

CSROH 5.2 & 5.3

Why are homeless prevention figures “significantly below target at the end of the year”?

The way in which we complete a homeless prevention is now very different to previous years. Each applicant must be issued a personalised housing plan which takes between 1hr 15 and 2 hours. This is substantially more time intensive process for officers than the previous legislation required. There is a lot of data the Government want collating as part of their efforts to understand the households presenting as homeless and steps they wish to take in the future to address the needs identified. The Government did clearly understand the additional staff hours required to complete the additional burdens and did award additional funds to add additional staff to deal with these.

Why are grants for disabled facilities to reduce homelessness included in the statistics but no other benefits included?

Formerly we were able to count all Disability Facility Grants, Direct Housing Payments and Discretionary Housing Payments for rent shortfall as a simple tally chart to include into our statistics as these were all considered to be preventing homelessness by other departments. However under HRA we can only consider preventions from those we have completed the 2 hour Personalised Housing Plan with the housing team. We are awaiting process mapping on the DHP process to look at ways to manage this better and to include these statistics again soon.

Why do we have some households with “multiple placements” in temporary accommodation?

It is quite common for households to be moved from one temporary accommodation to another particularly in summer months due to availability of in hotel/B&B's locally. We usually only book B&Bs for a week or so at a time as if households leave or are asked to leave, TDC would be liable for the costs for the entire booking period. Therefore if the B&B is fully booked, we may need to find alternative (usually more expensive) accommodation for that period and then book them back in when it becomes available again.

For families with dependent children we must not allow to remain in “B&B” for longer than 6 weeks so most are moved from a B&B into Albany or a temporary tenancy in a flat we lease well within that time and generally remain until we can identify longer term accommodation. Some households may be moved because of behavioural issues and if we do not discharge duties due to this behaviour, we may be forced to find alternative temporary accommodation. In other instances, we may move people to secure cheaper temporary accommodation (because they are in employment and not getting the full amount covered by housing benefits and this is causing financial difficulties) or we are able to offer them alternative temporary accommodation in an area nearer to us/their employment or support.