

1. Homelessness and Rough Sleeping – Performance (1st July 2023 to 30th September 2023)

1.1. Summary

There was a slight decrease in the number of homeless applications during the second quarter of 22-23, but numbers remain significantly higher than the last financial year. The leading reason for loss of last settled accommodation was “end of Private Rented Sector tenancy assured shorthold”, with 27% of the applications in the previous quarter. This was followed by ‘applicants being asked to leave accommodation with family’ (20%).

Despite the pressures on the Housing Options Service in terms of case numbers and fewer solution opportunities, positive results continue to be achieved as highlighted in the number of successful prevention and relief outcomes detailed below. The number of rough sleepers has also been reduced significantly.

Placements into bed and breakfast have remained at a high level for the second quarter.

1.2 Homeseeker Plus – Choice Based Lettings Allocations Scheme

Supporting the homelessness and interventions work, 415 new applications were registered for housing, 508 applications were assessed following application updates, and 96 properties were let via Homeseeker Plus.

There were **2569 applications registered for housing** in Cheltenham at the end of the quarter, with **657 priority banded applicants** (i.e. in silver, gold or emergency bands).

1.3 Snapshot of housing options performance (July – September 2023):

<p><u>Homelessness and Interventions</u></p> <ul style="list-style-type: none"> • 170 homeless applications • 114 households assisted to prevent or relieve homelessness • 14 cases accepted for main duty • 3 Rough sleepers (as at 30th Sep) down from 13 at end of previous quarter 	<p><u>Domestic Abuse</u></p> <ul style="list-style-type: none"> • 22 clients assessed as homeless as result of domestic abuse. • 2 applications were made from alleged perpetrators excluded from their home • 11 households were able to remain in their home following target hardening works on their property
<p><u>Homeseeker plus</u></p> <ul style="list-style-type: none"> • 2569 applicants on register at end of September • 415 new applications registered, and 508 applications reviewed following change of circumstances • 96 households housed in last quarter • 9 clients moved on from supported accommodation 	<p><u>Emergency accommodation</u></p> <ul style="list-style-type: none"> • 9 households housed into temporary furnished in the quarter, and 7 were moved from temp furnished accommodation • 33 households were placed into bed and breakfast accommodation in the quarter • 24 households were ‘in all’ types of temporary accommodation at the end of September • Of which 9 households were in bed and breakfast accommodation at the end of September

1.4 Performance from April 2023 against Targets

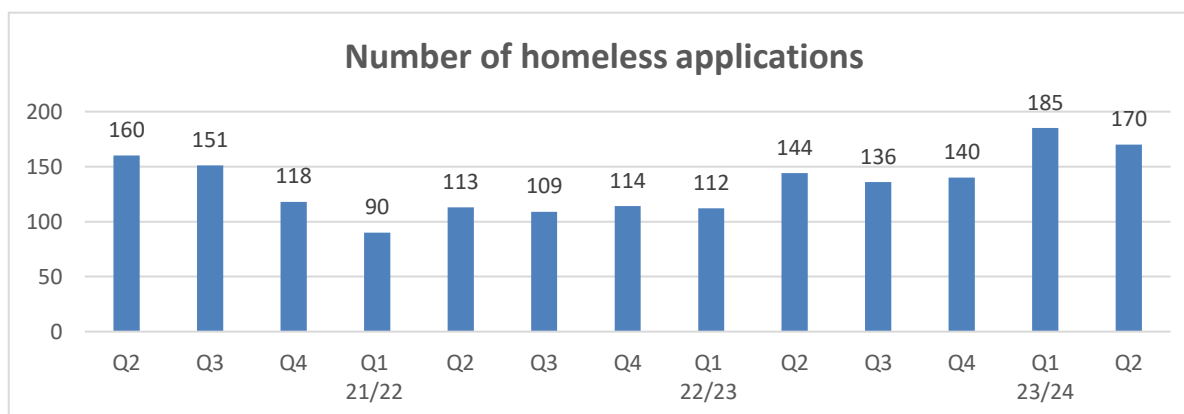
Targets	23/24 target	Performance from April to September 2023
Total positive prevention and relief outcomes	290	224
Main duty accepted	60	26
Total number applicants in B&B at end of period	5	9 (as at 30 th September)
Total number applicants in emergency accommodation (TA and B&B)	25	24 (as at 30 th September)
Rough sleepers in Cheltenham	5	3

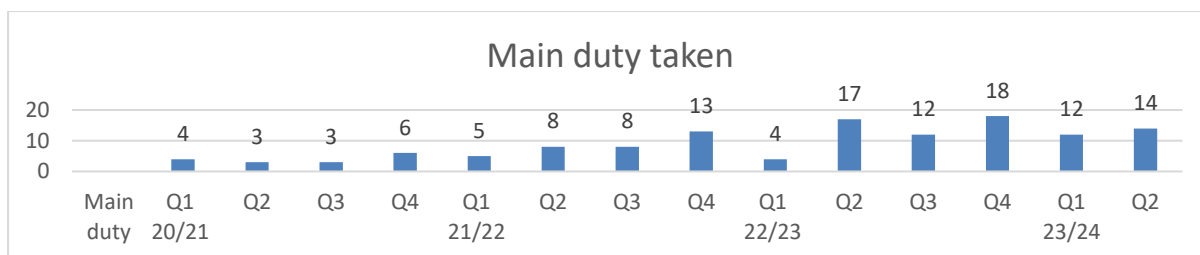
2. Homelessness – longer term performance and trends

2.1 Homelessness applications and homelessness prevention activities

The number of homeless applications remains at a higher level than last year. Quarter 2, has over the last three years recorded the highest number of homeless applications, but the decrease from Q1 could be an early indication that application numbers are levelling out.

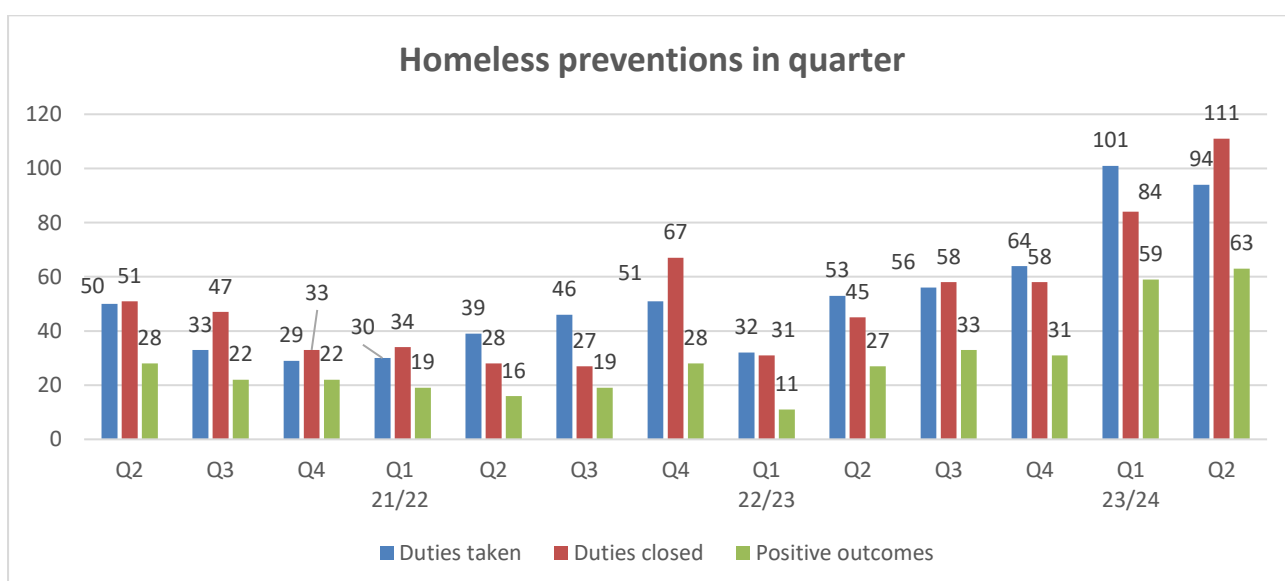
In another promising sign the number of main duty acceptances remains consistent with the previous quarter.





Main reasons for loss of last settled accommodation where main duty taken were: -

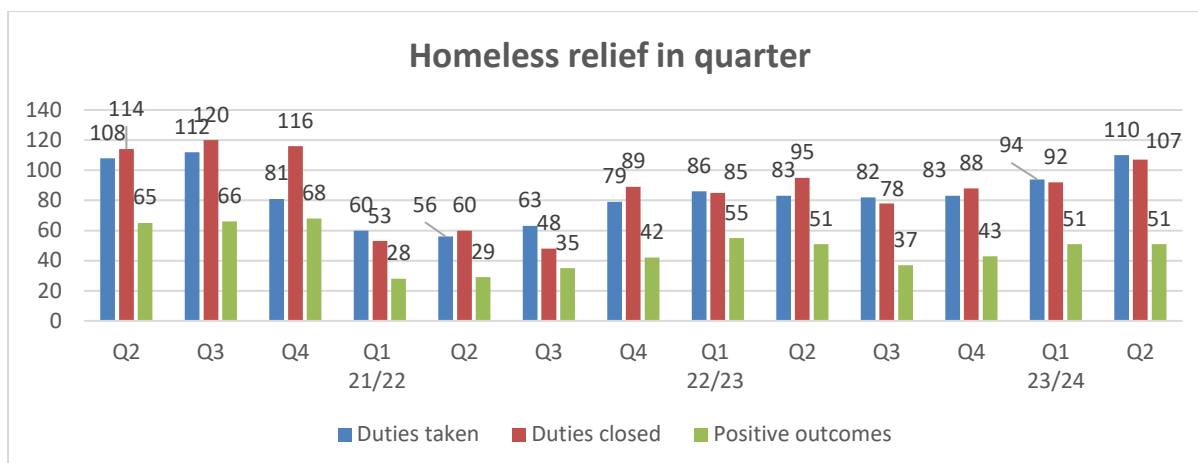
- 6 loss of private rented accommodation (PRS)
- 5 Domestic Abuse
- 3 Family no longer willing to accommodate



- 94 cases had the homeless prevention duty closed in the quarter
- 63 cases had a positive outcome (67%)

Successful homeless preventions are recorded when the team have ended the threat of homelessness by enabling the household to remain living in their current home or securing alternative accommodation prior to them having to leave their home. Activities undertaken may include installation of target hardening to keep victims safe in their home, successful mediation or negotiation with family or friends, intervention work to help sustain a tenancy, or securing alternative accommodation through supported housing, social housing or assisting a household to find private rented accommodation (with financial assistance if required).

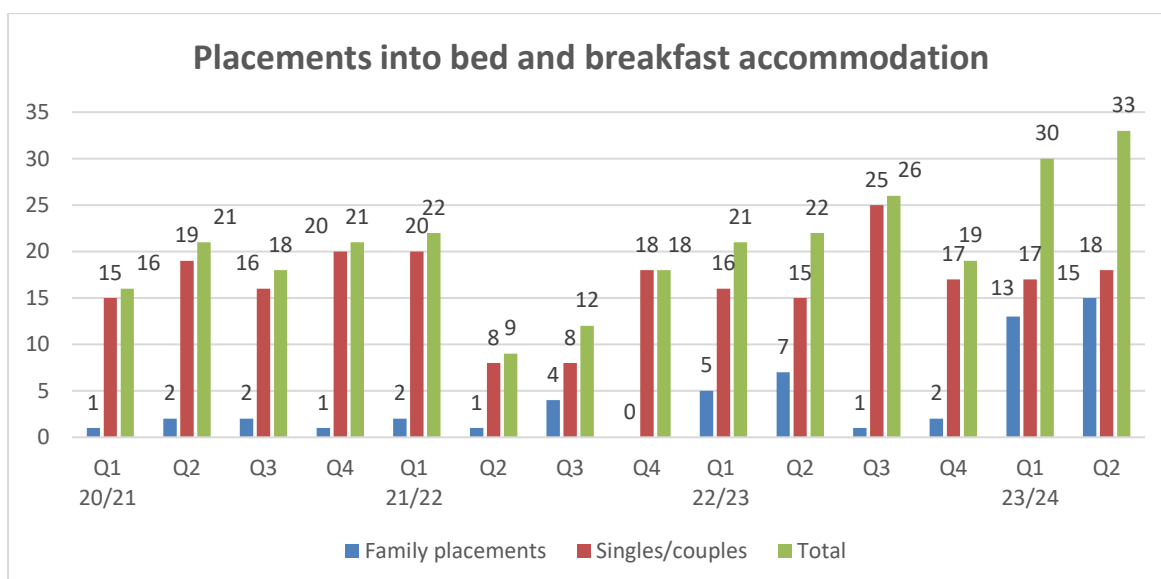
Despite best endeavours, prevention work is not always successful as some households disengage with the service, withdraw an application, refuse a suitable offer, or become homeless and move onto homeless relief stage.



- 110 cases had a homeless relief duty opened in the second quarter of the year.
- 107 cases were closed in the quarter.
- 51 cases had a successful outcome (48%)

A homeless relief duty is taken when an applicant is already homeless or becomes homeless despite activity in the homeless prevention stage. Our Housing Options Service continue to work with households and look to secure accommodation with the same activity and potential outcomes as that undertaken at homelessness prevention stage.

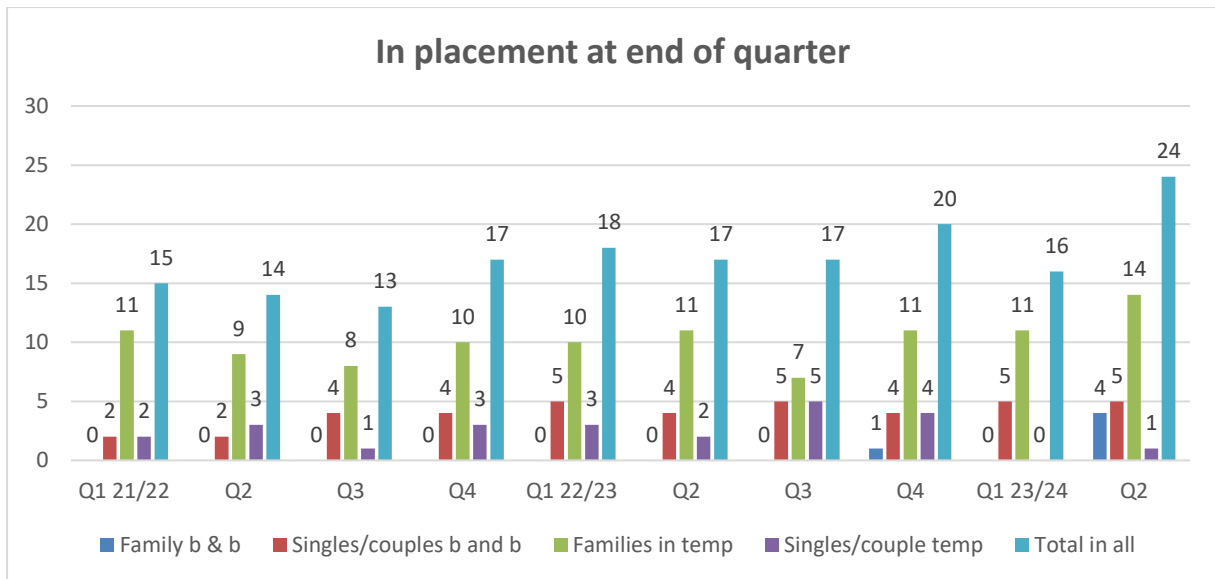
2.2 Emergency housing provision



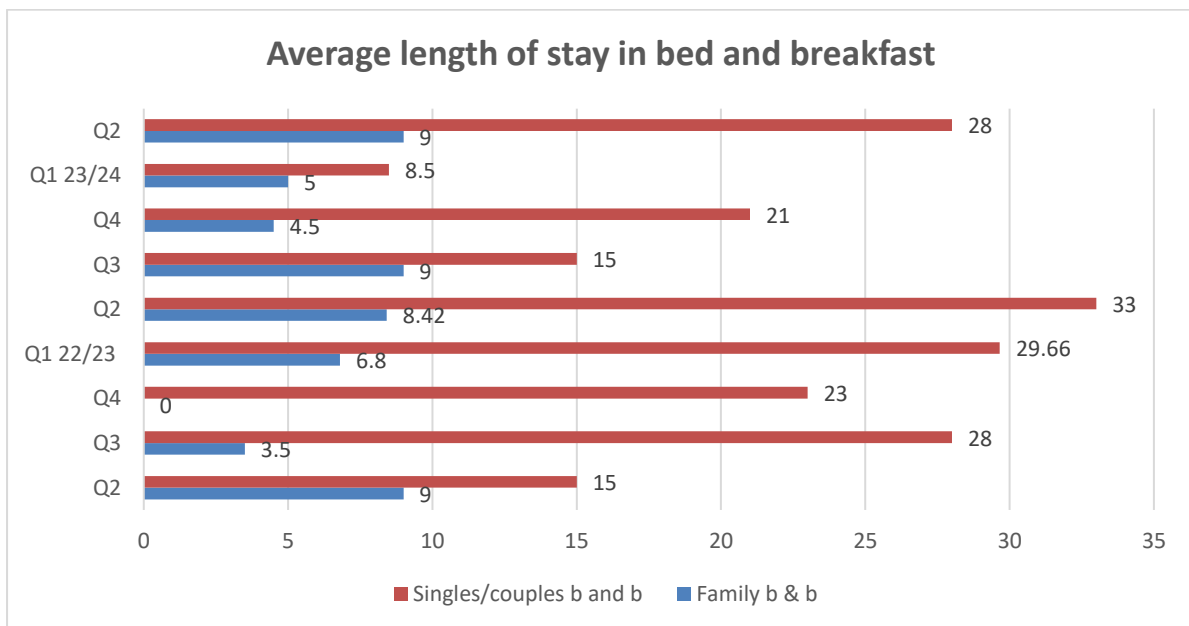
The number of placements into bed and breakfast accommodation (B&B) has continued at a high rate, with 60% of placements into travelodge.

The length of stay in B&B was short for both family households, but the length of stay for single households moving out of bed and breakfast in the quarter was 28 days. We had several families in placement at the end of quarter 2, and the length of stay was increasing.

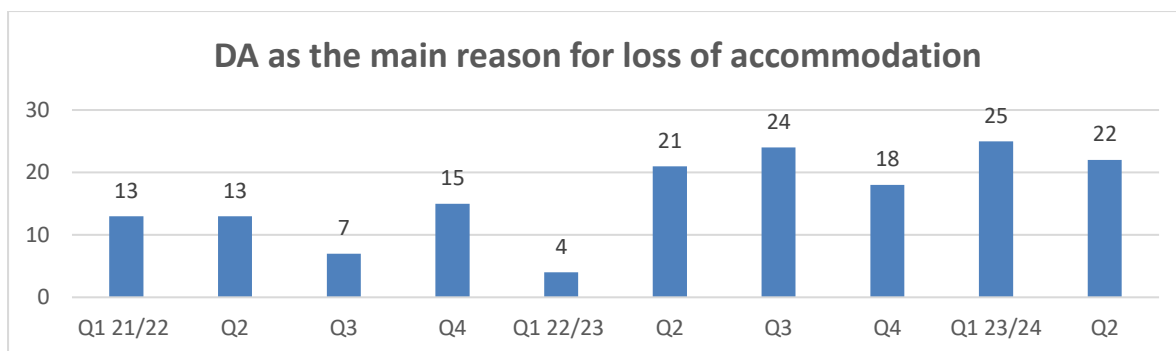
For households being placed into B&B, the headline reasons for loss of previous accommodation were domestic abuse, households being asked to leave by family, and end of private rented accommodation.



The number of households in emergency accommodation at the end of the quarter has increased significantly. We continue to look at alternative emergency accommodation options and have set targeted action in place to increase flow from temporary furnished accommodation to hopefully meet demands in future months and reduce family placements and time spent in bed and breakfast accommodation.



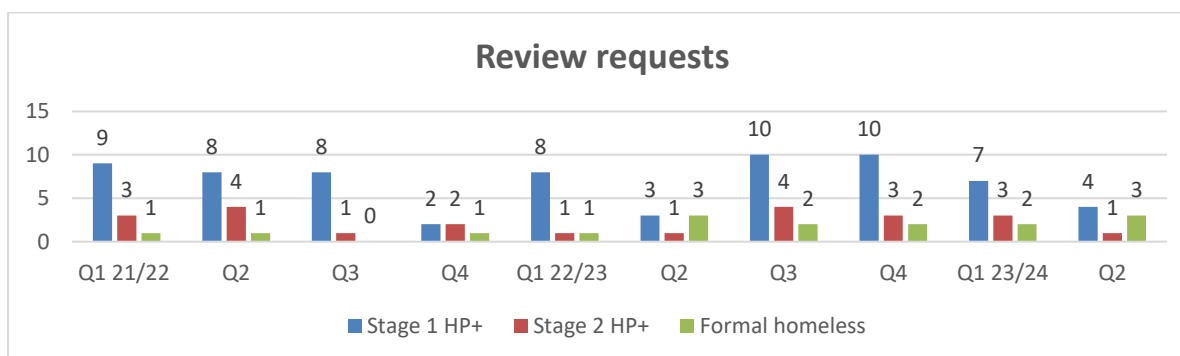
2.3 Domestic Abuse



Domestic abuse features highly as one of the main reasons for loss of accommodation, with 22 applications recorded in the quarter. Whilst many of these cases are resolved with target hardening measures, there was also an increase in domestic abuse victims needing emergency accommodation placement.

2.4 Review and challenges

The number of reviews remain at a consistent level.



2.5 Homeseeker Plus

