

Manchester City Council Report for Resolution

Report to: The Executive – 13 December 2023

Subject: Manchester Homelessness & Rough Sleeping Strategy 2024-2027

Report of: Strategic Director – Neighbourhoods
Director of Housing Services
Assistant Director – Homelessness

Summary

The purpose of this report is to present the Homelessness & Rough Sleeping Strategy for Manchester (2024-2027). It will replace the existing homelessness strategy which covers the period 2018-2023 and expires at the end of Dec 2023. It is a legal requirement for the Council to publish a strategy, informed by a homeless review, at least once every five years and the strategy will provide the Council and its' partners with a strategic direction and framework to achieve the city priority of reducing homelessness and rough sleeping.

The strategy builds on the existing aims and overarching city-wide vision. To make:

- Homelessness a **Rare** occurrence: increasing prevention and earlier intervention at a community level
- Homelessness as **Brief** as possible: improving temporary and supported accommodation so it becomes a positive experience.
- Experience of homelessness is **Unrepeated**: increasing access to settled homes and the right support at the right time.

It is a partnership strategy, developed in collaboration and co-produced with Manchester's Homelessness Service as well as wider Council Services including Adults & Children Services, Strategic Housing, Reform and Innovation, Health Services and the Manchester Homelessness Partnership (MHP) which consists of voluntary, community and faith organisations, statutory organisations and businesses as well as individuals with personal insight into homelessness.

At the heart of the Strategy are people, with an ambition to achieve better outcomes for everyone, where every contact counts and those who are vulnerably housed or groups who are disproportionately impacted by homelessness are reached in the first instance. It is framed around the four principles of Manchester City Council's Homelessness Transformation Programme (A Place Called Home):

- Increasing prevention
- Reducing rough sleeping
- More suitable and affordable accommodation
- Better outcomes, better lives

The Homelessness Strategy complements other existing Manchester Strategies, in particular the Housing Strategy and Making Manchester Fairer Framework, and will have a dynamic action plan sitting alongside it to provide the governance and operational framework to ensure the vision of the Strategy is achieved.

Recommendations

The Executive is recommended to consider and adopt the Manchester Homelessness & Rough Sleeping Strategy (2024-2027)

Wards Affected: All

<p>Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city</p>	<p>Good quality and affordable homes reduce carbon emissions.</p>
<p>Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments</p>	<p>The housing disadvantages suffered by some individuals or groups were comprehensively evidenced in the Marmot Report ‘Build Back Fairer in Greater Manchester: Heath Equity and Dignified Lives’. It has since been acknowledged that housing inequality in Manchester is directly related to the disadvantages suffered by some individuals or groups because of their characteristics.</p> <p>The work of the Homeless Service in helping people retain their existing accommodation or find alternatives that are affordable to them meets our public sector equality duty and broader equality commitments.</p> <p>The people sleeping rough in our city are the most vulnerable and marginalised cohort of people in the city and helping them to find dignified and supportive accommodation meets our moral and statutory duty.</p> <p>The implementation of this strategy will inform and improve our understanding of any inequality related to individuals and families requiring health care, accommodation, support and specialist accommodation and also supported accommodation because of their</p>

	<p>characteristics and address those inequalities.</p> <p>The Homelessness & Rough Sleeping Strategy will work in conjunction with other strategies, including the Housing Strategy, Enabling Independent Accommodation Strategy and the Making Manchester Fairer to address health inequalities across Manchester to tackle social determinants of health to identify the needs of people from protected or disadvantaged groups where these are different from the needs of other people by increasing the supply of suitable accommodation.</p> <p>An Equality Impact Assessment (EIA) for the Strategy has been completed and can be found in Appendix 1. The EIA is a document we will continue to work on and strengthen over the course of the Strategy.</p>
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Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	<p>The Homelessness & Rough Sleeping Strategy sets out our ambitions to ensure that homelessness is rare, brief and unrepeatable and that the needs of people requiring accommodation and support to either remain in their existing home, move on in to settled accommodation in a planned way or within supported accommodation is appropriate to their needs.</p> <p>Having good quality accommodation will help people to thrive. Reducing the number of people who are homeless or placing them in appropriate accommodation with help to access employment and learning opportunities will contribute to Manchester becoming a thriving and sustainable city.</p>
A highly skilled city: world class and home grown talent sustaining the city's economic success	Having accommodation that people can access, in areas where they have a support network to help them, and their

	children, into education or employment will help grow talent in the city.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Having good quality accommodation in our communities improves the environment people live in and helps them to make a positive contribution.
A liveable and low carbon city: a destination of choice to live, visit, work	Ensuring properties are a good quality and high standard will reduce the need to heat properties and therefore reduce energy waste.
A connected city: world class infrastructure and connectivity to drive growth	Housing infrastructure is central to Manchester's inclusive growth ambitions

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

There are no direct revenue consequences to the Council arising from this report

Financial Consequences – Capital

There are no direct capital consequences to the Council arising from this report

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

The Manchester Homelessness and Rough Sleeper Strategy:

https://secure.manchester.gov.uk/downloads/download/5665/homelessness_strategy

Neighbourhoods and Environment Scrutiny Committee - 2nd December 2020 - Update on Homelessness in the City of Manchester

Communities and Equalities Scrutiny Committee – 21st June 2022 – Homelessness Update

Communities and Equalities Scrutiny Committee – February 2022 – Homelessness Update

Communities and Equalities Scrutiny Committee – 11th October 2022 – Homelessness

Communities and Equalities Scrutiny Committee – 10th January 2023 – An update report on the homeless service.

Communities and Equalities Scrutiny Committee – 20th June 2023 – An update report on the Homeless Service

Communities and Equalities Scrutiny Committee – 10th October 2023 - An update report on the Homeless Service

1.0 Introduction

- 1.1 This report seeks approval of the Homelessness & Rough Sleeping Strategy for Manchester (2024 – 2027) which will replace the existing Strategy. It is a legal requirement for Housing Authorities to publish a Strategy every five years as a minimum, having completed a review into current and future homelessness in their area.
- 1.2 The Strategy has been informed by the Homeless Review which captured the current need, trends over the term of the previous Strategy, existing levels and availability of accommodation.
- 1.3 The final draft of the strategy has been developed following co-production and extensive consultation and will provide a strategic direction and framework for the Council and partners to follow in reducing homelessness and rough sleeping in Manchester.

2.0 Legislation and Guidance on Homeless Strategies

- 2.1 Section 3 of the Homelessness Act (2002) states that a Local Authority must formulate a strategy for:
 - (a) preventing homelessness in the district;
 - (b) securing that sufficient accommodation is and will be available for people in the district who are or may become homeless; and,
 - (c) securing the satisfactory provision of support for people in the district who are or may become homeless or who have been homeless and need support to prevent them becoming homeless again.
- 2.2 The homelessness strategy may include specific objectives to be pursued, and specific action planned to be taken by
 - (a) the functions of the authority as a local housing authority; or
 - (b) the functions of the social services authority for the district.
- 2.3 A homelessness strategy may also include provision relating to specific action which the authority expects to be taken:-
 - (a) by any public authority with functions which are capable of contributing to the achievement of any of the objectives; or
 - (b) by any voluntary organisation or other person whose activities are capable of contributing to the achievement of any of those objectives.
- 2.4 When developing their homelessness strategy, local authorities will wish to look beyond the statutory requirements to consider the economic and social reasons for investing in activities that prevent homelessness.
- 2.5 The current Homelessness Strategy for Manchester covers the period 2018-2023 and expires at the end of Dec 2023. As per legislative guidance, a review of the current strategy has been undertaken, which included analysis of

data and key performance measures that the Council report to Government on.

- 2.6 The new strategy was developed based upon the national guidance and legislation outlined above and follows the recommended structure: what can the Council do; what can other public bodies do; and what can the voluntary sector do to prevent and end homelessness.

3.0 The Strategy

- 3.1 The three-year vision of the Manchester Homelessness & Rough Sleeping Strategy (2024-2027) is to make:

- Homelessness a **Rare** occurrence: increasing prevention and earlier intervention at a community level
- Homelessness as **Brief** as possible: improving temporary and supported accommodation so it becomes a positive experience.
- Experience of homelessness is **Unrepeated**: increasing access to settled homes and the right support at the right time.

- 3.2 Building on the Council's recent success in reducing rough sleeping, eliminating the use of bed and breakfast for families, and providing more suitable and affordable accommodation for our diverse communities, the strategy places greater emphasis on:

- The impact of homelessness on children and families,
- How best to improve homelessness services for all Manchester residents
- How to address health inequalities that our residents are faced with.
- Reducing the number of placements made outside of Manchester.

- 3.3 It continues the strong emphasis that has been developed over the past 12 months of:

- Ensuring there are no families in Bed and Breakfast accommodation unless in exceptional circumstances and then for no longer than six weeks
- Increasing prevention of homelessness,
- Minimising people's experience of sleeping rough

- 3.4 The strategy is framed around the four principles of Manchester City Council's Homelessness Transformation Programme (A Place Called Home):

- Increasing prevention
- Reducing rough sleeping
- More suitable and affordable accommodation
- Better outcomes, better lives

- 3.5 The four principles capture the breadth of homelessness and rough sleeping in Manchester and are the foundation to meet the vision of the strategy, but it is also recognised that access to all statutory and non-statutory services is the golden thread that sits across all four principles.

3.6 Although Local Authorities hold the statutory responsibility for having a Homelessness and Rough Sleeping Strategy, as a partnership it is recognised that this is a City wide strategy and that in order to achieve the vision set out in the strategy close working, collaboration and co-production are key to success to delivery and making a positive impact to the lives of all Manchester residents.

4.0 Consultation

4.1 The Strategy has been developed through co-production and consultation with the Manchester Homeless Partnership through both virtual and in-person sessions. It was formally consulted on from the 18th September 2023 until the 15th October 2023. Registered providers, health colleagues and wider statutory and voluntary sector organisations have had separate and collective consultation sessions.

4.2 People with lived experience of homelessness and those living in homeless accommodation have both co-produced and been consulted via a specially designed questionnaire that was appropriate for the audience and a workshop session at the Manchester Homeless Partnership open Board on September 25th 2023.

4.3 A Microsoft form for online responses was designed and open for responses during the formal consultation period of 18th September 2023 until the 15th October 2023.

4.4 There have been two Member consultations, in-person on the 27th September 2023 and online on the 12th October 2023. The strategy was presented to Communities and Equalities Scrutiny on the 10th October 2023 for comments.

4.5 The consultation asked three key questions on each of the four principles outlines in section 3.4 above:

- **What does the Council need to do?** As the Council holds the statutory homeless responsibility, this section is focused on the Homelessness service but there is an acknowledgement that delivery of services involves cross-council involvement
- **What can partners do?** Which includes:
 - Wider Council services
 - Homelessness partners
 - Statutory Sector
 - Voluntary, Community, Faith and Social Enterprise (VCFSE) sector
- **What does success look like?**

4.6 The Success measures identified within the Strategy are in line with statutory Government returns. The development of an action plan will operationalise the Strategy and success measures, making it quantifiable. This will underpin all four principles, driving change across the city. The plan will be dynamic,

flexible and resilient to the changes that will occur during the course of the Strategy.

5.0 Resource Implications

- 5.1 The national legislation and guidance states that the financial resources available to meet demand must be considered when developing a strategy and action plan. The Strategy is therefore written in the context of anticipating increasing demand across the lifetime of the strategy within a very challenging financial position. Actions identified and included within the strategy's action plan will be realistic within the resources available.
- 5.2 This is an over-arching Strategy with a three-year term so there are no immediate resource implications for the Council, however, some initiatives within the Strategy will have their respective resourcing implications. The Strategy aims to bring the wide range of partners across the city to effectively work together to use their collective resources to deliver on the ambitions within the strategy.
- 5.3 The existing service, and the ambitions set out within the strategy, are funded through a mixture of Council, DLUHC and GMCA funding. The three largest grants the Council receives are the Homelessness Prevention Grant, the Rough Sleeping Initiative and A Bed Every Night funding. Some of these Grants may end within the lifetime of the strategy, and the operational impacts of this will be managed through the Strategy's action plan, taking into account the financial position at the time.
- 5.4 Temporary accommodation is one of the largest costs incurred by the Council, exacerbated by accommodation costs being higher than the maximum level of housing benefit subsidy the Council receives. The Strategy and subsequent action plan is therefore focused upon prevention and early intervention to reduce the number of people accessing homeless services by tackling the root causes of homelessness. The Strategy also includes asks of Government to assist in system change to reduce many of the national reasons why people become homeless.
- 5.5 The review has shown that the cumulative impacts of austerity and the cost-of-living crisis has had a persistent adverse effect on the housing market and has exacerbated hardship for local communities, especially those with the least resources. Throughout the lifetime of the Strategy, Manchester services will continue to operate in this challenging context. It is important to note that significant budget challenges may well occur over the duration of the Strategy.

6.0 Key risks and mitigation

- 6.1 As mentioned above, the Strategy is written in the context of a frequently changing national and local backdrop, where people are impacted with homelessness by the cost-of-living crisis, cumulative austerity, rising interest rates, housing market growth, and availability of suitable and affordable accommodation.

6.2 The main risk is the Strategy does not meet the demands placed upon the homeless service and needed levels of available accommodation are not able to be met. This risk has been minimised through extensive consultation throughout the development of the Strategy and the dynamic action plan will be flexible and adaptable to manage future demand and concerns.

6.3 There are a number of issues that are not within the control of Manchester City Council or partners which increase the probability of homelessness. The resources available to manage demand are also outside of the Council's control. During consultation it was recommended that 'Asks' of National Government were included, a suggestion which was taken on board. The strategy therefore includes specific "Asks" of National Government and Greater Manchester Combined Authority. In summary these include:

6.4 Central Government Asks:

- Unfreezing of the Local Housing Allowance
- Lifting of the benefit cap and underoccupancy charge
- Paying the Homeless Prevention Grant in line with the agreed formula
- Allowing people who are seeking asylum the right to work
- Removing the shared room rate for under 35-year-olds
- Ending Section 21, no fault evictions
- Removing the subsidy loss for Local Authorities
- Fund Local Authorities and Registered Providers to build more social rent housing to ease the housing crisis
- Restricting privately sourced temporary accommodation to other options (e.g. Home Office asylum use).

6.5 Greater Manchester Combined Authority Asks:

- Lead a funded programme of work to make better use of Long-term vacant dwellings back in to use
- Regional Mayor to put forward a strong case to DLUHC to increase the Homelessness Prevention Grant
- The Good Landlord Scheme (GLS) budget of £1.5 million to be used to strengthen and focus enforcement capacity to help redress enforcement resource constraints at a Local Authority level.

6.6 To ensure any future risks are identified and mitigated, governance of the Strategy and action plan will be kept under regularly review through the Place Called Home Project Board, and the Manchester Homeless Partnership.

7.0 Measuring Success, Implementation and Governance

7.1 The 'A Place Called Home' Project Board, which has representation from all relevant Council services and Manchester Homelessness Partnership Board, will oversee the strategy implementation and quarterly monitoring of performance on the objectives set.

7.2 The action plan is in development and will be dynamic to ensure it remains relevant across the three-year period. The Council's homelessness service will be responsible for development and administration of the action plan, ensuring the actions are SMART and targets and measures of success are based on evidence. The action plan will be split into three key areas and follow the legislative guidance of:

- what can the Council do;
- what can other public bodies do;
- and what can the voluntary sector do.

7.3 Therefore, the action plan in its entirety will be owned by all Council services, public and voluntary sector partners, via the Manchester Homelessness Partnership and other forums. A good example of this is the Manchester Health and Homelessness Task Group co-chaired by the Director of Adults Social Services and Director of Public Health. This Task Group brings together service leads from Manchester University NHS Hospitals Foundation Trust (MFT), Greater Manchester Mental Health NHS Foundation Trust (GMMH), GPs and primary care providers such as Urban Village Medical Practice, Change Grow Live (the provider of drug and alcohol services) and VCSE organisations such as Mustard Tree. The group will oversee their section of the Action Plan and the Manchester Health Scrutiny Committee will be updated on progress.

7.4 The accountability and delivery of actions remains the responsibility of all partners as all partners will have actions within the plan. Reporting on the action plan will be via the relevant governance structures within the Manchester Homeless Partnership, and the Partnership Board will hold all partners to account.

8.0 Recommendations

8.1 Following support from the Communities and Equalities Scrutiny Committee – (October 2023) and considering the above, the Executive are asked to approve the Homelessness & Rough Sleeping Strategy 2024-2027.

Equality Impact Assessment

1. Tell us about your service

My Directorate	Neighbourhoods
My Service	Homelessness
My team / section	Transformation & Performance
The name of the function being analysed	Homelessness and Rough Sleeping Strategy
Who is completing the assessment?	Martin Jennings
Who is the lead manager for the assessment?	Shuff Tariq

2. Tell us about the activity that you're analysing

Briefly describe the main aims and objectives of your policy, project, service redesign or strategy, including outlining at a high level if it has implications for other areas of the Council's work and priorities.

This Strategy places strong emphasis on ensuring we maintain a position of increasing prevention of homelessness, reducing rough sleeping, not placing families in bed and breakfast accommodation, reducing the number of accommodation placements made outside of Manchester and providing more suitable and affordable accommodation for households.

To help achieve this we are working in close partnership with Early Help, schools and health services to tackle health inequalities and with the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector to provide a robust approach to prevention.

The strategy aims to make:

- Homelessness a rare occurrence: increasing prevention and earlier intervention at a community level
- Homelessness as brief as possible: improving temporary and supported accommodation so it becomes a positive experience
- Experience of homelessness unrepeated: increasing access to settled homes and the right support at the right time.

Our strategy has direct alignments with the following Manchester strategies:

- Our Manchester - outlining plans to improve the lives of the people of Manchester.
- Making Manchester Fairer - addressing health inequalities across Manchester
- Manchester Anti-Poverty Strategy - tackling poverty, its causes, and consequences
- Manchester Housing Strategy 2022-32
- Domestic Abuse Strategy
- Children and Young People's Plan
- Enabling Independence Accommodation Strategy - setting out a partnership approach to improving housing with care and support options

And will influence:

- Joint Strategic Needs Assessment Topic Report on Homelessness and Health - collating the data and evidence base on the health of people and families experiencing homelessness and the services that support this group in Manchester.
- Communities of Identity report - exploring the inequalities faced by specific communities within the city.
- Mental Well-being Strategy - focusing on prevention, lower-level mental illness, emotional wellbeing and tackling inequalities of all ages.
- LGBTQ+ Communities Deep Dive - exploring the inequalities faced by LGBTQ+ communities and the support provided by Council services to improve access, experience, and outcomes.
- Bringing Services Together for People in Places - a shared Manchester collaborative approach that delivers services around the person

There has been co-production of this strategy, involving partners across the sector and people with lived experience. Co-production of an action plan sitting alongside the strategy will involve people with lived experience and with all characteristics.

The strategy is framed around the four principles of Manchester City Council's Homelessness Transformation Programme (A Place Called Home). The principles offer a thematic and solution-focused response to ending homelessness in Manchester.

- Increasing prevention
- Reducing rough sleeping
- More suitable and affordable accommodation
- Better outcomes, better lives

Access to services has been identified as the golden thread, running throughout the four principles and will be a cross-cutting theme on the action plan.

The strategy will ensure that residents of Manchester have access to information, advice, and support. How, when and where our residents access services are essential components of making all services inclusive.

We want our residents to be able to access the right service(s) at the right time and recognise the importance of a diverse range of access routes that reflect residents' differing needs.

3. Analysing the impact on equality

Will the policy, strategy, project, service redesign being assessed here... (Tick all that apply):

Remove or minimise disadvantages suffered by individuals or groups because of their characteristics.	X
Meet the needs of people from protected or disadvantaged groups where these are different from the needs of other people	X
Promote diversity and encourage people from protected or disadvantaged groups to participate in activities where they are underrepresented	X

Describe how you've reached your conclusion and what evidence it's based on (500 words max).

The aims and objectives of the Homelessness & Rough Sleeping Strategy is to ensure the service is accessible to all residents of Manchester and the right support is provided to individuals who are homeless, threatened with homelessness or may be sleeping rough regardless of protected characteristics.

The current Service Improvement Plan will support the Homelessness & Rough Sleeping Strategy and is focused on key areas of the Service:

- Access to Homelessness service to increase prevention and reduce the numbers in Temporary Accommodation
- Reduce the numbers of people sleeping rough
- Work to a functional zero where no families are in B&B for 6 weeks or longer and where placements are made there is planned move in place from the start.
- Reduce the number of singles in B&B

Priority actions being undertaken are:

1. Deliver an immediate accessible housing solutions service using different channels/at range of locations including access to telephone with a dedicated line for Young People
2. Ensure that the off the street emergency accommodation is offered to people sleeping rough, with a quicker process to undertake homelessness assessments
3. Deliver a housing support service that targets support at priority points and is tailored to meet individual needs
4. Offer of Private Rented Sector accommodation to prevent and relieve homelessness along with support where required

To deliver all elements of the Homelessness & Rough Sleeping Strategy, there is a change in the way services are delivered and the approach of staff. Through weekly briefings and case reviews staff are being trained and empowered to use all resources available to them, making quicker and legislatively correct decisions. This is an incremental service change where people are working differently – Transformation and service improvement is a culture change which will support the delivery of the Strategy.

Data sets from Homeless presentations across the directorate, occupancy records, support needs are key to guiding and developing this activity. Evidence based practice shows us that a person centered approach works better than a front door statutory assessment or formulaic approach to providing services.

Considering which group/s you have identified the policy, project, strategy or service redesign as being relevant to, complete the table below. Be brief with your answers

and only complete them for the group/s relevant to your activity. If you identify any actions to address impacts, list these in Annex 1 along with responsible officers and timescales for each action.

	<p><u>1. What is the impact of your proposal on this group?</u></p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>	<p><u>2. What evidence have you used to reach this assessment?</u></p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p><u>3. What actions could be taken to address the impacts?</u></p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
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<p><u>Age (older people)</u></p>	<p>Reduce the use of Temporary Accommodation and B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are older.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed an increase in the number of people presenting as homelessness who were 65+</p>	<p>Working with Adult Services to ensure residents have access to Extra Care schemes and Retirement living etc. We are also undertaking homelessness housing needs assessment working with strategic Housing.</p> <p>Many settled accommodation blocks are for over 55's and therefore it is often quicker to move into settled accommodation</p> <p>Where someone is not of retirement age we are offering accommodation that is suitable for their needs.</p>
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<p><u>Age (children and young people)</u></p>	<p>Reduce the use of Temporary Accommodation & B&B placements across all applicants.</p> <p>Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are younger.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed, at its peak, the total number of children in Temporary Accommodation was over 4000.</p>	<p>The service that works with 18+ years old young people has been brought back in house and the Council are now directly working with this cohort to offer support and accommodation that helps meet the individual needs of this cohort.</p> <p>The service commissions and provides a number of specialist accommodation options for young people and will re-commission in the lifetime of the strategy</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep young people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p> <p>A direct phone line has been created for Young People as we recognise that the main number is difficult for them to come through on.</p> <p>In addition to this the service are working with MCA (Manchester Communication Academy) School on early intervention and identification of families who are living in poor conditions and maybe at risk of homelessness. A number of young people in temporary accommodation are in north of the city and therefore may access this school pyramid.</p>
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<p><u>Disability (including continuing health conditions)</u></p>	<p>Reduce the use of inaccessible temporary accommodation & B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who have visible or hidden disabilities.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed the number of people requiring adapted properties has increased.</p> <p>Information from Manchester Move shows that people who require adapted properties often wait longer for accommodation that is suitable.</p>	<p>The service works closely with both children and adult social services. Accommodation is provided to suit the needs of the individual/family and bespoke accommodation is sourced.</p> <p>We are also working with Strategic Housing to ensure the Enabling Independence Accommodation Strategy takes into account the accommodation and support needs and requirements of people who are homeless as well as having needs such as autism, learning difficulties, acquired brain injury, mental health concerns and physical needs.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p> <p>Actions to deliver the strategy are being developed and consideration will be given to all characteristics</p>
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	<p><u>1. What is the impact of your proposal on this group?</u></p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>	<p><u>2. What evidence have you used to reach this assessment?</u></p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p><u>3. What actions could be taken to address the impacts?</u></p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
<p><u>Race</u></p>	<p>Reduce the use of temporary accommodation & B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of race, ethnicity, or background.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed there has been an increase in the number of presentations from ethnic minority communities.</p> <p>The Making Manchester Fairer Strategy and approach informs what we know about disparities and how systemic racism and discrimination impacts racially minoritised communities in relation to homelessness.</p>	<p>Close working with language line. Providing domestic abuse specialist services such as Saheli.</p> <p>Specific homelessness services/projects for Asylum and Refugees.</p> <p>Commissioned services such as Boaz Trust, GMIAU (GM Immigration Aid Unit) and Rainbow Haven.</p> <p>The Strategy is framed around Making Manchester Fairer and addressing inequalities for all our communities. The Strategy aligns to Making Manchester Fairer in relation to health inequalities.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>

	<p><u>1. What is the impact of your proposal on this group?</u></p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>		<p><u>2. What evidence have you used to reach this assessment?</u></p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p><u>3. What actions could be taken to address the impacts?</u></p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
<p>Sex</p>	<p>Reduce the use of temporary accommodation & B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of sex.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed that domestic abuse presentations have increased by 13% for those owed a prevention duty and 60% for those owed a relief duty.</p>	<p>Specific homelessness services/projects (commissioned and non-commissioned) such as Womens Direct Access, domestic abuse and IDVA Services, Mash, Mens Room.</p> <p>The Service undertook a Womens Census to understand the behaviours and patterns of women sleeping rough as the number of women sleeping rough is under-represented. This information will feed into the action plan</p> <p>The service is assessing how Sanctuary (target hardening) can be better used as a prevention option.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

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<p><u>Sexual Orientation</u></p>	<p>Reduce the use of temporary accommodation & B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of sexual orientation.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed there has been an increase in the number of presentations in this cohort at all homelessness duty stages. The biggest increase has been in people prefer not to say</p>	<p>Specific homelessness services/projects (commissioned and non-commissioned) such as Albert Kennedy, and the LGBTQ+ ABEN Scheme</p> <p>As part of the Strategy Action Plan we need to better understand our data and work with specialised partners to ensure people feel safe and comfortable to share their details if that is one of the current barriers.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

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<p><u>Marriage / civil partnership</u></p>	<p>Reduce the use of temporary accommodation & B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of their marital status.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed that this is an area where our data is poor. This may be due to the way in which the question is asked as whether someone is married, in a civil partnership or cohabiting does not impact on how they would be accommodated.</p>	<p>All services are available to couples who are together regardless of whether they are married or in a civil partnership. The Statutory duty would remain to house them as a family unit.</p> <p>As part of the Strategy Action Plan we need to better understand our data and work with specialised partners to ensure that people feel safe and comfortable to share their details if that is one of the current barriers.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

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<p><u>Pregnancy / maternity</u></p>	<p>Reduce the use of temporary accommodation & B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough who are pregnant.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p>	<p>Services are available for expectant mothers/families. The Statutory duty would remain to house them as a family unit in appropriate accommodation with the right specialised support.</p> <p>The service works closely with health services (e.g nurses/ midwives/ health visitors, children and adult services etc).</p> <p>Specialist accommodation for young women who are pregnant is commissioned in the service and will be recommissioned during the life of the strategy</p> <p>As part of the Strategy Action Plan there may be some specific actions that are identified to support women who are pregnant or on maternity.</p> <p>Looking at prevention options such use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are asked to leave is a result of financial pressure whilst retaining their banding on the Housing Register.</p>

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<p>Gender Reassignment</p>	<p>Reduce the use of temporary accommodation & B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of their gender reassignment.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>https://endhomelessness.org/wp-content/uploads/2020/07/Trans-Homelessness-Brief-July-2020.pdf</p> <p>Data shows the number of people who identify as transgender approaching the service is increasing, although still small.</p> <p>Partnership meetings are being conducted with specialist services such as the LGBT Foundation and the Equality and Diversity team to ensure work is evidence based and informed by the lived experiences of transgender people. The Homelessness directorate is a key representative on the pan</p>	<p>Specific homelessness services/projects (commissioned and non-commissioned) such as Albert Kennedy, and ABEN LGBTQ+ Schemes.</p> <p>The Statutory duty would remain to house people in appropriate accommodation with the right specialised support.</p> <p>Looking at prevention options such as the use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

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		<p>organisation Trans Inclusive Working Group, and it has been an advocate for the implementation of trans inclusive policies.</p>	

	<p><u>1. What is the impact of your proposal on this group?</u></p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>	<p><u>2. What evidence have you used to reach this assessment?</u></p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p><u>3. What actions could be taken to address the impacts?</u></p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
<p><u>Faith / religion / belief</u></p>	<p>Reduce the use of temporary accommodation and B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of their faith.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p>	<p>The Statutory duty would remain to house people in appropriate accommodation with the right specialised support and where accommodation is available we always consider proximity to a place of worship.</p> <p>To ensure services are accessible we are flexible to accommodate days of worship and various forms of contact (face to face / phone / online) are made available.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave is a result of financial pressure whilst retaining their banding on the Housing Register.</p>
<p><u>Additional Characteristics</u></p>			

	<p><u>1. What is the impact of your proposal on this group?</u></p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>		<p><u>2. What evidence have you used to reach this assessment?</u></p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p><u>3. What actions could be taken to address the impacts?</u></p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
<p><u>People living in poverty</u></p>	<p>Reduce the use of temporary accommodation and B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are living in poverty.</p>	<p>A full review of the last Homelessness Strategy period showed that there has been an increase of households presenting as homeless that are in full-time employment.</p> <p>Alignment to the Anti-Poverty Strategy and Homelessness Strategy and membership of the Homeless Partnership with VCSE's and other statutory agencies.</p>	<p>Using the Homelessness Prevention Fund to enable people to continue to live in their homes (where safe and appropriate to do so) e.g. paying off rent arrears as a result of cost of living/increasing energy costs etc whilst retaining their banding on the Housing Register.</p>	

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<p><u>Carers</u></p>	<p>Reduce the use of temporary accommodation and B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are carers.</p>	<p>Alignment to the Enabling Independence Accommodation Strategy</p>	<p>Provide services online, phone and face to face to allow people to access them around their caring duties.</p> <p>Ensure that we are not digitally excluding any of our residents.</p> <p>Accommodate people appropriately taking into account any caring responsibilities they may have that will affect the household unit.</p>

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<p><u>Homeless people</u></p>	<p>Reduce the use of temporary accommodation and B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough.</p>	<p>Alignment to all Corporate Priorities and Strategies and membership of the Homeless Partnership with VCSE's and other statutory agencies.</p> <p>A full review of the last Homelessness Strategy period showed an increase of 30% of presentations being owed a homelessness duty from both people who are homeless, and those who are at risk of homelessness.</p>	<p>The Homeless and Rough Sleeping strategy is aimed at this cohort and improving the service for them. This includes redesigning the service to improve access and developing a range of support and accommodation services to support residents faced with homelessness.</p>

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Ex-Armed Forces veterans and families	<p>Reduce the use of temporary accommodation and B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are ex-armed forces veterans and their families.</p>	<p>Alignment to all Armed Forces Covenant, Housing Allocations Policy and Homelessness Strategy and membership of Homeless partnership with VCSE's and other statutory agencies.</p> <p>A full review of the last Homelessness Strategy period showed that presentations from this cohort have increased by 50% over the period, although actual numbers remain very low.</p>	<p>Veterans have reasonable preference on Allocations Policy.</p> <p>The Statutory duty would remain to house them in appropriate accommodation with the right specialised support.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

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<p>Care-experienced young people and care-leavers</p>	<p>Reduce the use of temporary accommodation and B&B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness and have experience of the care system.</p>	<p>A full review of the last Homelessness Strategy period showed that those from Care owed a relief duty had increased over 130% during the last strategy period.</p>	<p>Care leavers who are 18-21 should always be priority need and should not be found intentionally homeless.</p> <p>Through case checks, if a care leaver maybe intentionally homeless all cases will be discussed with service managers / SMT.</p> <p>Services are commissioned for young people and care leavers can access this supported accommodation.</p> <p>Care leavers have reasonable preference on Allocations Policy.</p>

4. Quality Assurance - Equality, Diversity and Inclusion Team

Send your draft EqIA to the EDI Team inbox - equalitiesteam@manchester.gov.uk using **EqIA Advice – Your Service Name**. in the subject line.

EDI Team: Name	Sharmila Kar	Date reviewed:	24/11/2023
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5. Head of Service Approval

Your completed analysis needs to be signed off by your Head of Service.

Name:	Rob McCartney	Date:	27/11/2023
Job title:	Assistant Director, Homeless Services	Signature:	Signature redacted pfor publictaion purposes

Annex 1 – Actions Log

Use this table to list the actions you have identified to mitigate and adverse risks, detailing who will be responsible for completing these and setting clear timescales for delivery. Your actions will be reviewed at 6 months and 12 months to assess progress.

<u>Actions identified in your EqIA</u>	<u>Responsible officer / team for delivery</u>	<u>Timescale for delivery</u>	<u>Comments</u>