer of accommodation, or the duty ends in another way.

Southwark's existing Homelessness and Rough Sleeping Strategy of 2018-2022 set out an overall aim to deliver an innovative, leading and accessible service to prevent homelessness and assist homeless households in finding long term, affordable and sustainable housing.

Southwark has achieved a number of key objectives to fulfil its strategic aims through the course of the subsequent years, as it most notably implemented changes to its form and function in meeting the requirements of the Homelessness Reduction Act 2017. Since the implementation of our last Strategy, there has been significant change brought about from the pandemic to the way in which our services are provided. The needs of our residents have also been adversely impacted by seismic effects of the UK's departure from the European Union and inflationary pressures caused by global events, the energy and housing crises and global uncertainty from the war in Ukraine.

Through the course of 2022 and so far this year, Housing Solutions has gathered a wide range of data to help understand the changing needs of our residents, our performance to meet these needs effectively between 2018-2022 and to highlight the legal and policy changes that have affected both.

From our data review, we formed 5 draft priorities to address the existing and emerging needs within the borough. These have been presented and reviewed throughout a period of informal consultation with over 30 partners spanning the Council, statutory and voluntary partners and service users. From this, we are grateful for receiving a wealth of insight and feedback that we have collected and grouped thematically to arrive us at a point of our draft Homelessness and Rough Sleeping strategy 2023 – 2028 (the draft strategy).

### 1.1 What is the Aim of this engagement?

As a borough wide strategy that works across Council and community partners, the relevance and success of this strategy affects myriad stakeholders within and beyond the borough. A

comprehensive engagement plan is therefore required to ensure our aims, priorities and actions are fit for purposes and meet the needs of our residents and partners.

The aims of the engagement are set out below:

- To examine stakeholder's views on the draft Homelessness and Rough Sleeping Strategy and the alignment with Southwark's Fairer futures commitments and connected, interdependent strategies.
- To receive guidance on the support needed in our communities and how best to deliver this.
- To empower groups so they are able to buy into the strategy through its development and into implementation.
- Ensure our partners are fully aware of the aims set out so they can be supported and enhanced through clear and effective partnerships.

### 1.2 What is the draft strategy about?

Southwark's Homelessness and Rough Sleeping Strategy 2024-2029 sets out our plan to prevent and relieve homelessness. It will build on our last strategy and from our analyses and reviews, we will set out our objectives, priorities and actions to meet current and emerging needs in our Borough. It is a strategy that will focus efforts to prevent homelessness wherever possible through existing and new partnerships, relieve homelessness with accommodation that meets residents' needs and will aim to address inequality and insecurity in the Borough for our residents.

### 1.3 What do we want to improve?

Southwark has introduced and developed a number of improvements to better meet the needs of our residents through its previous strategy. This has included an expansion of prevention activity and support for those renting privately, stronger relationships with our key partners and tackling rough sleeping and its causes. However, in view of global and national events in recent years that have made already challenging circumstances more acute, we must ensure our next Strategy provides for a renewed focus to deliver for our residents.

Southwark has continually reviewed the circumstances and needs of our residents through a significant review of data in the Borough to help form our draft strategic aim, objectives and priorities. We have also now taken this forward and completed an informal consultation exercise within the organisation and with our partners and service users to produce our draft strategy.

The 5 draft priorities we have set to consult upon, are:

1. **Prioritise Homelessness Prevention** – *Using a data led and joined up approach to prevent homelessness and sustain existing accommodation arrangements where possible.*
2. **Deliver High Quality Advice & Support** – *Ensuring high quality, tailored, trauma-informed, effective advice and support is delivered promptly to address the diverse needs of our residents.*
3. **Work to End Rough Sleeping** – *Expanding Southwark's off the street provision for rough sleepers and those with complex needs, prioritising Housing First, and working with partners to address the causes of rough sleeping.*

4. **Quality Outcomes Through Housing Provision** – *Making best use of accommodation available that meet the needs of our residents, supports their health and wellbeing, and continue to drive up standards.*
5. **Tackling Systemic Housing Insecurity** - *Working with partners to address the wider determinants of housing insecurity including through advocacy, and empowering residents to make informed decisions in resolving their housing issues.*

In addition to the draft strategic objectives and actions, we will also aim to complete the following:

- Ensure the strategy complies with public sector equality duties.
- Develop a strategy that enables advice and support that is accessible to all residents.
- Comply with our legal duties and support all of Southwark’s connected strategies and policies.

### 1.4 How do we plan to achieve our objectives?

The activity plan on page 11 sets out the actions required to meet the objectives of this engagement plan.

Hear from as many stakeholders as possible during our consultation period so we can learn and challenge our understanding.

We’ll also devise an equalities and health analysis to ensure all groups are reached.

### 1.5 What are the key milestones of the engagement plan?

Appropriate engagement is identified to ensure feedback is received from all relevant stakeholders.

Engagement is fully recorded and there is a clear timeline for the receipt of the feedback.

Clear feedback is received from our stakeholders and is easily linked to the aims of the engagement.

Ability to feedback to the stakeholders on the analysis of the feedback.

## 2. What do we already know?

### 2.1 Evidence

Our full data review can be found in appendix (n). However, key trends that have guided our current draft strategy include:

- A continued prominence of single applicants approaching for assistance since the introduction of the Homeless Reduction Act 2017.
- A continued overrepresentation of those from Black, Asian and minority ethnic groups approaching for assistance against the ethnic makeup of the Borough.

- A continued prominence of those approaching as a result of being asked to leave a living arrangement with family or friends and leading cause of housing insecurity in the Borough with limited prevention activity being undertaken in this area.
- A static but high level of approaches from those renting privately and continued increase in those fleeing domestic abuse between 2018-2022.
- A continued prominence of those already homeless at time of assessment.
- A reduction of those found rough sleeping between 2019-2020 and 2021-2022, but an increase in new flow to the streets as a proportion of rough sleepers in 2022-2023.

### 3. What we do not know and need to find out in more detail?

We are conscious that our data review and stakeholder engagement exercises can only inform our work to a certain extent. We are aware that further learning is required in the following areas:

- The barriers or issues residents and communities face with accessing early Council advice and support.
- The areas of policy and practice in Southwark that can give rise to housing insecurity for our residents.
- Identifying and building on best practice within and beyond the borough to prevent homelessness and sustain accommodation.
- Learning where wider partnerships to help deliver a holistic package of support can be formed.
- Learning how data and technology is being used to improve services.

More generally, we are keen to learn more of the varied existing and emerging needs in our communities and with our residents at the centre of our strategy development, we want to improve the delivery and effectiveness of our advice and support directly and with our partners. We must be mindful that there is much yet to learn in our development work and in keeping an open mind and actively listening to our stakeholders a reflective strategy that is fit for purpose can be implemented.

### 4. What can be influenced by the public and what is fixed?

The following areas within the development of the draft strategy can be influenced:

- Improvements in service delivery, ensuring the systems are fit for purpose and residents are able to receive advice and assistance based on individual circumstances.

Ensure compliance with public sector equality duty, to ensure the vulnerable groups have their voice heard and are able to fully access the services.

### 5. Context of statutory and legal obligations and Council policy

**Part 7 of the Housing Act (1996)** sets out the definition of homelessness, and the duties that local authorities owe to applicants who are accepted as being homeless or threatened with homelessness. The Council has a duty to provide accommodation if there is reason to believe that an applicant may be eligible, homeless and in priority need. If these criteria are met, interim accommodation is

arranged for the applicant until a decision has been reached on their application. If the Council decides that it owes the 'main homelessness duty' to an applicant, they will be offered temporary accommodation until they find their own accommodation or are made a final offer of accommodation, or the duty ends in another way.

**The Localism Act (2011)** also amended the 1996 Housing Act by allowing local authorities to discharge their homelessness duty by arranging a suitable offer of accommodation in the private rented sector.

**The Homelessness Reduction Act (2017)** made significant changes to the Housing Act (1996) and placed a number of new duties upon local authorities. These include:

- To assess the cause of homelessness, circumstances and needs of all household members, including children.
- To develop and agree with applicants a personalised plan of the steps that will be taken to prevent or relieve homelessness.
- Extending the time frame a household is threatened with homelessness from 28 days to 56 days, meaning that local authorities have a duty to prevent homelessness from an earlier stage.
- New duties to assess all eligible applicants (not just those unintentionally homeless and in priority need), and new duties to take reasonable steps to prevent and relieve homelessness.
- A duty on public authorities to refer service users who may be homeless or threatened with homelessness to the housing authority (with the consent of the individual)
- Services must be designed to meet the needs of specific groups including care leavers, people leaving hospital / prison and victims of domestic abuse.

**The Domestic Abuse Act (2021)** places a duty on local authorities in England to provide support to victims of domestic abuse and their children. It makes provision that all eligible homeless victims of domestic abuse automatically have 'priority need' status for homelessness assistance.

**The Homelessness Act 2002** and the Homelessness (Priority Need for Accommodation) requires a homelessness strategy for every housing authority district, to be renewed at least every five years and consulted upon by other local or public authorities or voluntary organisations.

**The Government Rough Sleeping Strategy 2018 delivery plan** set out the Government target of halving rough sleeping by 2022 and eradicating all street homelessness by 2027. It provided the following updates:

- All local authorities must update their homelessness reviews and strategies and re-badge them as homelessness and rough sleeping strategies. Strategies are made available online and submitted to the Ministry for Housing, Communities and Local Government.
- Local authorities report progress in delivering these strategies and publish annual action plans. In September 2022 the Government updated the 2018 Strategy and set out a clear definition of what the Government means by ending rough sleeping, which is that it is prevented wherever possible, and where it does occur it is rare, brief and non-recurrent.
- It grouped activities under four key themes - Prevention, Intervention, Recovery and a Transparent and Joined up System.

## 6. Engagement and Consultation Plan

### 6.1 Who are we engaging?

- Southwark residents
- Centre for Homelessness Impact
- Members
- Change Please
- Citizens Advice Southwark
- DWP
- Guys and St Thomas Hospital NHS
- Homeless link
- Housing Action Southwark and Lambeth
- Homeless Outreach Team (START)
- Housing Association partners
- Kineara
- Robes Society
- Registered Providers of accommodation
- SLAM
- Shelter
- Single Homeless Project
- Social Prescribers Southwark
- Solace women's aid
- Southwark day centre for asylum seekers
- Southwark Law centre
- Southwark Carers
- Southwark Council Public Health
- Southwark Wellbeing Hub
- St Giles Trust
- St Mungos
- Surrey Square Primary School
- Thamesreach
- Community Southwark
- TRA
- Southwark staff
- The Manna Society

### 6.2 What are the key messages?

- Prevention of homelessness.
- Improving access and effectiveness of advice and support.
- Preventing street homelessness and rapid intervention to resettle wherever possible.
- Improving access to accommodation of all types and driving up standards and support.
- Helping residents to build resilience with realistic and timely advice.

### 6.3 When and how are we engaging?

We intend to consult with Cabinet authorisation on our draft strategy. With this process engaged, we will fully record all feedback receiving feedback on any proposals that are planned to be implemented.

#### Internal engagement

- Attend service meetings
- Distribution of internal surveys
- Individual briefing sessions

#### External engagement

- Public workshops
- Questionnaires
- Attending Tenants Forums
- Attending landlord/agent Forums
- Homelessness forum

### 6.4 What are the questions we will ask?

Questions will be tailored to individual groups whom we are engaging. As demonstrated above within section 5, there are statutory requirements which must be fulfilled and therefore this must be highlighted within any consultation material.

Essentially, we want to get the overarching idea of impacts on residents, communities and partners through the draft strategy.

### 6.5 What are the materials we will use?

- Webpage consultation
- Leaflets/posters
- Local community groups
- Social media
- Letter notification
- Southwark mail
- Website
- Southwark life

### 6.6 How will we promote the engagement opportunity?

- Press release
- Website information
- Email signatures
- Bespoke letters to particular groups

### 6.7 What is our plan for letting people know the outcome of the consultation?

- Website publication

- Bespoke reports.

## 7. Activity plan

| NO. | WHAT   | WHO | PURPOSE   | WHERE & HOW                              | WHEN                     | LEAD |
|-----|--|-----|---|--|--------------------------|------|
| 1.  | Contact the Cabinet member for Housing and Modernisation |     | Receive feedback on Council Engagement plan as part of draft strategy review and authority to consult. Ensuring plan is fit for purpose and will achieve objectives set out on page 4 | Initial email and Cabinet member report. | November 2023            |      |
| 2.  | Provide Copy of engagement plan to all members           |     | Notification to all members of the engagement plan and timeline of the implementation of a new Strategy scheme.   | Email                                    | November 2023            |      |
| 3.  | Round table discussions with Housing Solutions managers  |     | Ensure all Housing Solutions officers are able to provide input in the engagement process. determine contact avenues with the relevant stakeholders                                   | Internal series of meetings for all      | November – December 2023 |      |
| 4.  | Draw up full schedule of stakeholder consultation        |     | Document will include clear dates and deadlines of whom will be contacted. The appropriate method of communication will be identified.  |  | November 2023            |      |
| 5.  | Complete consultation with internal stakeholders.        |     | Receive detailed updates on the objectives of the scheme and how this can be achieved.  |  | July – August 2023       |      |
| 6.  | Complete consultation with external stakeholders         |     | Receive detailed feedback on the objectives of the draft strategy and desired outcomes.   |  | July – August 2023       |      |
| 7.  | Complete Equalities assessment                           |     | Ensure all groups are considered and there will be no group significantly disadvantaged as a result of any possible draft strategy amendments.  |  | October 2023             |      |

|     |  |  |  |   |   |  |
|-----|--|--|--|---|---|--|
| 8.  | Present feedback on consultation                             |  | Full analysis of feedback in relation to the objectives of the draft strategy. Recommendations provided in relation to the | Report produced on findings and proposals of draft strategy | October 2023                              |  |
| 9.  | Refer draft policy to legal department                       |  | Ensure draft strategy meets the requirements.  |   | October 2023                              |  |
| 10. | Formal consultation  |  | To seek Cabinet consent to launch formal consultation for 12 weeks.  |   | March 2024                                |  |
| 11. |  |  |  |   |   |  |
|     | Present consultation outcome and findings to Cabinet         |  | To seek guidance on consultation findings to refine or amend the draft strategy for final version.                         |   | TBC given PURDAH due to Mayoral elections |  |
| 12. | Prepare final version of strategy and seek Cabinet approval. |  | To incorporate guidance from Cabinet scrutiny of consultation outcome into final version for consent.                      |   | TBC                                       |  |
| 13. | Prepare comms on promotion of new strategy.                  |  | To ensure final strategy is published and accessible to all stakeholders.  |   | TBC                                       |  |
|     |  |  |  |   |   |  |
|     |  |  |  |   |   |  |

## 8. List of stakeholders & consultation area

Stakeholder engagement activities are listed in the activities plan above.

| Type              | Level of engagement | Stakeholder                      |
|-------------------|---------------------|----------------------------------|
| Briefing sessions |                     | Elected members                  |
| Tenants Forum     |                     | Southwark Residents              |
| Tenants council   |                     |                                  |
| SOUHAG meeting    |                     | Housing associations             |
| Email             |                     | Legal services                   |
| Email             |                     | Charity/supporting organisations |
| Online survey     |                     |                                  |
| Email             |                     | Children and adult services      |
| Online survey     |                     |                                  |
| Email             |                     | Carers Forum                     |

### Proposed consultation area (include map)

## 9. Monitoring plan

- The number of responses will be reviewed on a monthly basis to see if there are gaps we need to address.
- This will consider equalities to ensure that all members of society are included in decision making
- Where necessary we will target groups that are under-represented in responses

## 10. Contact information

Stakeholders are able to contact officers if they would like to know more about the engagement plan or activities:

[NewHomelessStrategy@southwark.gov.uk](mailto:NewHomelessStrategy@southwark.gov.uk)

Telephone: TBC

In writing to:



**APPENDIX 4**

**Southwark Homelessness and Rough Sleeping Strategy: Equality Impact and Needs Analysis**

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## Guidance notes

### Things to remember:

Under the Public Sector Equality Duty (PSED) public authorities are required to have due regard to the aims of the general equality duty when making decisions and when setting policies. Understanding the effect of the council's policies and practices on people with different protected characteristics is an important part of complying with the general equality duty. Under the PSED, the council must ensure that:

- Decision-makers are aware of the general equality duty's requirements.
- The general equality duty is complied with before and at the time a particular policy is under consideration and when a decision is taken.
- They consciously consider the need to do the things set out in the aims of the general equality duty as an integral part of the decision-making process.
- They have sufficient information to understand the effects of the policy, or the way a function is carried out, on the aims set out in the general equality duty.
- They review policies or decisions, for example, if the make-up of service users changes, as the general equality duty is a continuing duty.
- They take responsibility for complying with the general equality duty in relation to all their relevant functions. Responsibility cannot be delegated to external organisations that are carrying out public functions on their behalf.
- They consciously consider the need to do the things set out in the aims of the general equality duty not only when a policy is developed and decided upon, but when it is being implemented.

Best practice guidance from the Equality and Human Rights Commission recommends that public bodies:

- Consider all the [protected characteristics](#) and all aims of the general equality duty (apart from in relation to marriage and civil partnership, where only the discrimination aim applies).
- Use equality analysis to inform policy as it develops to avoid unnecessary additional activity.
- Focus on the understanding the effects of a policy on equality and any actions needed as a result, not the production of a document.
- Consider how the time and effort involved should relate to the importance of the policy to equality.
- Think about steps to advance equality and good relations as well as eliminate discrimination.
- Use good evidence. Where it isn't available, take steps to gather it (where practical and proportionate).
- Use insights from engagement with employees, service users and others can help provide evidence for equality analysis.

Equality analysis should be referenced in community impact statements in Council reports. Community impact statements are a corporate requirement in all reports to the following meetings: the cabinet, individual decision makers, scrutiny, regulatory committees and community councils. Community impact statements enable decision makers to identify more easily how a decision might affect different communities in Southwark and to consider any implications for equality and diversity.

The public will be able to view and scrutinise any equality analysis undertaken. Equality analysis should therefore be written in a clear and transparent way using plain English. Equality analysis may be published under the council's publishing of equality information, or be present with divisional/departmental/service business plans. These will be placed on the website for public view under the council's Publications Scheme.

Equality analysis should be reviewed after a sensible period of time to see if business needs have changed and/or if the effects that were expected have occurred. If not then you will need to consider amending your policy accordingly. This does not mean repeating the equality analysis, but using the experience gained through implementation to check the findings and to make any necessary adjustments.

Engagement with the community is recommended as part of the development of equality analysis. The council's Community Engagement Division and critical friend, the Forum for Equality and Human Rights in Southwark can assist with this (see section below on community engagement and [www.southwarkadvice.org.uk](http://www.southwarkadvice.org.uk)).

Whilst the equality analysis is being considered, Southwark Council recommends considering Socio-Economic implications, as socio-economic inequalities have a strong influence on the environment we live and work in. As a major provider of services to Southwark residents, the council has a legal duty to reduce socio-economic inequalities and this is reflected in its values and aims. For this reason, the council recommends considering socio-economic impacts in all equality analyses, not forgetting to include identified potential mitigating actions.

Similarly, it is important for the Council to consider the impact of its policies and decisions in relation to tackling the climate emergency. This includes both the potential carbon emissions of a policy or decision and its potential effect on the borough's biodiversity. You are asked to consider the impact on climate of your policy and decision under discussion by completing the Climate impact section below.

**Section 1: Equality impact and needs analysis details**


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|   |  |
|---|--|
| <b>Proposed policy/decision/business plan to which this equality analysis relates</b> | Homelessness and Rough Sleeping Strategy 2024-29 |
|---|--|

|                                       |  |                 |                             |
|---------------------------------------|--|-----------------|-----------------------------|
| <b>Equality analysis author</b>       | Jerome Duffy; Programme, Policy and Change Manager |                 |                             |
| <b>Strategic Director:</b>            | David Quirke-Thornton                              |                 |                             |
| <b>Department</b>                     | Housing and Modernisation                          | <b>Division</b> | Resident Services           |
| <b>Period analysis undertaken</b>     | Sep-Oct 2023                                       |                 |                             |
| <b>Date of review (if applicable)</b> |  |                 |                             |
| <b>Sig n-off</b>                      | Cheryl Russel                                      | <b>Position</b> | Director; Resident Services |
|                                       |  | <b>Date</b>     |                             |

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## Section 2: Brief description of policy/decision/business plan

### 1.1 Brief description of policy/decision/business plan

This Equalities and Health Analysis (EHA) assesses the impacts (individual and cumulative) of Southwark's Homelessness Strategy 2024-2029 that will provide a framework and plan for tackling homelessness and rough sleeping.

The intention of the strategy is to have a positive impact on all protected characteristic groups by reducing and preventing homelessness.

The strategy is being implemented 5 years after the introductions of the Homelessness Reduction Act which came into force in April 2018.

#### Legal framework

Southwark's statutory duties are primarily set out in the Housing Act 1996 (as amended), including:

- Section 179: Duty to provide advisory services
- Section 184: Duty to make enquiries in respect of eligibility and duties owed
- Section 188: Interim duty to accommodate in cases of apparent priority need
- Section 189B: Relief duty to help to secure accommodation
- Section 193: Duties to people found to be in priority need and not homeless intentionally.
- Section 195: Prevention duty to those threatened with homelessness
- Section 198: Referral of case to another local housing authority

The 2002 Homelessness Act also introduced a requirement on Local Authorities to take a strategic approach to dealing with homelessness. This is done by:

- Carrying out a review of homelessness in their area, and
- Based on the findings of the review, developing and publishing a strategy to tackle and prevent homelessness.

The Homelessness Reduction Act (commenced April 2018) changed the way homelessness advice and assistance is provided by local authorities in England and Wales. The aim of the Act was to reform the current homelessness duties to ensure that local authorities provide meaningful advice and assistance to those people who do not fall into a priority need category or who have been found to be intentionally homeless. Southwark was one of three early adopter trailblazer local authorities, along with Newcastle and Manchester, which trialled and developed new services reflecting the reforms to provide early feedback to the Department for Communities and Local Government (now the Department for Levelling Up, Housing and Communities).

The Act introduced the following:

- The definition of being threatened with homelessness be extended from 28 days to 56 days.
- Local authorities must accept a valid S.21 notice as evidence that the tenant is threatened with homelessness.
- The creation of a stronger advice and information duty.

- The creation of a stronger prevention duty for anyone threatened with homelessness and eligible for assistance.
- Introduce a new relief duty for all eligible applicants who have a local connection meaning local authorities must take reasonable steps to secure accommodation regardless of priority need status.
- Incentivise people to engage in prevention and relief work by allowing local authorities to discharge their duties if an applicant unreasonably refuses to cooperate with the course of action proposed.
- Introduce a right to judicial review at the prevention, relief and main duty stages to ensure local authorities are held to account.
- Collect data in order to monitor the overall effectiveness of the new legislation.

In addition, a number of other Acts in recent years have shaped the national framework for homelessness services:

**The Localism Act (2011)** also amended the 1996 Housing Act by allowing local authorities to discharge their homelessness duty by arranging a suitable offer of accommodation in the private rented sector.

**The Homelessness Reduction Act (2017)** made significant changes to the Housing Act (1996) and placed a number of new duties upon local authorities. These include:

To assess the cause of homelessness, circumstances and needs of all household members, including children.

To develop and agree with applicants a personalised plan of the steps that will be taken to prevent or relieve homelessness.

Extending the time frame a household is threatened with homelessness from 28 days to 56 days, meaning that local authorities have a duty to prevent homelessness from an earlier stage.

New duties to assess all eligible applicants (not just those unintentionally homeless and in priority need), and new duties to take reasonable steps to prevent and relieve homelessness.

A duty on public authorities to refer service users who may be homeless or threatened with homelessness to the housing authority (with the consent of the individual)

Services must be designed to meet the needs of specific groups including care leavers, people leaving hospital / prison and victims of domestic abuse.

**The Domestic Abuse Act (2021)** places a duty on local authorities in England to provide support to victims of domestic abuse and their children. It makes provision that all eligible homeless victims of domestic abuse automatically have 'priority need' status for homelessness assistance.

**The Homelessness Act 2002** and the Homelessness (Priority Need for Accommodation) requires a homelessness strategy for every housing authority district, to be renewed at least every five years and consulted upon by other local or public authorities or voluntary organisations.

**The Government Rough Sleeping Strategy 2018 delivery plan** set out the Government target of halving rough sleeping by 2022 and eradicating all street homelessness by 2027. It provided the following updates:

All local authorities must update their homelessness reviews and strategies and re-badge them as homelessness and rough sleeping strategies.

- Strategies are made available online and submitted to the Ministry for Housing, Communities and Local Government.

Local authorities report progress in delivering these strategies and publish annual action plans.

In September 2022 the Government updated the 2018 Strategy and set out a clear definition of what the Government means by ending rough sleeping, which is that it is prevented wherever possible, and where it does occur it is rare, brief and non-recurrent.

It grouped activities under four key themes - Prevention, Intervention, Recovery and a Transparent and Joined up System.

### **Reasons for the strategy**

Overall this strategy is intended to ensure that the council delivers the most effective service possible whilst ensuring value for money and a regard to providing a high quality service to those who need it. Homelessness services frequently encounter very vulnerable households and the strategy takes account of how the services should be provided so that they are well looked after within the framework of the current legislation and guidance.

The net cost of temporary accommodation to the council were £12.9m in 2022-2023 and projected to be £16.7m in 2023-2024, at a time when, in common with other local authorities, it faces medium-term financial pressures. This means that it cannot sustain an uncontrolled increase in costs.

The strategy sets out plans for how we aim to off-set the impact of continuing high numbers of homeless households presenting to the council and the reduction in the supply of affordable suitable settled accommodation.

The main objectives for the strategy are to offer a high-quality and innovative service to homeless households, to encourage self-service where possible and assist households in crisis to explore all the options available to them and to find long-term housing solutions for people threatened with homelessness.

### **What is being assessed**

The following initial assessment of impacts compares the new strategic approach with the existing practices in place. In making it, the council acknowledges that homelessness is in itself a very difficult experience for any household. In summary the differences are:

*Improving the timeliness and quality of initial advice.*

*Ensuring residents can easily access and be supported to understand their entitlements and budgets as part of our advice and assessment processes.*

*Improving the timeliness and quality of homeless applications.*

*Improving the support to resolve and sustain accommodation arrangements.*

*Improving the partnership and joint work across Council service and its external partners.*

*Commencing prevention forums and rogue landlord taskforce meetings.*

*Improving the use of data held by the Council and partners to identify those at risk and tailoring targeted support.*

*Improving customer feedback and insight.*

*Improving our online advice provision and access.*



### Section 3: Overview of service users and key stakeholders consulted

| 2. Service users and stakeholders   |   |
|---|---|
| <b>Key users of the department or service</b>                                   | <p>All customers who approach or are referred to the service for housing advice, assistance and support through the related homelessness legislation.</p> <p>Third sector partners who work with the council in delivering its duties.</p>  |
| <b>Key stakeholders were/are involved in this policy/decision/business plan</b> | <p>The following stakeholders were involved in reviewing this strategy -</p> <ul style="list-style-type: none"> <li>• Centre for Homelessness Impact</li> <li>• Change Please</li> <li>• Childrens and Adults Services</li> <li>• Citizens Advice Southwark</li> <li>• DWP</li> <li>• Environment and Leisure</li> <li>• Guys and St Thomas Hospital NHS</li> <li>• Homelesslink</li> <li>• Homeless Outreach Team (START)</li> <li>• Housing Action Southwark and Lambeth</li> <li>• Hyde Housing</li> <li>• It takes a village</li> <li>• Kineara</li> <li>• The Manna Society</li> <li>• Public health</li> <li>• Robes Society</li> <li>• Service users with lived experience</li> <li>• Shelter</li> <li>• Southwark Council Public Health</li> <li>• Southwark Wellbeing Hub</li> <li>• Social Prescribers Southwark</li> <li>• Southwark Law Centre</li> <li>• Southwark Housing Solutions</li> <li>• Single Homeless Project</li> </ul> |

## Section 4: Pre-implementation equality impact and needs analysis

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This section considers the potential impacts (positive and negative) on groups with 'protected characteristics', the equality information on which this analysis is based and any mitigating actions to be taken, including improvement actions to promote equality and tackle inequalities. An equality analysis also presents as an opportunity to improve services to meet diverse needs, promote equality, tackle inequalities and promote good community relations. It is not just about addressing negative impacts.

The columns include societal issues (discrimination, exclusion, needs etc.) and socio-economic issues (levels of poverty, employment, income). As the two aspects are heavily interrelated it may not be practical to fill out both columns on all protected characteristics. The aim is, however, to ensure that socio-economic issues are given special consideration, as it is the council's intention to reduce socio-economic inequalities in the borough. Key is also the link between protected characteristics and socio-economic disadvantage, including experiences of multiple disadvantage.

### **Socio-economic disadvantage may arise from a range of factors, including:**

- poverty
- health
- education
- limited social mobility
- housing
- a lack of expectations
- discrimination
- multiple disadvantage

**The public sector equality duty (PSED)** requires us to find out about and give due consideration to the needs of different protected characteristics in relation to the three parts of the duty:

1. Eliminating discrimination, harassment and victimisation
2. Advancing equality of opportunity, including finding out about and meeting diverse needs of our local communities, addressing disadvantage and barriers to equal access; enabling all voices to be heard in our engagement and consultation undertaken; increasing the participation of underrepresented groups
3. Fostering good community relations; promoting good relations; to be a borough where all feel welcome, included, valued, safe and respected.

The PSED is now also further reinforced in the two additional Fairer Future for All values: that we will

- Always work to make Southwark more equal and just
- Stand against all forms of discrimination and racism

|  |   |
|--|---|
| <p><b>Age</b> - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).</p>  |   |
| <p><b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b></p>  | <p><b>Potential Socio-Economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</b></p>   |
| <p>Those aged 45-54 are disproportionately represented among lead applicants from homeless approach households (17% of applicants compared to 13% of Southwark population). Conversely, those aged over 65 are under-represented and so less likely to be directly affected (8.5% of the population compared to 3% of main applicants). Households with children are proportionately represented among homeless approach households (25%).</p> <p>Southwark's population is predominantly young: The average age is 33.6 years compared to 36 in London as a whole. 53% of Southwark's population is aged 34 or under.</p> <p><b>Age - Children</b><br/>Children will potentially be negatively affected if they need to move outside of Southwark and London as they will be more likely to have to start new schools, which can be disruptive particularly if they are at key exam stages. Children with special educational needs or those that are working with Family Services may be particularly affected by changing school.</p> <p><b>Age – Young adults</b><br/>More single people have been able to access advice and assistance as a result of the increased assistance and advisory services included in the Homelessness Reduction Act. Single people can of course be any age but a large cohort is</p> | <p>57% of parents report that their children's health has been harmed by being in temporary accommodation. 47% reported that their children have had to move school as well as 52% reporting that their children have missed days of school due to the disruption of temporary accommodation (Shelter, 2023)</p> <p>1 in 4 parents of children who are in temporary accommodation say their children are often unhappy or depresses as a result of their living situation. (Shelter, 2022).<br/>Living in temporary accommodation affects children's attendance to school as well as 45% arriving late, tired or hungry. (Shelter, 2022)</p> <p>Male life expectancy is 79.6 years compared to 79.4 years in England. Female life expectancy is 84.1 years compared to 83.1 years in England.</p> |

likely to be younger as they do not yet have dependent children, although the advice and assistance should have a positive impact on all age groups.

### **Age – Older people**

Older people eligible for Sheltered housing will not be made private rented offers. However older people could be offered temporary accommodation outside Southwark and London until this type of housing is available. They may potentially be negatively impacted by this, if they have long established links to the local area and also as they are more likely to receive care and support packages which would need to be transferred. Also they may be more likely to receive informal support, possibly from family members, which might be harder to sustain at a distance. The data shows that people in these age groups are significantly under-represented among homeless people however (6% of approaches in 21/22 compared to 8% of the population in Southwark).

It is identified that those in the community over the age of 60 are more likely to be digitally excluded than those who are younger; 26% of those over 75. (Ofcom 2022). This increases further when looking at access to the internet when over 70 and with a limiting condition.

Again, though the data shows that people in these age groups are significantly under-represented among homeless people however. Some of the impacts are expected to be positive. Old age is linked with mobility and improvements to online self-serve and telephone advice will allow customers continual access to services from their home.

|   |   |
|---|---|
|   |   |
| <p><b>Equality information on which above analysis is based</b></p>   | <p><b>Socio-Economic data on which above analysis is based</b></p>  |
| <p>JSNA, Annual Report 2022, Southwark Public Health</p> <p>Age profile of statutorily homeless households (Derived from HCLIC data).</p> <p>ONS Census 2021 data</p> <p>A review of Ofcom’s research on digital exclusion among adults in the UK, 2022</p> <p>Southwark Homelessness Data Review, 2023</p> <p>Shelter’s Growing Up Homeless Research, 2022</p> <p>Shelter, Not a Home, Temporary Accommodation, 2022</p>   | <p>Shelter 2022 - <a href="https://blog.shelter.org.uk/2022/12/not-a-home-temporary-accommodation/">https://blog.shelter.org.uk/2022/12/not-a-home-temporary-accommodation/</a></p> <p>Shelter 2023 – Still Living in Limbo, Why the Use of Temporary Accommodation Must End.</p> |
| <p><b>Mitigating and/or improvement actions to be taken</b></p> <p>A new Older Persons Housing Strategy is being developed which will support and bolster information about the needs and best response to this group.</p> <p>A review of the approach to sheltered and the identification of sheltered needs will also be part of our strategic priorities of support and quality outcomes to ensure improved assessments of resident need and easier access to specialist accommodation types such as sheltered and extra care are achieved.</p> <p>We will be working with Children’s Services to deliver a Housing and Children’s Services Care leaver Protocol which will harness the work of Council services and key partner organisations to achieve the best outcomes to care leavers.</p> |   |
| <p><b>Age – Children</b></p> <p>Some children and families will be prioritised for in</p>   | <p>See mitigation actions which also cover health aspects.</p> <p>In addition, we will increase our access to the private rented sector to seek more suitable accommodation</p>   |

|   |  |
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| <p>borough/adjacent borough accommodation, including:</p> <ul style="list-style-type: none"> <li>• Households where at least one of the children has a Statement of Special Educational Needs or an Education, Health and Care Plan, is receiving education or educational support in Southwark and where it is demonstrated that a placement would be significantly detrimental to their wellbeing</li> <li>• Households where there is a recommendation through a joint assessment with Children's and Adult's Services</li> </ul> <p>Some children and families will be prioritised for accommodation in Greater London, where a child is at their final year of Key Stage 4 (generally Year 11) or in Key Stage 5 (A levels or equivalent Level 3 vocational courses, such as BTECs, or GCSE re-sits in English and Maths) at a school or further education college in London. These families will be prioritised for 'zone b' accommodation - Zone B: London area and adjoining Counties with reasonable travel connections</p> <p>Any special circumstances demonstrating a compelling need for accommodation in a certain area will be considered and this might particularly benefit children. It will be our duty to determine that the accommodation provided is not for a short period and that the household will be able to plan for the longer term. It is also our duty to ensure that we have confirmed that places are available at local schools subject to specific admission criteria for some schools.</p> <p>The Council recognises that in many cases it may be in the best interests of children to remain at existing schools where they are settled. Unfortunately, due to the difficulties in procuring accommodation referred to above it is not always possible to offer accommodation</p> | <p>for households to reduce lengthy stays in temporary accommodation.</p> <p>Improvements to the access of advice around debt and entitlements for residents will likely mitigate the risks of housing insecurity or loss of homes.</p> <p>Improvements in the coordination of agencies through prevention forums and expanding the network of the homelessness forum will help align and enhance prevention work for families in the Borough.</p> <p>Greater use of Council and partners' data to identify those at the earliest stages of risk and provide tailored, targeted advice will likely mitigate risk to children and families.</p> |
|---|--|

which avoids the need for parents to consider moving their child's school and we have to prioritise the needs of the most vulnerable children.

Resettlement support will be offered for some private rented offers. This could include help to enrol children in new schools and to find nursery places

Southwark's 16/17 pathway for those at risk or presenting as homeless has been an effective joint working initiative between Housing and Children's services. Accommodation provision and advice and support is delivered well and approaches from 16/17 year olds is small.

With Southwark's off the street provision and offer when a rough sleeper is identified, those in this age group would be supported quickly to access accommodation and support.

### **Age – Young adults**

Care leavers from 18 years considered here -

The development of Southwark's joint housing protocol has greatly improved homeless prevention from care placements, access to supported or private rented accommodation and securing permanent accommodation through our choice-based lettings scheme.

### **Age – Older people**

Some older households will be exempt from private rented sector offers i.e. those that are eligible for sheltered housing and disabled households needing wheelchair accessible housing.

Support will also be offered to households moving into temporary accommodation outside London

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|--|--|
| <p>and this could involve help to transfer any care and support packages</p> <p>'Digital literacy' is improving with every generation, so over time, the risk of inequality is reduced.</p> <p>We will monitor customer satisfaction and aim for year-on-year improvement in satisfaction with fewer formal customer complaints made.</p> <p>We will ensure alternative service access remains available such as face to face appointments, so that no one is excluded from accessing the service.</p> <p>Our partners such as Citizens Advice Bureau offer weekly sessions for helping people with no access to online resources.</p> |  |
|--|--|

**Disability** - A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Please note that under the PSED due regard includes:

Giving due consideration in all relevant areas to "the steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities." This also includes the need to understand and focus on different needs/impacts arising from different disabilities.

|   |   |
|---|---|
| <p><b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b></p> | <p><b>Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</b></p> |
|   | <p>A national survey conducted by Shelter of 1,112</p>  |

|  |  |
|--|--|
| <p>Only a small proportion of accepted homeless households have members needing a wheelchair adapted property or a level access property.</p> <p>Statistics in the Census 2021 shows that Southwark has 17.6% of people reporting a disability under the equality Act. This has increased from 14.6% of the population in 2011.</p> <p>Of those approach as homeless, 21% of households reported mental health as a support need, compared to 22% in London (average) and 23% in England. It is important to note that it is likely, that other applicants and members of their households may have mental health problems, but this information cannot be easily accessed as it is self-reported. 19% reported a physical disability of ill health (compared to 15% of England as a whole) which shows an over representation of this group in the borough.</p> <p>Nationally, 65% of working age disabled people are in work compared to 83% of non-disabled people. In London, 22.6% of disabled people are unemployed which is one of the lowest rates in the country (joint with the West Midlands). Employment rates vary greatly according to the type of impairment a person has, for example people with severe or enduring mental health conditions are more likely to move in and out of work more often. (ONS, 2023)</p> <p>Accommodating households in temporary accommodation for long periods could have a detrimental impact on mental and physical health.</p> <p>Placing disabled households away from their support networks and associated facilities could have a detrimental impact on their health.</p> | <p>people in Temporary accommodation, found that two thirds reported a negative impact on their physical or mental health. (Shelter, 2022)</p> |
| <p><b>Equality information on which above analysis is based</b></p>  | <p><b>Socio-economic data on which above analysis is based</b></p>   |
| <p>ONS, Employment of disabled people 2022</p> <p>JSNA, Annual Report 2022, Southwark Public Health</p> <p>ONS Census 2021 data</p>  | <p>Still Living in Limbo, Shelter, 2022</p>  |

### Mitigating and/or improvement actions to be taken

The delivery of some aspects of service remotely has the potential to have a positive impact on disabled households, particularly those with mobility issues, as it can allow them to access services from the convenience of their own accommodation or avoid travelling to the Housing Options Centre.

The private rented sector offer policy excludes some disabled households who would not be able to manage a private rented tenancy (for example, those who may have care and support needs or a mental health condition which prevents them from managing a tenancy).

Some people with particular health problems or disabilities will be prioritised for in borough/adjacent borough accommodation, these include:

- Households where at least one member has a severe health condition or disability (including a severe mental health condition) that requires intensive and specialised medical/mental health treatment/aftercare that is either (a) only available in Southwark or (b) where a transfer of care would create a serious risk to their safety or the sustainability of the treatment or care
- Households where at least one member is receiving support through a significant commissioned care package or package of health care options provided in Southwark, where a transfer of care would create a serious risk to their safety or the sustainability of the care
- Some carers, and people being cared for, will be prioritised for in borough/adjacent borough accommodation
- Resettlement support will be offered to households being made private rented offers who are relocating out of London, and where needed where they are moving from Southwark to another London borough. This support could include help to transfer care and support packages.
- Support will also be offered to households moving into temporary accommodation outside London and as above this could include help to transfer care and support packages.

Our partners such as Citizens Advice Bureau offer weekly sessions for helping people with no access to online resources.

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| <p>We will keep all types of service access (e.g. telephone, face to face and online) available so that people with different needs can find an access route which suits them best.</p> <p>Our website has a Read Speaker facility for visually impaired as well as offering different font size. Different coloured font is also available for people with colour vision deficiency.</p> <p>The Personal Housing Plan takes account for every household's unique circumstances and households will collaboratively work on what realistic steps they can take to attempt to resolve their own homelessness situations.</p> <p>We will be improving additional assessments to identify eligibility for supported accommodation and improving the move on plans of residents.</p> <p>We will improve the timeliness of access to specialist accommodation such as sheltered and extra care so the needs of those with disabilities can be met more quickly.</p> <p>With the development of feedback and insight sessions from residents and partner agencies, we will be able to gather information to improve service access and outcomes for those with disabilities.</p> |  |
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| <p><b>Gender reassignment</b> - The process of transitioning from one gender to another.</p>  |  |
| <p><b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b></p>   | <p><b>Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</b></p>  |
| <p>Having assessed our HCLIC reports on this subject to see if there is a link between homelessness and gender re-assignment we do not hold sufficient data in this area to determine to analyse.</p> <p>The council began including equalities questions about the sexual orientation and gender reassignment of the lead applicant for homeless households in the homelessness application in 2017. However, applicants can decline answering</p> | <p>77% of LGBTQ+ young people gave, 'family rejection, abuse or being asked to leave home' as a cause of their homelessness. - Crisis, 2022</p> <p>The most common cause of young trans people's homelessness is family abuse and rejection. Young</p> |

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| <p>these and as this was only included in HCLIC return data in early 2023 so analysis is limited. We have amended our system to assess those who approach to ensure it is mandatory to enquire and record this protected characteristic and help tailor and inform our support.</p> | <p>trans people’s exclusion from their family home is usually related to their gender identity: most trans young people cite this exclusion because of coming out or being outed. - akt &amp; Homeless Link, 2022</p> <p>Data on LGBTQ+ youth homelessness is limited, particularly on trans youth homelessness. akt found that only one third (35 per cent) of LGBTQ+ young people recall “being asked to provide information about [their] gender identity and sexual orientation”. As a result, the needs, and experiences of trans young people aren’t captured and are often missing from the homelessness narrative - akt &amp; Homeless Link, 2022</p> <p>“Improving data collection practices, with a particular focus on gender identity, adopting an intersectional approach, increasing awareness of LGBTQ+ identities and LGBTQ+ homelessness Developing LGBTQ+ inclusive operational policies, strategies, and procedures, including trans inclusive policies, strategies, and procedures” were all identified by akt in their paper ‘Building Inclusive Housing Support for LGBTQ+ communities’ (2022)</p> |
| <p><b>Equality information on which above analysis is based.</b></p>  | <p><b>Socio-economic data on which above analysis is based</b></p>   |

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| <p>JSNA Annual Report 2022</p> <p>ONS, Census 2021</p> <p>Building inclusive housing support for LGBTQ+ communities (2022)</p> <p>Homelesslink: Supporting LGBTQ+ people in homelessness services</p>  | <p>About LGBTQ+ homelessness, Crisis, 2022</p> <p>How Homeless Services can be more Inclusive and Support Young Trans People, akt &amp; Homeless Link, 2022</p>                          |
| <p><b>Mitigating and/or improvement actions to be taken</b></p>  |  |
| <p>Staff will be put forward to attend training on inclusive language and awareness of LGBTQ+ identities.</p> <p>We will improve our data collection on LGBTQ+ homelessness and ensure experiences of trans people are being recorded by increasing reporting on gender identity. It is also important to note that there will be options for those who wish not to disclose this information to the council.</p> <p>We will make sure partners who work in this area are aware of our referral pathways to ensure that we are as accessible as possible to this cohort.</p> | <p>We will ensure staff are aware of local and regional support services available to those who would like to be referred or signposted for more specialist assistance and advocacy.</p> |

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| <p><b>Marriage and civil partnership</b> – In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couples. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples and must be treated the same as married couples on a wide range of legal matters. <b>(Only to be considered in respect to the need to eliminate discrimination.)</b></p> |   |
| <p><b>Potential impacts (positive and negative) of proposed policy/decision/business plan</b></p>   | <p><b>Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</b></p> |

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| In terms of treating marriage or civil partnership more or less favourably, no issues have been identified.   | Please see comments to the left                             |
| <b>Equality information on which above analysis is based</b>  | <b>Socio-economic data on which above analysis is based</b> |
| No current data available.  | No current data available.                                  |
| <b>Mitigating actions to be taken</b>   |   |
| None at this point. Will be reviewed as appropriate and any negative impacts from our service delivery will be sought through feedback and insight initiatives. | None at this point. Will be reviewed as appropriate         |

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| <b>Pregnancy and maternity</b> - Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding. |   |
| <b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b>  | <b>Potential socio-economic impacts/needs/issues arising from socio-economic disadvantage (positive and negative)</b>   |
| A significant number of lead applicants from accepted households are pregnant women. 5% (35 of 692) of accepted homeless households were pregnant with no other children in 2022/23.  | The majority of households living in TA are families with children, and over 50% of these are lone mother led. (Shelter 2023)<br><br>99% of midwives reported seeing mothers who were |

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|   | <p>homeless, 66% felt the numbers were higher than ever before (Centre Point, 2020)</p> <p>Access to appropriate healthcare can be a challenge when living in TA with 4 in 10 reporting TA made it harder to access services.<br/>(Groundswell)</p> |
| <b>Equality information on which above analysis is based</b>  | <b>Socio-economic data on which above analysis is based</b>   |
| HCLIC data April 2022 – March 2023  | <p>Pregnant and homeless: a guide to support during pregnancy – Centre Point, 2020</p> <p>Improving the health of people living in Temporary Accommodation in London, Groundswell, 2023</p>   |
| <b>Mitigating and/or improvement actions to be taken</b>  |   |
| <p>Reducing the amount of time spent in temporary accommodation and limiting the number of moves between accommodation is part of the aim of our TA policy which should have positive health impacts.</p> <p>Every offer of accommodation will take into account the household's individual circumstances and suitability of the accommodation offered to meet their needs. Any special circumstances will be taken into account when making offers to households – taking into account if there is a compelling need for the accommodation to be in a particular location.</p> | <p>The expanded provision and access to advice around entitlements and affordability will likely have a positive impact on residents expecting or with young children.</p>  |

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| <p>Resettlement support will be offered to households being made private rented sector offers or temporary accommodation where they are relocating out of London and where needed when they are moving from Southwark.</p> <p>As noted above, the Temporary Accommodation policy has mitigations for those with children with particular needs to be accommodated close to Southwark or in London and those who care for them.</p> <p>The Council recognises that pregnant women and new mothers could be especially vulnerable when facing homelessness. Therefore, we will ensure extra support is provided through also through our resettlement services. Where any special circumstances are identified, we will look at available options to transfer the household into alternative suitable temporary accommodation when it becomes available should their offer not meet the households needs.</p> |  |
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| <p><b>Race</b> - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. N.B. Gypsy, Roma and Traveller are recognised racial groups and their needs should be considered alongside all others</p>  |  |
| <p><b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b></p>   | <p><b>Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</b></p>                      |
| <p>A great proportion of homeless approaches are made by ethnic minority households (based on main applicant data) and therefore the policies will have a disproportionate effect on ethnic minority households. There may also be fewer cultural facilities for some ethnic groups in locations outside London, although this would very much depend on the area where the offer was made. English not first language – Language barriers create difficulties providing advice on personal resilience,</p> | <p>Over half of households in TA identify as Black, Asian, or Mixed ethnicity which is an over representation as just 15% of people are from a</p> |

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| <p>collaborating on the Personal Housing Plan and receiving housing advice. There is disadvantage with access to the same materials and advice on rights, entitlements and options under the Homelessness Reduction Act.</p> <p>Members of gypsy and travelling communities may be reluctant to approach the Council for help due to suspicion of official organisations. In addition to this, a lack of understanding of homelessness in gypsy and traveller communities means that this group may not be adequately planned for.</p> <p>Southwark is a diverse borough, with 54% of residents being of white ethnicity, 25% Black, 11% Asian &amp; 10% of other ethnicities. In 2021/22 22% of applicants were of a white ethnicity, 27% were of a black ethnicity and Asian applicants made up 3%. This shows that black homeless households are over represented in our approach figures compared to the overall makeup of ethnicity in the borough. This is a statistic reflected nationally also (although on a smaller scale), Black main applicants accounted for 10% of those owed a prevention or relief duty in England in 2021-22, but Black people make up only 4% of England's population (according to the 2021 census).</p> <p>Analysis of HCLIC data shows that 27% of approach households for homelessness assistance in Southwark identifies as Black/African/Caribbean/Black British which shows this group is overrepresented in approaches.</p> | <p>ethnic minority group in England (Shelter 2023)</p> <p>Black households are 11 times more likely to be in TA than white households. (Shelter 2023)</p> <p>In 18% of households in Southwark, English is not the main language spoken. (Census 2021)</p> |
| <p><b>Equality information on which above analysis is based</b></p>   | <p><b>Socio-economic data on which above analysis is based</b></p>   |
| <p>HCLIC data returns</p>   | <p>Still Living in Limbo – Shelter 2023</p>  |
| <p><b>Mitigating and/or improvement actions to be taken</b></p>   |  |
| <p>Households will also be given opportunities to identify areas of preference taking account of affordability and availability when looking for private rented properties. Procurement of properties outside London will, wherever possible, be focussed on areas with reasonable transport</p>  | <p>Services commissioned to provide employment and skills support will likely improve</p>  |

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| <p>links to Southwark – in order to help households maintain local connections. This might particularly benefit households of different ethnic origins.</p> <p>Discharge into the private sector decisions will be monitored by ethnicity. As applicants move on in the process, progress is monitored through the iWorld Northgate (NEC) housing system which enables a series of reports that monitor by relevant equality characteristics.</p> <p>The Service ensures that people from any ethnicity can apply for assistance on an equal basis; this includes Gypsy and traveller communities.</p> <p>Translation services are made widely available upon request or where required, including British Sign Language. We are considering the need for induction loops.</p> <p>Literacy is an issue that is not specifically related to ethnicity but is relevant as a general issue. The homeless application process is designed so that council officers record the application details for 100% of cases, so this avoids the requirement of homeless applicants from making their own application. We are continuing to provide more information online which can be freely translated through internet services such as Google Translate. Google Translate is also embedded in our Homesearch website.</p> <p>The employment of resettlement officers will assist households to resolve any issues and also signpost and link to other services which can assist in resolving the impact of decisions.</p> <p>The overall aim of this policy is to prevent homelessness and reduce the necessity for people to remain in less suitable temporary accommodation. The delivery of the actions identified will have positive impact for everyone of any race, disabled people, vulnerable individuals, young people and women, all of whom are over represented amongst those who are at risk of homelessness.</p> | <p>outcomes in this area.</p> <p>Data collected in performance reviews with our partners will enable insight into those being supported and identify service delivery improvements.</p> |
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**Religion and belief** - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism).

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| Generally, a belief should affect your life choices or the way you live for it to be included in the definition.  |  |
| <p><b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b></p>   | <p><b>Potential socio-economic impacts/needs/issues arising from socio-economic disadvantage (positive and negative)</b></p> |
| <p>According to census data, 43% of Southwark residents are Christian, 37% reported no religion and 10% are Muslim. The remaining 10% are made up of other religions.</p> <p>Of those who responded to the question on their religion when applying for a homelessness assessment 25% reported they were Christian, 8% reported they were Muslim, 10% selected 'prefer not to state', 4% chose 'other'.</p> <p>Homeless applicants may, for example, regularly attend a place of worship. If they are allocated a private sector accommodation out of the borough it may make it difficult for them to continue to attend regularly. Whilst the detailed recording of homeless applications and housing applications by people of different faith groups can pinpoint adverse trends in relation to individual faith groups, the information should be treated only as an issue for further investigation since much will depend on the respective priorities of applicants and the particular areas they are aspiring to. Therefore, close monitoring in this area is essential to identify any patterns that may arise.</p> |  |
| <p><b>Equality information on which above analysis is based</b></p>   | <p><b>Socio-economic data on which above analysis is based</b></p>   |
| <p>ONS, 2021 - <a href="#">Religion - Census Maps, ONS</a></p>  |  |
| <p><b>Mitigating and/or improvement actions to be taken</b></p>   |  |

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| <p>Under the Homelessness Reduction Act, the aim is for the household to receive advice but ultimately have a say in deciding which area they would realistically like to be housed in based on their preferences and taking account of aspects such as their income. Places will be identified where their diversity as far as possible reflects that of Southwark, focussing on more urban areas where there are likely to be more facilities and support networks for people. This might particularly benefit people with different faiths and beliefs.</p> <p>Procurement of properties outside London will, wherever possible, have reasonable transport links to Southwark – in order to help households maintain local connections. This might particularly benefit people with different faiths and beliefs.</p> <p>During the homelessness application, information is collected which ensures that a suitable offer of accommodation can be made in the private rented sector. Religious beliefs can be taken into account by reviewing the suitability of accommodation and its proximity to relevant places of worship.</p> <p>We will continue to collect information on all protected characteristics through our assessment forms, as this improves our data collection and helps inform best practise.</p> | <p>None at this point. Will be reviewed as appropriate.</p> |
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| <p><b>Sex</b> - A man or a woman.</p>   |   |
| <p><b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b></p>   | <p><b>Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</b></p> |
| <p>Implementing our new strategy and expanding our off the street provision to secure accommodation should positively impact on reducing rough sleeping, which will predominantly impact on men because 85% of Southwark's rough sleepers are male. (CHAIN data)<br/>Women are disproportionately represented among lead applicants from approach households (59% compared to 52%). (ONS)</p> |   |

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| <p>People with children, and lone parents (who are more likely to be women) in particular, will potentially be negatively affected if they move outside Southwark and London as they are more likely to rely on local support networks for child care arrangements.</p> <p>Women of a working age are less likely than men of a working age to be in employment – 72% compared to 79% (Commons Library). Those not in work are more likely to be offered a private sector tenancy further away from Southwark where nothing nearer is available and so could be more impacted by PRSO placements.</p>   |   |
| <p><b>Equality information on which above analysis is based</b></p>   | <p><b>Socio-economic data on which above analysis is based</b></p>  |
| <p>HCLIC returns for 2022/23</p> <p>ONS, Census 2021 data</p> <p>CHAIN Annual Report, Southwark, April 22-March 23</p> <p>Commons Library - <a href="https://commonslibrary.parliament.uk/women-and-the-uk-economy/">Women and the UK economy - House of Commons Library (parliament.uk)</a></p>  | <p>No data available currently.</p>   |
| <p><b>Mitigating and/or improvement actions to be taken</b></p>   |   |
| <p>The cumulative effect of the policies is intended to help provide households with greater certainty, which may make it easier to establish lasting care networks and support, than if those concerned were likely to face repeated relocation as can be the case with temporary accommodation.</p> <p>A commitment to provide specialist and rapid advice and assistance to those who are experiencing domestic abuse will have a positive impact on women and their families.</p> <p>Mitigations for households with children are set out in the Section 4:<br/>Age – Children.<br/>Resettlement support will be offered for private rented offers which are out of London, and for moves within London where</p> | <p>Improving access to debt advice and support will help those who are not in work or not working full time and will help both men and women.</p> <p>Support will also be offered to households moving into temporary accommodation</p> |

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| <p>they are needed and this could include help to register children in local schools</p> <p>Support will also be offered to households moving into temporary accommodation outside London and as above this could include help to enrol children in local schools and to find nursery places.</p> | <p>outside London and as above this could include help to enrol children in local schools and to find nursery places.</p> |
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| <b>Sexual orientation</b> - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes  |   |
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| <b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b>  | <b>Potential socio-economic impacts/needs/issues arising from socio-economic disadvantage (positive and negative)</b>   |
| <p>According to the JSNA Annual Report 2022- "Southwark has one of the largest LGBTIQ+ communities in the country. There is increasing academic evidence that key public health challenges disproportionately impact this population group, with higher levels of smoking, alcohol use, incidence of some cancers and mental ill-health. LGBTIQ+ individuals also experience discrimination and homophobia when accessing health, care and other services. While the evidence base continues to improve, robust data on health outcomes is lacking at both a national and local level. As with ethnicity, additional work is required to collect data on sexual orientation within local services to enable better monitoring and tackle local inequalities"</p> <p>ONS data (2021) indicates that LGBTIQ+ residents are more likely to live in private rentals and much less likely to live in social rentals areas which means they could be disproportionately affected by housing insecurity.</p> <p>The proportion of the LGBTIQ+ population in the UK is estimated to be 3.1% compared to Southwark's 8%. There may be impacts arising from the relative lack of support and other services designed specifically for</p> | <p>"The evidence for the general cohort of homeless individuals, young people who identify as LGBTIQ+ reported that the top three reasons for their homelessness were parental rejection, abuse within the family, and aggression/violence in the family. Nearly one in five LGBT people (18%) including 25% of trans people and 28% of LGBT disabled people have experienced homelessness at some point in their lives" - Homeless Link 2020</p> |

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| LGBTQI+ people in some places outside London, but again this would very much depend on the area where the offer was made.  |   |
| <b>Equality information on which above analysis is based</b>   | Socio-economic data on which above analysis is based  |
| JSNA Annual Report 2022<br><br>ONS, Census 2021  | Supporting LGBTQI+ people in homelessness services – Homeless Link, 2020.   |
| <b>Mitigating and/or improvement actions to be taken</b>   |   |
| To coordinate tailored support for our residents by improving data collections on vulnerable groups, especially those who identify as LGBTQI+ to ensure we are offering an inclusive service that meets the needs of residents. The importance of this data collection and the need to create a safe environment to disclose information needs to be promoted through training and regularly raised in team meetings and in staff forums where appropriate to improve knowledge and confidence in this area. | Through joint work with specialist advocacy services such as Stonewall, a positive impact in this area would be likely.<br><br>We need to ensure all services are welcoming and inclusive of all groups through training on best practise, inclusive language and signposting to support services specific to this group. |

### Human Rights

There are 16 rights in the Human Rights Act. Each one is called an Article. They are all taken from the European Convention on Human Rights. The Articles are The right to life, Freedom from torture, inhuman and degrading treatment, Freedom from forced labour, Right to Liberty, Fair trial, Retrospective penalties, Privacy, Freedom of conscience, Freedom of expression, Freedom of assembly, Marriage and family, Freedom from discrimination and the First Protocol

### Potential impacts (positive and negative) of proposed policy/decision/business plan

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According to some estimates there are over 16,000 refugees in Southwark and this group are adversely affected by the current economic climate and the aftermath of the pandemic which has increased isolation, unemployment, poverty, ill health and significant delays in claims being processed by the Home Office. (SDCAS)

**Information on which above analysis is based**

SDCAS, [Our impact - Southwark Day Centre for Asylum Seekers \(sdcas.org.uk\)](https://sdcas.org.uk)

**Mitigating and/or improvement actions to be taken**

Targeted work with asylum seeker applicants who have recently gained their status from the Home Office is ongoing and will form part of the work within this strategy.

We will work with partners including advice services, specialist refugee agencies and rough sleeping services to ensure that this cohort are assisted as quickly and effectively as possible.

This will be through co-location, new referral pathways and better more joined up working. Working groups will be continued with local services to help to encourage joined up and cooperative working for this vulnerable group.

**Conclusions**

**Summarise main findings and conclusions of the overall equality impact and needs analysis for this area:**

## Section 5: Further equality actions and objectives

Finalised mitigating and/or improvement actions will be included in the EINA to complete post-consultation.

| <b>5. Further actions</b>   |                             |               |                  |
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| Based on the initial analysis above, please detail the key mitigating and/or improvement actions to promote equality and tackle inequalities; and any areas identified as requiring more detailed analysis. |                             |               |                  |
| <b>Number</b>   | <b>Description of issue</b> | <b>Action</b> | <b>Timeframe</b> |
| 1   |                             |               |                  |
| 2   |                             |               |                  |
| 3   |                             |               |                  |
| 4   |                             |               |                  |
| 5   |                             |               |                  |
| 6   |                             |               |                  |
| 7   |                             |               |                  |

| <b>5. Equality and socio-economic objectives (for business plans)</b>   |                     |                                       |                |               |
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| Based on the initial analysis above, please detail any of the equality objectives outlined above that you will set for your division/department/service. Under the objective and measure column please state whether this objective is an existing objective or a suggested addition to the Council Plan. |                     |                                       |                |               |
| <b>Objective and measure</b>  | <b>Lead officer</b> | <b>Current performance (baseline)</b> | <b>Targets</b> |               |
|   |                     |                                       | <b>Year 1</b>  | <b>Year 2</b> |
|   |                     |                                       |                |               |
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| <b>6. Review of implementation of the equality objectives and actions</b> |  |  |  |  |
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**Implementation Equality Impact and Needs Analysis**

## Southwark Draft Homelessness and Rough Sleeping Action Plan

## APPENDIX 5

**Please note** - The lead parties and dates to all actions are to be considered as suggested and will be confirmed in the coming months following agreement of the draft strategy and its passage to formal consultation.

### Priority one: Prioritise Homelessness prevention -

| Reference | Description of Issue  | Action   | Proposed Timeframe  | Lead(s) on delivery  |
|-----------|---|--|---|--|
| 1.        | <i>Improving the timeliness and effectiveness of early help to sustain accommodation.</i> | <p>Improving our joint work with debt advice and debt management agencies locally and nationally.</p> <ul style="list-style-type: none"> <li>- <i>Widening services across the Council that can contribute to Southwark's cost of living crisis roadshow to include providers of Southwark Works delivery partners</i></li> <li>- <i>Increasing referrals to partner agencies such as Citizens Advice Southwark and Step Change and monitoring through personal housing plan reviews.</i></li> </ul> | <p>Monitoring and reviewing at end of QR 4 2024-2025</p> <p>Monitoring and reviewing at end of QR 4 2024-2025</p> | <p><i>Housing Solutions, St Giles Trust, Beam Up Ltd, Citizens Advice Southwark and Private Renters Support Organisation</i></p> <p><i>Housing Solutions and review at Homelessness and Prevention Fora.</i></p> |
| 2.        |   |  |   |  |

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|    |  | <p>Improving our joint work with agencies that help us tackle food and fuel poverty.</p> <ul style="list-style-type: none"> <li>- <i>Ensuring relevant agencies for help are included in our initial advice offer digitally and that the Council website has a comprehensive outline of these sources of help for residents.</i></li> <li>- <i>Ensuring our personal housing plans include standard elements of advice of where to seek wider help for those facing food and fuel poverty.</i></li> </ul> | <p>Monitoring and reviewing at end of QR 1 2024-2025</p> <p>Monitoring and reviewing at end of QR 2 2024-2025</p>   | <p><i>Southwark's Housing Solutions service and web team.</i></p> <p><i>Southwark's Housing Solutions service</i></p>                              |
| 3. |  | <p>Using improved and easy to understand tools for residents and staff to use understanding how to manage household income.</p> <ul style="list-style-type: none"> <li>- <i>Increasing the use of Southwark's online benefit and income maximisation tool by residents through monitoring.</i></li> <li>- <i>Ensuring the enhanced benefit and income maximisation tool is used for every homeless application and monitoring the completion and use of these in casework reviews.</i></li> </ul>         | <p>Monitoring and reviewing at end of QR 1 2024-2025.</p> <p>Monitoring and reviewing at end of QR 2 2024-2025.</p> | <p><i>Southwark's Housing Solutions service and web team and digital platform partner.</i></p> <p><i>Southwark's Housing Solutions service</i></p> |
| 4. |  |   |   |  |

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|  | <p><i>Greater use of our Homelessness data and deprivation data collected within the Council to identify and target support for 'at risk' groups.</i></p> | <p>Using Council data to identify those in difficulty and to target tailored support early.</p> <ul style="list-style-type: none"> <li>- <i>Working with our partners in exchequer services to access and utilise a borough wide LIFT dashboard and commence early intervention work with targeted households</i></li> <li>- <i>To enhance our view of resident risk and needs with data held across the Council and to complete at least 4 interventions through direct communication and visits with impacted groups per year</i></li> <li>- <i>To explore further sources of data held within the Council that can be added to the dashboard to provide greater insight into risk factors linked to housing insecurity.</i></li> <li>- <i>Improving data collections on vulnerable groups, especially those who identify as LGBTQ+ to ensure we are offering an inclusive service that meets the needs of residents. The importance of this data collection and the need to create a safe environment</i></li> </ul> | <p>End of Q2 2024-2025</p> <p>End of Q3 2024-025</p> <p>Ongoing and to review at 6 months from implementation.</p> <p>Monitoring and reviewing at end of QR 2 2024-2025.</p> | <p><i>Southwark's Exchequer and Housing Solutions services.</i></p> <p><i>Housing Solutions service.</i></p> <p><i>Southwark's Housing Solutions, Public Health Private Sector Housing Enforcement services and Strategic board</i></p> <p><i>Southwark's Housing Solutions and Public Health service.</i></p> |
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|    |  | <p><i>to disclose information needs to be promoted through training and regularly raised in team meetings and in staff forums where appropriate to improve knowledge and confidence in this area.</i></p>  |   |  |
| 5. |  | <p>Improving the timeliness of referrals and our response rate under the 'Duty to Refer' process with key partner agencies across housing, health, justice and welfare rights.</p> <ul style="list-style-type: none"> <li>- <i>Continually monitoring the timeliness and quality of information provided in referrals made through this process and to ensure a caseload review is included as a standing agenda item in homelessness and prevention fora with partners.</i></li> <li>- <i>To continually promote this process to our existing and new partner agencies</i></li> <li>- <i>To develop best practice for this joint work and provide regular service standard updates in staff newsletters as well as ensuring partners contribute to service wide briefings.</i></li> </ul> | <p>Monitoring and reviewing at end of QR 2 2024-2025.</p> | <p><i>Housing Solutions service and all existing Duty to Refer agencies and members of homeless and prevention fora.</i></p> <p><i>Housing Solutions service.</i></p> <p><i>Housing Solutions service.</i></p> |

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| 6. |   | <p>Using the Council's enforcement network of services involved in housing to promote homelessness prevention.</p> <ul style="list-style-type: none"> <li>- <i>To conduct training and briefings for all enforcement teams on the objectives of the Homelessness Reduction Act to demonstrate the importance of homeless prevention and information sharing.</i></li> <li>- <i>To make teams aware of the full support available directly by the Council and in the community.</i></li> <li>- <i>To ensure homelessness prevention is a shared aim to protect residents.</i></li> </ul> | By end of year 1 from implementation date. | <p><i>Southwark's Housing Solutions, Planning Enforcement, Trading Standards, Community Safety and Private Rented Sector Housing Enforcement services.</i></p> |
| 7. | <p><i>Improved pathways for people leaving institutions and from our statutory and community sector partners.</i></p> | <p>Developing bi-monthly prevention forums with social housing providers and community partners to highlight issues, share information and develop best practice.</p> <ul style="list-style-type: none"> <li>- <i>Establish a bi-monthly forum online.</i></li> <li>- <i>To agree terms of reference and shared performance indicators to</i></li> </ul>  | By end of year 1 from implementation date. | <p><i>Southwark's Housing Solutions service.</i></p>   |

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|    |  | <p><i>improve homeless prevention in the borough.</i></p> <ul style="list-style-type: none"> <li>- <i>To raise awareness of issues creating housing insecurity and identifying solutions collectively.</i></li> <li>- <i>To inform further and wider representations to London Councils, Centre for Homelessness Impact and DLUHC to lobby for evidence based change.</i></li> </ul>   |  |  |
| 8. |  | <p>Training offer for local partners, the Police and enforcement bodies around illegal eviction and harassment.</p> <ul style="list-style-type: none"> <li>- <i>For Southwark's PRS Team to re-deliver its training session for Southwark's police force with our Special Investigations Team and provide an annual refresher for Officers.</i></li> <li>- <i>For quarterly joint briefings with enforcement teams to be delivered to key partner advice agencies to help raise awareness with our residents.</i></li> </ul> | By end of year 1 from implementation date. | <p><i>Housing solutions and Special Investigations Team</i></p> <p><i>Southwark's Housing Solutions, Planning Enforcement, Trading Standards, Community Safety and Private Rented Sector Housing Enforcement services.</i></p> |
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|     |  | <p>Joint work with Court advocacy services and improve outcomes for those facing eviction proceedings.</p> <ul style="list-style-type: none"> <li>- <i>Establish a joint working protocol with our Legal Aid Agency contractors (currently Duncan Lewis solicitors) for Southwark resident cases at County Courts.</i></li> <li>- <i>Improving the contractor's provision of tailored advice and support available through Council and partner agencies.</i></li> <li>- <i>Ensuring timely referrals to and from the duty scheme and early advice schemes are made.</i></li> </ul> | <p>Ongoing – review at 6 months</p> <p>By end of Q2 2024-25</p> <p>To monitor and review by end of Q2 2024-25</p> <p>To monitor and review by end of Q2 2024-25</p> | <p><i>Southwark Housing Solutions service and Legal aid courts contractor.</i></p>   |
| 10. |  | <p>Work proactively with partners and provider around the streamlined asylum process to prevent homelessness, or provide a sustainable solution.</p> <ul style="list-style-type: none"> <li>- <i>Establish a joint working protocol with our community partners in order to continue and develop key partnerships that provide outreach, accommodation and support to this group</i></li> </ul>  | <p>On-going – review at 6 months</p> <p>By end of Q2 2024-25</p> <p>Commenced and to be reviewed quarterly</p> <p>Ongoing and to review Quarterly</p>               | <p><i>Southwark Housing Solutions service</i></p> <p><i>Housing Solutions, St Giles Trust, Beam Up Ltd, Kineara, Citizens Advice Southwark and Private Renters Support Organisation</i></p> <p><i>Housing Solutions, St Giles Trust, Citizens Advice Southwark</i></p> |

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|  |  | <ul style="list-style-type: none"> <li>- Continue co-location of weekly outreach surgeries at partner services</li> <li>- Establish rota of teams to attend surgeries including other services in the council</li> </ul> |  | Housing Solutions, NRPF, Pecan, Legal Aid contractor |
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**Priority two: Deliver High Quality Advice & Support**

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| 11. | <i>Rapid, consistent and high-quality housing advice when it's needed with improvements to our advice provision.</i> | <p>Improving the delivery and quality of the Council's housing advice offer at the earliest stages of difficulty for our residents.</p> <ul style="list-style-type: none"> <li>- <i>The development and implementation of an online advice platform 'Advice Aid' for residents and staff to use.</i></li> <li>- <i>To provide consistent and high-quality advice through this platform that can be disseminated for residents and used in further casework.</i></li> <li>- <i>To ensure staff receive regular training and development around effective casework and that referrals under s198 to other Authorities wherever relevant are made promptly and accurately.</i></li> </ul> | <p>To be implemented by Q3 24-25.</p> <p>To monitor and review at end of Q4 24-25.</p> <p>Ongoing and reviewed Quarterly.</p> | <p><i>Advice aid and Southwark's housing solutions service.</i></p> <p><i>Southwark's housing solutions service.</i></p> <p><i>Southwark's housing solutions service.</i></p> <p><i>Southwark's housing solutions service.</i></p> |
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|     |  | <ul style="list-style-type: none"> <li>- <i>To continue to hold monthly Housing Law and effective case management sessions within the service to maintain high quality assessments and decision making.</i></li> </ul>   | Ongoing and reviewed Quarterly   |   |
| 12. |  | <p>Refreshing the Council's webpages to ensure advice and information is more readily available and accessible to all communities and to provide a comprehensive list of wider agencies to help.</p> <ul style="list-style-type: none"> <li>- <i>Complete a comprehensive review of the Southwark website.</i></li> <li>- <i>To amend and update all content relating to our advisory services addressing housing insecurity.</i></li> <li>- <i>To periodically review our site's efficiency and ease of access for the varied needs of our residents through feedback, google analytics and our technology team.</i></li> </ul> | <p>Current and due to complete end fo Q4 23-24.</p> <p>Ongoing</p> <p>To monitor and review Quarterly.</p> | <i>Southwark's housing solutions service.</i> |
| 13. |  | <p>Exploring the co-location and outreach for early advice in the community – e.g Social Prescriber sites, food banks, LGBTQ+ support and advocacy services and other community agencies.</p>  | <p>Ongoing – review at 6 months</p> <p>Co-locating Feasibility assessments</p>                             | <i>Southwark Housing Solutions and Public</i> |

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|     |   | <ul style="list-style-type: none"> <li>- <i>To seek advice surgeries and/or briefings with North and South Borough social prescriber sites.</i></li> <li>- <i>To seek and evaluate advice surgeries and/or briefings with Pecan foodbank venues.</i></li> <li>- <i>To seek and evaluate advice surgeries and/or briefings with identified hubs through Southwark’s homelessness forum.</i></li> <li>- <i>To coordinate within and outside the Council to help develop targeted and tailored support for our residents who identify as LGBTQ+ with referrals to Stonewall and Galop. Promote inclusive language and build relationships with specialist services. A focus on making links with specialist transgender advice and training services to ensure that they reflect current best practice in working with Trans service users.</i></li> </ul> | <p>completed by end of Q4 24-25.</p> <p>Ongoing and to review Quarterly.</p> <p>To be conducted quarterly following commencement.</p> <p>Ongoing and to review Quarterly.</p> | <p><i>Health, Quay Health CIC, Improving Health Ltd,</i></p> <p><i>Housing Solutions, Pecan and Homelessness forum attendees.</i></p> <p><i>Housing Solutions, Public Health, Community Southwark, Stonewall and Galop</i></p> |
| 14. | <i>To meet the diverse needs of the residents we serve to access suitable</i> | Expanding support to deliver advice in the community that helps resolve relationship breakdown.   | Ongoing – review at 6 months.   | <i>Southwark’s Housing Solutions service.</i>  |

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|     | <i>affordable settled accommodation.</i> | <ul style="list-style-type: none"> <li>- <i>To increase the number of in-home assessments by our visiting officers.</i></li> <li>- <i>To develop best practice and benchmark initiatives to sustain accommodation using the prevention forum locally and wider initiatives through intelligence networks such as the Centre for Homelessness Impact (CHI.)</i></li> </ul>  | <p>Ongoing and to review monthly.</p> <p>To complete development by end of Q3 24-25.</p>   | <i>Housing Solutions, Centre for Homelessness Impact and homeless prevention forum attendees.</i>                   |
| 15. |  | <p>Review access to Housing Solutions services post-covid and implement a new service delivery model.</p> <ul style="list-style-type: none"> <li>- <i>Benchmarking with other Local Authorities to gain insight into effective hybrid models of service delivery.</i></li> <li>- <i>Deliver streamlined processes of initial contact for emergency approaches and facilitating the offer for face to face appointments.</i></li> <li>- <i>Increasing the availability of same day assessments.</i></li> <li>- <i>Working with our referral partners and service users to continually develop our service access arrangements.</i></li> </ul> | <p>Commenced and to be reviewed quarterly</p> <p>Completed, but to be reviewed periodically.</p> <p>Currently implementing and to review at end of Q4 23-24.</p> | <i>Southwark's Housing Solutions and facilities management services, Homelessness and Prevention fora partners.</i> |

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| 16. |  | <p>To improve the provision of same day assessments when required for those threatened with homelessness or have become homeless.</p> <ul style="list-style-type: none"> <li>- <i>To embed and scale up Southwark's impact sprint achievements of 2023 to ensure same day assessments are available when required.</i></li> <li>- <i>To ensure those requiring emergency accommodation at point of initial contact have been fully assessed to help them settle as soon as possible.</i></li> </ul> | <p>Currently implementing and to review at end of Q4 23-24.</p>                   | <p><i>Southwark's Housing Solutions service.</i></p>                              |
| 17. |  | <p>To continue to provide specialist support and rapid intervention to those at risk of, or victim of domestic abuse.</p> <ul style="list-style-type: none"> <li>- <i>Residents at risk or victim of domestic abuse will continue to receive prompt, specialist and discrete advice and intervention to ensure their safety.</i></li> <li>- <i>To continue the commissioning of specialist support in Domestic Abuse through IDVAs.</i></li> </ul>  | <p>Ongoing – review at 6 months</p> <p>In place and to be reviewed quarterly.</p> | <p><i>Southwark's Housing Solutions service and our commissioned partner.</i></p> |

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|     |   | <ul style="list-style-type: none"> <li>- <i>Residents at risk will be central and involved in Southwark's plan to support through an open, coordinated and informed homelessness relief plan.</i></li> </ul>  |  |  |
| 18. |   | <p>To continue to deliver prompt and high-quality advice and support for our care leavers and young persons in meeting their ongoing housing needs.</p> <ul style="list-style-type: none"> <li>- <i>Southwark will build on its position as a corporate parent and ensure provisions under s17 and s20 of the Children's Act are continually developed.</i></li> <li>- <i>To develop a revised joint housing protocol which is to be continually reviewed.</i></li> <li>- <i>Deliver a new protocol specifically related to care leavers</i></li> </ul> | <p>Ongoing – review at 6 months</p> <p>To implement by Q3 24-25.</p> | <p><i>Southwark's Housing Solutions and Childrens' Services.</i></p>   |
| 19. | <p><i>Enhancing our intervention around unlawful landlord and agent activity in Southwark's</i></p> | <p>Improving the delivery of advice and support in the community through joint visits by enforcement teams.</p> <ul style="list-style-type: none"> <li>- <i>From our rogue landlord taskforce, joint visits to properties in question will be identified. Utilising intelligence from the</i></li> </ul>  | <p>Implemented by Q2 24-25</p>                                       | <p><i>Southwark's Housing Solutions, Planning Enforcement, Trading Standards, Community Safety and Private</i></p> |

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|     | <i>private rented sector.</i> | <p><i>taskforce or other confirmed data sources, (see action 4 and 19,) in scheduling visits.</i></p> <ul style="list-style-type: none"> <li>- <i>Using improved and shared systems for residents to raise complaints.</i></li> </ul>   |                              | <i>Rented Sector Housing Enforcement services.</i>  |
| 20. |                               | <p>Ensuring a joined-up approach is maintained to tackle the subletting of accommodation in the borough.</p> <ul style="list-style-type: none"> <li>- <i>To develop robust partnerships to improve detection of housing fraud in the Borough.</i></li> <li>- <i>To share data through the rogue landlord taskforce and raise awareness with our partners so subletting of Assured and Secure tenancies are tackled collectively.</i></li> </ul> | Ongoing – review at 6 months | <i>Southwark’s Housing Solutions, Special Investigations and Private Rented Sector Housing Enforcement services. Housing Association tenancy fraud teams.</i> |
| 21. |                               | <p>Delivering a robust response to criminal offences to protect residents in this sector through a rogue landlord taskforce and exploring further commissioning where required.</p> <ul style="list-style-type: none"> <li>- <i>Through the taskforce, teams can identify offences across disciplines.</i></li> <li>- <i>With improved data collection and analysis take collective action to tackle poor performance.</i></li> </ul>           | By end of year 2.            | <i>Southwark’s Housing Solutions, Planning Enforcement, Trading Standards, Community Safety and Private Rented Sector Housing Enforcement services.</i>       |

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|  |  | <ul style="list-style-type: none"> <li>- <i>Develop partnerships with organisations that support enforcement work.</i></li> </ul> |  |  |
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**Priority three: Work to End Rough Sleeping**

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| 22. | <i>Tackling new flow to the street and partnering with Government to develop an improved prevention framework of activity.</i> | <p>Improving our collection of data to improve the prevention and intervention with rough sleepers.</p> <ul style="list-style-type: none"> <li>- <i>Improving the reporting of rough sleeping through HCLIC with initial assessment and casework teams Through regular reporting and monitoring.</i></li> <li>- <i>Improving the reporting through HCLIC of prevention and relief with rough sleeping cases.</i></li> </ul> | <p>Current and to be reviewed quarterly</p> <p>To be completed by end of Q2 24-25 and reviewed quarterly.</p> | <p><i>Southwark's Housing Solutions service and DLUHC.</i></p>   |
| 23. |  | <p>Using new Government tools such as the rough sleeping prevention tool and strategic insights tool to identify those at risk or rough sleeping.</p> <ul style="list-style-type: none"> <li>- <i>Utilising Government tools as they are trialled and support their development and implementation.</i></li> </ul>  | <p>Ongoing – review at 6 months.</p> <p>Current and to be reviewed quarterly</p>                              | <p><i>Southwark's Housing Solutions service and DLUHC.</i></p> <p><i>Homelessness forum partner organisations.</i></p> |

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|     |  | <ul style="list-style-type: none"> <li>- <i>Ensuring partners are involved in the development and delivery of these tools.</i></li> </ul>   |  |  |
| 24. |  | <p>Working with the Home Office to fully integrate with DTR processes and ensure a joined-up approach is maintained.</p> <ul style="list-style-type: none"> <li>- <i>Improving the information exchange with the Home Office and using shared systems such as Clearspring is fully utilised.</i></li> <li>- <i>Working with Home Office accommodation providers to provide information and upstream prevention opportunities.</i></li> <li>- <i>Working with community partners to support those leaving Home Office provision holistically.</i></li> </ul> | <p>Ongoing – review at 6 months</p> <p>Current and to be reviewed quarterly</p>  | <p><i>Southwark’s Housing Solutions service and the Home Office.</i></p> <p><i>Homelessness forum partner organisations.</i></p>   |
| 25. |  | <p>Ensuring local Home Office accommodation providers work with the Council to provide early notice of decisions that enable the Housing Service and Stronger Neighbourhoods teams to identify housing solutions and wider support.</p> <ul style="list-style-type: none"> <li>- <i>Working with community partners, including legal aid providers to target work</i></li> </ul>  | <p>On-going – review at 6 months</p> <p>Current and under continual review.</p> <p>Current and under continual review.</p> | <p><i>Southwark Housing Solutions service and Stronger Neighbourhoods teams</i></p> <p><i>Southwark Housing Solutions service and Southwark Law Centre and Legal Aid Providers</i></p> |

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|     |  | <p><i>with this group and lobby the Home Office for better working practice</i></p> <ul style="list-style-type: none"> <li>- <i>Explore opportunities to improve working relationships with accommodation providers to ensure early intervention is possible</i></li> <li>- <i>Data led approach to monitoring Home Office decisions issued</i></li> </ul>  | Current and under continual review.   | <p><i>Southwark Housing Solutions service, Southwark Law Centre, HO accommodation providers</i></p> <p><i>Southwark Housing Solutions</i></p> |
| 26. |  | <p>Asking the Home Office to provide 56 days notice before a resident is asked to leave accommodation to enable the Council to work with them for a sufficient period to meet their housing needs.</p> <ul style="list-style-type: none"> <li>- <i>Working with community partners, including legal aid providers to target work with this group and lobby the Home Office for better working practise</i></li> <li>- <i>Explore opportunities to improve working relationships with the Home Office</i></li> <li>- <i>Data led approach to monitoring Home Office decisions issued and use this to evidence case for change</i></li> </ul> | On-going and to be reviewed quarterly | <p><i>Southwark Housing Solutions service, Southwark Law Centre, HO accommodation providers</i></p>   |

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| 27. | <i>Expanding off the street provision and housing options and support for those with complex needs.</i> | <p>Continuing to secure Government grant through sole bids and those we can make jointly with our partner agencies and Authorities.</p> <ul style="list-style-type: none"> <li>- <i>Continually reviewing our service delivery and making bids for Government grant under:<br/>Rough Sleeper Initiative (RSI)<br/>Rough Sleeper Accommodation Programme (RSAP)<br/>Supported Housing Accommodation Programme (SHAP)<br/>Accommodation for Ex-Offenders (AFE0)</i></li> <li>- <i>To explore opportunities to procure or convert accommodation in expanding off the street provision.</i></li> </ul> | Current and under continual review. | <i>Southwark's Housing Solutions, Stronger Neighbourhoods and Adult Social Care and commissioning and Environment and Leisure.</i>                            |
| 28. |   | <p>To continue the use of multi-agency and disciplinary panels to deliver joined up and customer focussed outcomes.</p> <ul style="list-style-type: none"> <li>- <i>To continue and develop multi-agency fora that helps improve joint work through:<br/>South-East London Rough Sleepers forum.<br/>Street Population Forum<br/>Homelessness Forum<br/>Cuckooing Forum</i></li> </ul>   | Current and under continual review. | <i>Southwark's Housing Solutions, Stronger Neighbourhoods and Adult Social Care and commissioning and Environment and Leisure, London Councils and DLUHC.</i> |

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|     |  | <p><i>Pan London Rough Sleepers Lead Forum Muti Agency Risk Assessment Conference (MARAC)</i></p> <ul style="list-style-type: none"> <li>- <i>Continuing development of complex needs panels that help identify service barriers and improve ways of working to improve resident outcomes.</i></li> </ul>   |                              |  |
| 29. |  | <p>To improve supported hostel access and move on for those with support needs.</p> <ul style="list-style-type: none"> <li>- <i>Developing clear and efficient information channels between hostel providers and support services.</i></li> <li>- <i>To ensure vacancy information, needs assessments and move on plans are easily accessible to inform effective ongoing support.</i></li> </ul> | Ongoing – review at 6 months | <p><i>Southwark’s Housing Solutions, Accommodation and Support, St Mungos and Riverside Housing.</i></p> |
| 30. |  | <p>To expand complex needs support initiatives such as Housing First.</p> <ul style="list-style-type: none"> <li>- <i>To utilise grant funding to expand the Housing First Team.</i></li> <li>- <i>To explore further provision of Council or Registered Provider accommodation.</i></li> </ul>   | Ongoing – review at 6 months | <p><i>Southwark’s Housing Solutions, Construction, Asset Management and ASC Commissioning.</i></p>       |

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| 31. |  | <p>To continue and develop our partnerships with Beam, St Mungo's, South London and Maudsley, NHS, Change Grow Live (CGL) Robes and other agencies to provide a holistic package of support for service users to build and maintain independence.</p> <ul style="list-style-type: none"> <li>- <i>To continue and develop key partnerships that provide outreach, accommodation and support.</i></li> <li>- <i>To develop a wider offer of employment and skills to help residents build independence in their journey off the street.</i></li> </ul> | Ongoing – review at 6 months | <i>Housing Solutions, Beam, Robes and St Giles Trust.</i> |

**Priority four: Quality Outcomes *Through Housing Placements***

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| 32. | <i>Improved timelines of access to accommodation that meets the needs of residents.</i> | To improve housing mobility schemes within the Council to optimise the use and access to Southwark's stock including the development of Southwark's Smart Move offer. |  |  |
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|     |  | <ul style="list-style-type: none"> <li>- <i>To continue to progress Southwark's Rightsizing action plan and engagement plan.</i></li> <li>- <i>To increase the number of downsizing moves and mutual exchanges.</i></li> <li>- <i>To improve engagement with residents and information exchange.</i></li> <li>- <i>To improve the use of our data to help identify residents who could benefit from our Rightsizing suite of initiatives.</i></li> </ul>  | Current and under monthly review.     | <i>Southwark's Housing Solutions and Accommodation and Support services. Housing Associations.</i> |
| 33. |  | <p>To increase access to specialist accommodation types such as sheltered and extra care.</p> <ul style="list-style-type: none"> <li>- <i>To ensure sheltered and extra care placements are fully utilised and voids are minimised.</i></li> <li>- <i>To improve information sharing between services and partners to identify eligible residents for our schemes.</i></li> <li>- <i>To improve the timeliness of assessments and relieve homelessness with this provision wherever possible.</i></li> <li>- <i>To ensure our allocations policy supports this access.</i></li> </ul> | Current and to be reviewed quarterly. | <i>Southwark's Housing Solutions and Accommodation and Support services.</i>                       |

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| 34. | <i>Improving access to and pathway through supported housing.</i> | <p>With better assessments of resident needs, we'll seek to improve the access to supported accommodation generally.</p> <ul style="list-style-type: none"> <li>- <i>Increase the number of supported housing assessments made for residents.</i></li> <li>- <i>Improving our referral process to access supported accommodation.</i></li> <li>- <i>Developing improved information exchange with our accommodation providers for access and move on.</i></li> </ul>   | <p>Monthly caseload reviews from Q2 24-25.</p> <p>To complete by end of Q2 24-25.</p>  | <i>Southwark's Housing Solutions, Accommodation and Support, St Mungos and Riverside Housing.</i> |
| 35. | <i>Improving the standards of our support</i>                     | <p>Working across the Council to ensure our Good Homes Standard commitments are achieved.</p> <ul style="list-style-type: none"> <li>- <i>Ensuring our residents are happy with standards of our temporary accommodation through feedback and service user focus groups.</i></li> <li>- <i>Improving monitoring of standards through our procurement and placement policies.</i></li> <li>- <i>Involvement in and compliance with Setting the Standard.</i></li> </ul> | <p>To have in place by end of Q3 24-25.</p> <p>To have in place by end of Q2 24-25.</p> <p>Ongoing and to be reviewed quarterly.</p> | <i>Housing Solutions, Accommodation and Support, Asset Management and Setting the Standard.</i>   |
| 36. |   |  |  |   |

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|     |  | <p>Proactive monitoring the standards of our emergency accommodation and ensuring clear information and support is provided to residents to tackle poor provision.</p> <ul style="list-style-type: none"> <li>- <i>Checking standards and supporting resolution of issues and ensuring residents are engaged and supported to move to more settled accommodation.</i></li> <li>- <i>Signposting to relevant services for wider advice if required.</i></li> <li>- <i>Undertaking a training programme for staff through resident engagement and listening exercises to help improve our customer service and processes.</i></li> </ul> | <p>In place and reviewed monthly.</p> <p>To be completed by end of Q1 24-25 and annually reviewed.</p> | <p><i>Housing Solutions, Accommodation and Support, Asset Management, Temporary Accommodation Income services.</i></p>   |
| 37. |  | <p>Establishing customer focus groups through our 'you said we did' feedback channel so that we can continually learn and improve our services.</p> <ul style="list-style-type: none"> <li>- <i>Developing our online form with clear standards for customer service on our website.</i></li> <li>- <i>Improving the channels for feedback directly and through our partners as identified in Homelessness and Prevention for a and strategic board.</i></li> </ul>  | <p>To be completed by end of Q1 24-25.</p> <p>Ongoing monitoring from Q2 24-25.</p>                    | <p><i>Housing Solutions, Accommodation and Support, Asset Management, Temporary Accommodation Income services.</i></p> <p><i>Housing Solutions service, service users and third sector</i></p> |

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|     |  | <ul style="list-style-type: none"> <li>- <i>To conduct quarterly customer insight sessions in person and online, to learn of any barriers, service standard issues, good practice and ensuring our services are meeting needs of those with lived experience.</i></li> </ul>  | To commence from end of Q2 24-25.     | <i>advocacy groups including Southwark Citizens.</i>   |
| 38. | <i>Minimising the use and duration of interim accommodation wherever possible.</i> | <p>To ensure sufficient allocations for homeless applicants are maintained.</p> <ul style="list-style-type: none"> <li>- <i>To continually monitor our homelessness pressures and lettings.</i></li> <li>- <i>To minimise overdue homeless decisions through improved monitoring and caseload reviews.</i></li> <li>- <i>To ensure our allocations policy development is aligned to our aims of this strategy.</i></li> </ul> | Current and to be reviewed monthly.   | <i>Southwark's Housing Solutions and Accommodation and Support services. Housing Associations.</i> |
| 39. |  | <p>To use an annual lettings plans to ensure fair access to permanent accommodation is maintained.</p> <ul style="list-style-type: none"> <li>- <i>To ensure lettings targets are set through our plan to best meet the varying needs of our residents.</i></li> </ul>  | Implementing plan by end of Q3 24-25. | <i>Southwark's Housing Solutions and Accommodation and Support services. Housing Associations.</i> |

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| 40. |  | <p>To develop partnerships with housing supply providers so that quality, settled private rented accommodation is available.</p> <ul style="list-style-type: none"> <li>- <i>To run landlord forums with our providers, landlords and agents to develop relationships and expand supply.</i></li> <li>- <i>To learn from our stakeholders to improve our services.</i></li> <li>- <i>To inform and review developments in policy and legislation that affect our stakeholders.</i></li> </ul> | Current and to be reviewed quarterly.  | <p><i>Southwark's Housing Solutions and Private Sector Housing Enforcement services, NRLA, DWP and landlord and agents known to Southwark.</i></p> |
| 41. |  | <p>Developing improved support for those moving and settling to new homes in and beyond our borough across all types of housing.</p> <ul style="list-style-type: none"> <li>- <i>Developing our assessments and packages of support to help residents in their move to settled accommodation.</i></li> <li>- <i>To develop relationships with other agencies local to housing provision for wider advice and support where required.</i></li> </ul>   | <p>Ongoing – review at 6 months</p> <p>Current and to be reviewed quarterly.</p> | <p><i>Southwark's Housing Solutions service</i></p> <p><i>Homeless forum partner agencies, Community Southwark.</i></p>                            |
| 42. |  |   |  |  |

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|  |  | <p>To work with council colleagues to secure an increase in the delivery of genuinely affordable housing for Southwark residents, including new council homes and through innovative schemes such as that provided by Centrepoin in Peckham.</p> <ul style="list-style-type: none"> <li>- <i>Working with our community partners to widen involvement with Council services and partner organisations.</i></li> <li>- <i>Promoting forums with agencies and local partners to promote better joint working and raising the standards of accommodation</i></li> <li>- <i>Ensure communication on the importance of this work is promoted through internal channels to ensure senior stakeholder buy-in</i></li> </ul> | <p>Ongoing – review at 6 months</p> <p>Current and to be reviewed quarterly.</p> <p>Ongoing – to review at 6 months.</p> <p>Ongoing – to review at 6 months.</p> | <p><i>Southwark’s Housing Solutions service</i></p> <p><i>Homeless forum partner agencies, Community Southwark.</i></p> <p><i>Homeless forum partner agencies, Community Southwark, Southwark Private Rented Sector Advice and Supply Team, NLA</i></p> <p><i>Southwark Housing Directors and SLT</i></p> |
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**Priority five: Tackling Systemic Housing Insecurity**

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| 43. | <i>Protecting communities and challenging</i> | To ensure our homelessness forum is continued and widened to partners working in health and justice. | Current and to be reviewed quarterly. |  |
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|     | <i>inequality that results in housing insecurity. Working with internal and external partners to enhance this work.</i> | <ul style="list-style-type: none"> <li>- <i>Working with our community partners to widen involvement with Council services and partner organisations.</i></li> <li>- <i>To continue to benefit from the forums in identifying need, develop best practice and share information.</i></li> </ul>  |  | <i>Homeless forum partner agencies, Community Southwark.</i>  |
| 44. |   | <p>To work in partnership with Southwark's private renter's organisation in driving up standards in Southwark's private rented sector.</p> <ul style="list-style-type: none"> <li>- <i>To support engagement exercises and surveys with our residents renting privately through this organisation.</i></li> <li>- <i>To support facilitation of the Borough's 'know your rights' sessions.</i></li> <li>- <i>Attending forums with residents and agencies to promote better joint working and raising the standards of advice provision in the Borough.</i></li> </ul> | Commenced and reviewing quarterly.                                 | <i>Southwark's Housing Solutions, Private Sector Housing Enforcement services and Citizens Advice Southwark</i> |
| 45. |   | To reintroduce a twice yearly strategic roundtable, chaired by our Cabinet Member, to bring partners together to assess the progress of all stakeholders' work against the strategy and our action plan.   | To complete and continue at 6 months from strategy implementation. | <i>Southwark and third sector partners and service user insight lead.</i>                                       |

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|     |  | <ul style="list-style-type: none"> <li>- <i>To scope for, and invite all relevant stakeholders to attend this important series of meetings.</i></li> <li>- <i>To establish our first of our twice yearly series of roundtable meetings.</i></li> </ul>  | <p>To complete by Q2 of 24-25.</p> <p>To complete and continue at 6 months from strategy implementation.</p>                         |  |
| 46. |  | <p>To improve pathways and work with vulnerable communities such as those identifying as LGBTQ+</p> <ul style="list-style-type: none"> <li>- <i>Undertake training for all staff on LGBTQ+ identities and homelessness awareness so that we can offer an inclusive service, with effective signposting and good practise including an awareness of the importance of specialist provision and services for this group.</i></li> </ul> | <p>Ongoing – to review at 6 months.</p> <p>To have initial training delivered by end of Q2 24-25 and refresher courses annually.</p> | <p><i>Southwark’s Housing Solutions service, Stonewall, AKT and Galop organisations.</i></p> |
| 47. | <p><i>Improving resident access to employment, skills and eligible support</i></p> | <p>Improving the delivery of our Southwark Works programme and supporting expansion with partner agencies.</p>  | <p>Commenced and to review quarterly.</p>  | <p><i>Southwark’s Housing solutions and</i></p>  |

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|     | <i>to mitigate heightened financial pressures.</i>   | <ul style="list-style-type: none"> <li>- <i>To develop our programme and ensure our commissioned partner is connected to existing and new partnerships and fora in this area.</i></li> <li>- <i>To monitor the outcomes of this programme and identify and overcome barriers for our shared service users.</i></li> </ul>  |                                    | <i>Stronger Neighbourhoods services and homelessness and prevention fora partners.</i>   |
| 48. |  | <p>Working with external providers in the community that deliver employment and skills support to those at risk of homelessness, homeless and rough sleeping.</p> <ul style="list-style-type: none"> <li>- <i>To explore wider employment and skills support available that can be accessed by our residents.</i></li> <li>- <i>To develop our partnership with the DWP to improve our advice offer to residents and referrals links.</i></li> </ul> | Commenced and to review quarterly. | <i>Southwark's Housing solutions and Stronger Neighbourhoods services, Southwark Works Programme providers, homelessness and prevention fora partners including the DWP.</i> |
| 49. | <i>Empowering residents with a realistic and comprehensive appraisal of how they can resolve</i> | <p>Development of our customer access processes for our digital and face to face services.</p> <ul style="list-style-type: none"> <li>- <i>To continually monitor our access arrangements through service user and partner insight and data.</i></li> </ul>  | Commenced and to review quarterly. | <i>Southwark's Housing Solutions service, Homelessness and prevention fora</i>   |

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|     | <i>their housing issues where possible and make informed choices.</i> | <ul style="list-style-type: none"> <li>- <i>To ensure our hybrid model of service delivery best meets the needs of our residents and best use of our resources.</i></li> </ul>   |  | <i>partner agencies and service users.</i>   |
| 50. |   | <p>To ensure a realistic appraisal of support is given. That this is understood and communicated through all partner agencies and those working with our residents.</p> <ul style="list-style-type: none"> <li>- <i>To provide clear and consistent advice across all channels of communication outlining service provision and standards and wider support available.</i></li> <li>- <i>To ensure our advice is clear for our partners and consistent with our joint work.</i></li> </ul> | Commenced and to review quarterly.           | <i>Southwark's Housing Solutions service, Homelessness and prevention fora partner agencies and service users.</i> |
| 51. |   | <p>That our support and advice is tailored to ensure residents can make informed choices that empower them to resolve their housing issues.</p> <ul style="list-style-type: none"> <li>- <i>To ensure that Council provision of advice and support is provided promptly and to a high quality through feedback and service performance reporting.</i></li> <li>- <i>To be clear on the scope and scale of the Council's direct support.</i></li> </ul>                                     | <i>Ongoing and to be reviewed quarterly.</i> | <i>Southwark's Housing Solutions service, Homelessness and prevention fora partner agencies and service users.</i> |

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|     |   | <ul style="list-style-type: none"> <li>- <i>To help identify wider provision available for residents.</i></li> <li>- <i>To empower our residents to make best use of the support available and choices to help them address their housing insecurity.</i></li> </ul>  |   |  |
| 52. | <i>Making the case for change to Government to communicate local and regional housing need and redress to wider impacts that lead to housing insecurity and inequality.</i> | <p>LHA rates change and lifting the benefit cap to improve the purchasing power of residents and Authorities to access accommodation.</p> <ul style="list-style-type: none"> <li>- <i>Using our data across Housing and Exchequer services and insight from our LIFT dashboard to evidence acute insecurity resulting from Welfare Reform Measures.</i></li> <li>- <i>Presenting our findings and rationale for change to partner Authorities, London Councils, Centre for Homelessness Impact and lobbying DWP and DLUHC.</i></li> </ul> | <p>.To complete by end of Q3 24-25.</p> <p>Ongoing and to be reviewed quarterly</p> | <i>Southwark's Housing Solutions and exchequer services, Centre for Homelessness Impact and Homelessness and prevention fora partner agencies including the DWP.</i> |
| 53. |   | Lobby Government to reform the temporary accommodation subsidy regime, currently linked to January 2011 LHA rates, to ensure that the costs of securing accommodation are more closely linked to the subsidy available to provide it.   | To complete by end of Q3 24-25.   | <i>Southwark's Housing Solutions and exchequer services,</i>   |

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|     |  | <ul style="list-style-type: none"> <li>- <i>Use a data led approach to monitor the on-going impact of the cost of living crisis, including the impact of the change to LHA rates in April 2024 to ensure we use this insight to evidence the case for change.</i></li> <li>- <i>Monitor the impact of LHA rates on the uptake of private rented offers and incentive packages.</i></li> <li>- <i>Provide bi-monthly data to London Council as part of monitoring and reporting on homelessness pressures</i></li> </ul> |  | <p><i>Centre for Homelessness Impact and Homelessness and prevention for partner agencies including the DWP.</i></p> |
| 54. |  | <p>Greater funding for NRPF rough sleepers as it is making Government Strategic aims in this area impossible to achieve.</p> <ul style="list-style-type: none"> <li>- <i>Using our homelessness data and intelligence through rough sleeper partner agencies to evidence resource deficits and poor outcomes.</i></li> <li>- <i>Presenting our findings and rationale for change to partner Authorities, London Councils, Centre for Homelessness Impact and lobbying DWP and DLUHC.</i></li> </ul>                     | <p>To complete by end of Q3 24-25.</p> <p><i>Ongoing and to be reviewed quarterly.</i></p> | <p><i>Southwark's Housing Solutions service, St Mungos, Southwark Law Centre and London Councils.</i></p>            |
| 55. |  | <p>Develop incentives for landlords to participate in the lower end of the market.</p>  | <p>To complete by end of Q3 24-25.</p>   | <p><i>Southwark Council's Housing Solutions service, London</i></p>  |

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|     |  | <ul style="list-style-type: none"> <li>- <i>Using landlord, agent and landlord body insight from our landlord forums to identify feasible Authority offers.</i></li> <li>- <i>Developing our temporary accommodation and private rented sector procurement options.</i></li> <li>- <i>Working with the Centre for Homelessness Impact to identify wider financial measures to attract accommodation partners.</i></li> <li>- <i>Lobbying DLUHC and the Treasury through London Councils and regional groups to affect change.</i></li> </ul> | To be reviewed quarterly from Q4 24-25 | <i>Councils, Centre for Homelessness Impact and Homelessness, landlord and prevention fora partners</i>  |
| 56. |  | <p>Lobby for an increase in the discretionary housing payments allocation annually to reflect the valuable prevention work that can be done and wider savings achieved with an appropriate level of grant.</p> <ul style="list-style-type: none"> <li>- <i>Lobbying DLUHC and the Treasury through London Councils and regional groups to affect change.</i></li> <li>- <i>Use Data to show impact of DHP allocations on homelessness prevention</i></li> </ul>  | Ongoing and to be reviewed quarterly.  | <i>Southwark Council Housing Solutions and exchequer services, Centre for Homelessness Impact and Homelessness and prevention fora partner agencies including the DWP.</i> |
| 57. |  |  |  |  |

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|     |  | <p>Enable public acquisition of properties leaving the market for our procurement through grant programmes such as the Local Authority Housing Fund. Ensure these solutions with adequate levels of funding to make development and acquisition viable.</p> <ul style="list-style-type: none"> <li>- <i>Using data of Southwark housing stock and seeking grant funding from DLUHC for wider acquisition.</i></li> </ul>   | Ongoing and to be reviewed quarterly.  | <i>Southwark Council's Housing Solutions service, London Councils, Centre for Homelessness Impact and Homelessness, landlord and prevention fora partners</i>                         |
| 58. |  | <p>Support new development of social homes through a grant programme that properly funds the cost of supply and supports the removal of wider barriers to building.</p> <ul style="list-style-type: none"> <li>- <i>Develop evidence base to show the impact of barriers to development.</i></li> <li>- <i>Work closely with the new homes team to support their work and understand the wider barriers to building new homes.</i></li> <li>- <i>Explore opportunities to work with registered providers.</i></li> </ul> | On-going – to be reviewed on introduction of LHA changes and any subsequent legislative and policy changes | <i>Southwark Construction, Southwark Council's Housing Solutions service, London Councils, Centre for Homelessness Impact and Homelessness, landlord and prevention fora partners</i> |

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| 59. |  | <p>Lobby for and implement the proposals to ban section 21 evictions and make the private sector a stable option to meet housing need.</p> <ul style="list-style-type: none"> <li>- <i>On introduction of the new legislation, we will identify changes to our private rented sector advice offer.</i></li> <li>- <i>Ensure full training to all Housing Solutions Staff on the new legislation.</i></li> <li>- <i>Support our partners to implement best practice in this space by conducting regular landlord forums.</i></li> <li>- <i>Promoting this work through regular team and service wide updates as well as Southwark wide promotion.</i></li> </ul> | On-going – to be reviewed on introduction of legislation | <p><i>Southwark Council's Housing Solutions service, wider Southwark Housing teams, Kineara, Beam up, prevention partners</i></p> |
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